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 HandsOnNEO.org



### OVERVIEW

Founded in 2007, HandsOn Northeast Ohio's mission is to make it easy for people of all ages to volunteer in meaningful projects, led by fellow volunteers that build stronger communities. HandsOn NEO serves a critical need by being the only volunteer organization in Ohio that coordinates the logistics of ongoing and one-time volunteer projects through trained Volunteer Leaders saving partner organizations time and money.

HandsOn NEO is an independent nonprofit serving Lake, Cuyahoga, and Lorain Counties and is an affiliate of the national Points of Light network, Keep America Beautiful, and the Youth Volunteer Corps. Additionally, HandsOn is a local member of Greater Cleveland Community Shares.

### OPPORTUNITY FOR SOCIAL IMPACT

Ten years ago, HandsOn NEO recognized that individuals face barriers that hinder them from giving back, and organizations were lacking the infrastructure to find, place, and manage volunteers.

HandsOn NEO's core programs provide actual management of volunteer projects and, as a result, volunteerism is more effective, monitored, constantly evaluated, and improved. By providing for the comprehensive volunteer management needs of our agency partners – from recruitment to training to evaluation – we are helping our nonprofit partners leverage more of their staff resources to fulfill their missions while making it easier for the members of our diverse community of volunteers to make a difference.

HandsOn NEO advances community through signature programs: ongoing Managed Projects, National Days of Service, Youth/Family engagement, and customized corporate engagement. Annually, HandsOn manages over 700 projects on 300 plus days of the year benefiting a diverse portfolio of issues.

### NEED FOR CHANGE

Nonprofits need reliable volunteers to accomplish their missions, but often lack the capacity to effectively engage the community in their work. This is evident as 100% of HandsOn NEO's current agency partners either do not have a formal volunteer manager on staff, or, if they do, the position has transitioned during the course of our partnership. In one case, a nonprofit partner has had ten different volunteer managers in our ten years working together. If you consider this percentage as a sample of the needs of the thousands of tax exempt organizations in Cuyahoga County, the lack of volunteer management capacity is staggering.

Simultaneously, millions of Americans want to make a difference in their communities by volunteering their time and talents to causes important to them, but they often do not know where to go or how to get started. Additionally, teens across our region have required service hours for school, that if used purposefully, could have incredible impact in our region. Finally, with time so limited, families are looking for ways to volunteer together and often have a hard time finding age-appropriate ways to do so.

### SOCIAL INNOVATION IN ACTION

- Managed Projects are volunteer opportunities created in partnership with organizations. HandsOn NEO makes an ongoing commitment to each partner to bring a designated number of volunteers and to complete agreed-upon tasks on either a weekly, biweekly, or monthly basis.
- After attending an orientation, volunteers browse the HandsOn calendar with 50+ projects each month and choose when and how often they serve based on their interests and availability.
- In 2012, HandsOn NEO became the lead organizer of the Homeless Stand Down, an event that brings together hundreds of partners. For 26 years, this event has provided vital and relevant resources, medical services, and winter clothing to individuals and families that are facing homelessness.
- HandsOn NEO's youngest volunteers and their families learn about different issue areas while completing fun and meaningful volunteer projects for local agencies at monthly Family Volunteer Parties.
- Lorain County Volunteer Connection is a strategic partnership between United Way of Greater Lorain County and HandsOn NEO that values volunteerism as a powerful force for change that can foster mutual respect and understanding within our diverse community. This is the only known partnership in the country where an independent volunteer organization serves as the volunteer arm of a United Way.

### FINANCES

The HandsOn Northeast Ohio budget over the last 3 years has been between \$250,000-300,000 annually. HandsOn strives to have diverse funding streams as it grows its capacity. Currently, HandsOn NEO has three staff members and an AmeriCorps member. Our future needs include building financial reserves and growing our earned revenue model of coordinated volunteer projects for corporate groups and nonprofit partners.

	2016/2017 Fiscal Year	2015/2016 Fiscal Year	2014/2015 Fiscal Year
<b>Foundation Grants</b>	30%	15%	0%
<b>Nonprofit Partnerships</b>	22%	38%	25%
<b>Corporate/Civic Gifts</b>	17%	9%	11%
<b>Earned Revenue (Corporate Managed Projects)</b>	13%	17%	45%
<b>Individual Gifts</b>	10%	10%	9%
<b>Special Events/Fundraisers</b>	8%	11%	8%

### GOALS & PERFORMANCE

#### 1. Program Performance

There is a ripple effect of impact from HandsOn NEO's work. From the simple metrics of volunteers engaged to the outputs of the jobs completed, impact continues through the operational savings of an agency partner to individuals and families provided with care and support. Annually, HandsOn manages over 700 volunteer projects managing over 5,000 volunteer connections resulting in 14,000 hours of service. Some outputs that are measured annually include:

- 178,000 lbs. of food sorted
- 1,100 seniors provided a friendly face
- Over 1,000 dogs walked and cats cuddled

#### 2. Organization Health/Capacity Building:

HandsOn hopes to conduct a strategic planning process in the next year to evaluate our current work and to plan for a sustainable future.

#### 3. Social Impact Indicators:

From our infancy, HandsOn NEO has believed in the value of evaluation for building our organizational capacity and measuring our programmatic success. HandsOn NEO evaluates program effectiveness with ongoing evaluation ranging from informal "circle ups" at the end of volunteer projects; to online feedback after volunteer projects; to annual written evaluations of volunteers, Volunteer Leaders and agency partners. HandsOn evaluates operational effectiveness through annual Board and Executive Director reviews and quarterly staff 360 evaluations.

### INVEST

Every person has immense power to make our community better. Investing in HandsOn NEO not only impacts our organization but also supports our 100-plus agency partners that we work with in a three-county area annually.

#### FINANCIAL

- **\$10** provides for a night of arts and crafts for children at an emergency shelter
- **\$100** provides for a meal for families fighting cancer
- **\$500** outfits 35 guests at the Homeless Stand Down with new winter boots

#### IN-KIND

- Join the HandsOn community and volunteer.
- Host a donation drive with co-workers or friends for winter items for Homeless Stand Down.
- Donate gift cards linked to local grocery stores or craft stores to be used for ongoing projects.