

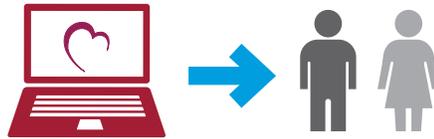


FISCAL YEAR 2018 IMPACT

CONNECTING OUR COMMUNITY THROUGH SERVICE

The Montgomery County Volunteer Center strives to improve the quality of life in Montgomery County, Maryland, by fostering a culture of service in our community. Our programs work to promote and expand meaningful volunteer opportunities throughout the county, and to connect community members in search of volunteer activities with nonprofits and government agencies in need of assistance. Take a look at the results!

WEB-BASED VOLUNTEER MATCHING



Our online database of volunteer opportunities with *1,212 organizations* allows individuals and groups to search for ways to serve the community based on a variety of criteria—everything from interest area or age-appropriateness to project location or date. Then, with just another click, they can learn more and quickly connect with the organization seeking help. *During the past year, there were 65,857 users on our website.*

THROUGH THE WEBSITE IN FY2018:

536 organizations received
22,229 referrals from
9,102 volunteers



5,462 volunteers served
11,444 hours during MLK Day 2018

SPECIAL DAYS OF SERVICE

The Volunteer Center develops and oversees large-scale volunteer projects at multiple sites throughout the county for the Martin Luther King Jr. Day of Service in January and the Montgomery County Community Service Week in October. These service days activities not only provide residents with a wide range of opportunities for helping their community, but they also offer our nonprofit partners an enthusiastic cadre of new volunteers.

1,601 volunteers served
5,185 hours throughout Community Service Week 2017

STUDENT SERVICE LEARNING

Working in partnership with Montgomery County Public Schools (MCPS), the Volunteer Center maintains the online searchable database of organizations and projects that meet MCPS guidelines for student service learning (SSL) credits. SSL opportunities allow students to address a real community need while earning service hours required for high school graduation.



821 MCPS SSL organizations featured on our website in FY2018



VOLUNTEER NETWORK

The 50+ Volunteer Network is a unique new county initiative that connects skilled volunteers with nonprofits in need. Through personal consultations, the program helps volunteers in the rapidly growing 50+ demographic find purposeful opportunities that fit with their skills, interests, and availability. *In its first six months of operation the 50+ Volunteer Network:*

Recruited **82** agencies offering **164** opportunities
Interviewed **81** volunteers and placed **63**



RSVP/AARP TAX-AIDE PROGRAM

We coordinate the Montgomery County RSVP/AARP Tax-Aide Program, recruiting and training 148 hard-working volunteers annually to provide free federal and state tax preparation services for low- to moderate-income taxpayers, primarily seniors.



148 volunteers completed



4,972 tax returns, resulting in

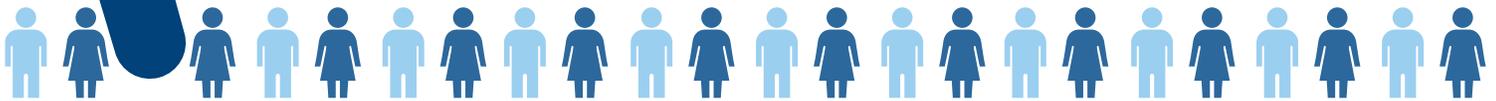


\$4,601,275 in refunds



VOLUNTEER COMMUNICATIONS

Every month, we reach out to county residents through our volunteer e-newsletter, providing up-to-date information highlighting volunteer opportunities, local nonprofits in need, ideas for getting involved in new causes, and more. We also regularly feature volunteer news and the latest volunteer needs on our social media sites.



VOLUNTEER MANAGEMENT TRAINING

In our aim to help nonprofits and government agencies maximize their impact, the Volunteer Center offers orientation, networking and training events throughout the year. These sessions explore a variety of critical elements of volunteer management, such as volunteer recruitment strategies, training policies, and recognition ideas.

562 nonprofit professionals attended training, networking, and orientation events in FY2018



worth of items donated in FY2018

IN-KIND DONATIONS

Hotlink, the Volunteer Center's weekly e-newsletter developed just for our registered agencies, features details about office equipment, furniture, medical supplies, and other items in good or better condition that local residents and businesses wish to donate to government and nonprofit organizations. This "match-making" service helps organizations large and small source needed supplies and keeps valuable goods out of the waste stream.