Frequently Asked Questions about Service Enterprise

What are the benefits of Service Enterprise?
- Gaining the Service Enterprise designation allows organizations to communicate to funders, volunteers and community in a concrete way that they have implemented successful volunteer engagement strategies and effectively leverage volunteer resources.
- The Service Enterprise process includes a research based organizational assessment, team based training with other participating organizations, individualized coaching/consulting and the option to become certified by achieving the Service Enterprise standards.

What changes have organizations who participated in Service Enterprise found?
Surveys by Points of Light found the following benefits to certified organizations:
- On average, organizations saw a 23% increase in the number of volunteers annually
- 80% of organizations increased both volunteers and skills-based volunteers
- 60% of organizations increased the number of volunteer hours
- Service Enterprise provides a renewed commitment to upholding volunteer engagement as a strategic priority that adds value throughout the organization.
- Service Enterprise increases awareness of the need to proactively and thoughtfully immerse volunteers throughout the organization, especially skilled volunteers.
- Service Enterprise helps organizations refine infrastructure and address resource gaps to create a more viable, efficient and effective volunteer program.
- Service Enterprise legitimizes the use of best practices by advanced practitioners, helping to make the case for further investment in volunteer programming

What do Minnesota organizations say about Service Enterprise?
"This re-engaged our leadership staff as well as re-fueled our staff across the organization to engage volunteers in creative ways. We worked very hard and at a very fast pace, especially during the training sessions. If you are looking for a way to re-energize your organization in working with volunteers, I'd say invest today in Service Enterprise, it will be well worth your time and effort."
Jean Nierenhausen, Volunteers & Interns Manager, MN Historical Society

"Service Enterprise has helped us to be more systematic, establishing procedures, systems, and policies that have improved the volunteer experience and ultimately the people we serve. Service Enterprise has helped us strengthen our mission and our capacity to meet the changing needs of our community." Chris Koop, Executive Director, Hastings Family Service

Is my organization ready for Service Enterprise?
To gain the most benefit from Service Enterprise an organization should have the following in place:
- Staff have attended training on best practices for volunteer engagement.
- Volunteer engagement best practices are partially or fully implemented at the organization.
- The organization is ready and eager to move to a higher level of volunteer engagement.
- The organization can commit to 3-7 staff attending the four Service Enterprise trainings.
- The organization has the support of top leadership to participate in Service Enterprise.

How to apply?

To access the online application visit: https://survey.co1.qualtrics.com/jfe/form/SV_8iHjn9MwNxVZp5P

For the Winter 2017/2018 cohort group, applications are due **January 5, 2018.**

What is the cost?

Thanks to grant funding, the Service Enterprise Initiative package of services valued at $6,000 is available for sliding scale fee of:

       $1,000 for organizations with a budget of less than 1 million dollars

       $1,250 for organizations with a budget of 1-3 million dollars

       $1,500 for organizations with a budget of over 3 million dollars

NOTE: This initiative is available only to organizations that do not currently have Corporation for National and Community Services (CNCS) resources for volunteer capacity building. (For example, a VISTA or other national service member working on volunteer capacity building and reporting volunteer statistics to CNCS).

What is the timeline for the next Service Enterprise cohort? (dates subject to change)

- Orientation webinar for Service Enterprise site leads on *January 11, 2018* (one hour)
- Service Enterprise Diagnostic (SED) assessment completed online by 3-20 people from your organization by January 25, 2018
- Pre-Training Meeting to review SED results with key staff and leaders between Jan 26 – Feb 7
- Training sessions – each session will be 4 hours in duration.

       Session 1: February 8th, 2018   Session 3: March 8th, 2018

       Session 2: February 22nd, 2018   Session 4: March 29th, 2018

- For three months following training, up to 10 hours of consulting will be offered.
- Organizations working on certification will have up to 12 months to complete the process.

Who will need to be involved and what is the time commitment?

- One lead contact for your organization's Service Enterprise involvement will serve as the SED Administrator and manage communication with the team from your organization
- Executive Director, or vice president level leader (for larger organizations) will need to complete the SED and commit to attending the majority of the training sessions.
- A minimum of 3 and up to 25 people will complete the SED. Participants should be key influencers, those willing to look at change within the organization to build capacity through volunteer involvement.
- A minimum of 3 and up to 7 people attend all four of the training sessions.
- There is a time commitment for the organization's staff. The following is an estimate:
  - Online SED Assessment (30 minutes to 1 hour per person)
  - Pre-Training Meeting to review SED results and prep for training (2-2.5 hours)
  - Sixteen hours of training per person for the organization's SE team (3-7 staff members)
  - Meetings of SE team outside of training sessions to work on development of an Action Plan and follow through on training activities (amount of time varies)
  - Up to ten hours of coaching/consulting for the organization
  - Preparing for certification and gathering materials for evidence (3-8 hours)

Where can I get more information?

- Contact Polly Roach at MAVA proach@mavanetwork.org or Zeeda Magnuson at HOTC zeeda@handsontwincities.org
- Points of Light: http://www.pointsoflight.org/service-enterprise-initiative
- HOTC website: http://www.handsontwincities.org/SE%20Overview
- MAVA website: http://www.mavanetwork.org/serviceenterprise