

University Retirees Volunteer Center (URVC)

Annual Report and Toolkit

8/31/20

ITEMS

1. Annual Report (7/1/19 – 6/30/20)
 - a. John Anderson (Chair, Board of Directors, 2012-2020)
2. Volunteer Activities (July 2019 – June 2020)
 - a. Referenced in the Annual Report
3. Summary of Hours by Month (2010 – 2020)
 - a. Referenced in the Annual Report
4. Toolkit
 - a. URVC Handbook (2019 – 2020)
 - i. Describes the overall processes and procedures for URVC
 - ii. Includes
 1. Office Basics (organizational chart, list of people, office procedures, office equipment and supplies, website monitoring and updating)
 2. Technology Basics (Better Impact Volunteer and Project tracking database)
 3. Project Folders (how to handle and enter project information)
 4. Engaging with Volunteers (examples of ways to connect with people)

8/31/20

Eric Hockert (URVC Board Chair)

URVC Annual Report
July 1, 2019 – June 30, 2020

Since 1987 the University Retirees Volunteer Center (URVC) has served the University of Minnesota by matching volunteers with projects which need volunteers to accomplish their mission. For the past decade, the number of hours of volunteer service steadily increased until this year when Covid-19 caused cancellation of most activities. Last year 299 volunteers worked 10,795 hours in support of 80 projects but this year 169 volunteers recorded only 6138 hours for 77 projects. We anticipate that during 2020-21 activity will rebound as our society reopens and projects get underway again.

In April of 2019, the URVC launched the software volunteer management system, *Better Impact*, which provides our volunteers online access to projects which we have elected to support. It has taken some time for our volunteers to use this system with confidence. We recognize that some of our volunteers because of their age are reluctant computer users but in years to come we expect our volunteer force will be more adept at navigating the online system. Traditional methods of advertising volunteer options continue to be used: email, telephone calls and even snail mail letters. *Better Impact* allows online signup for some projects, recording of hours and facilitates the production of records by our office staff.

Our office staff has also undergone change. The office manager who was instrumental in promoting URVC for about twenty years stepped back from his supervisory role which necessitated that a new office manager be recruited to assume those duties. Other changes in office staff necessitate finding replacements.

The URVC is currently in the midst of office space reassignment. Since OLLI moved from Suite 250 the Gateway Corporation which manages the McNamara Alumni Center has elected to redesign Suite 250 with consolidation of the three separate offices of URVC, the University of Minnesota Retirees Association (UMRA) and the University of Minnesota Women's Club (UMWC) into one combined office with an overall space reduction of slightly more than 40%. We are collaborating with UMRA and UMWC to accomplish this merger which we all hope and trust will lead to a workable situation. The timeline for access to the realigned space is still undetermined.

As you can see, this has been a challenging year both in terms of our productivity and our base of operations, but we expect the coming year to demonstrate our resiliency in the face of challenges.

The URVC appreciates the continuing financial support (\$4,000 annually) provided by the Office of University Relations which covers the cost of *Better Impact*, on campus parking for volunteers as well as support for our work-study student. In September of 2019 URVC held a Volunteer Recognition Reception at the Continuing Education Center on the St. Paul campus. This event has taken place annually for many years at Eastcliff. We much appreciate the

financial support of President Gabel and Eastcliff which allowed this event to take place despite the renovations that were ongoing at Eastcliff.

Accompanying this report are two attachments which provide a quantitative picture of URVC activity. The total number of hours shown differ since the *Better Impact* report of this year's projects does not include the hours of OLLI instructors.

Respectfully submitted,

A handwritten signature in blue ink that reads "John S. Anderson". The signature is written in a cursive style with a large initial "J" and "A".

John S. Anderson
Chair, URVC Board of Directors, 2012-2020

**Volunteer Hours
by Month**

Month	2010-11 Hours/Vols	2011-12 Hours/Vols	2012-13 Hours/Vols	2013-14 Hours/Vols	2014-15 Hours/Vols	2015-16 Hours/Vols	2016-17 Hours/Vols	2017-18 Hours/Vols	2018-19 Hours/Vols	2019-20 Hours/Vols
July	330 / 46	346 / 52	478 / 51	635 / 70	590 / 65	626 / 75	579 / 72	626 / 69*	738 / 63**	520 / 42**
August	339 / 64	272 / 44	501 / 56	531 / 62	600 / 76	599 / 74	542 / 59	672 / 66*	547 / 57**	325 / 33**
September	361 / 40	407 / 53	802 / 80	667 / 67	757/ 78	814 / 125*	862 / 131*	872 / 129*	988 / 94 **	866 / 65 **
October	483 / 65	433 / 57	645 / 72	683 / 66	694 / 70	1095 / 129*	1033 / 134*	1001 / 131*	1420 / 101**	845 / 75 **
November	416 / 52	566 / 69	740 / 78	685 / 69	715 / 75	826 / 121*	803 / 119*	790 / 140*	838 / 68 **	780 / 55 **
December	368 / 52	498 / 64	622 / 67	746 / 77	584 / 61	470 / 56	658 / 83	626 / 84	656 / 71	511 / 67
January	444 / 49	479 / 57	581 / 57	707 / 67	891 / 95*	645 / 102*	664 / 94*	815 / 102*	829 / 76**	650 / 58 **
February	438 / 51	525 / 68	512 / 51	585 / 51	830 / 87*	888 / 98*	814 / 106*	967 / 109*	984 / 96**	763 / 68 **
March	419 / 51	480 / 60	604 / 59	645 / 61	921 / 106*	815 / 132*	920 / 141*	964 / 158*	1102 / 108**	291 / 46
April	541 / 67	608 / 74	829 / 79	711 / 80	1261 / 124*	951 / 116*	1100 / 130*	1138 / 137*	1138 / 93**	215 / 25
May	507 / 70	671 / 72	705 / 76	843 / 82	1059 / 125*	933 / 115*	1067 / 131*	870/ 117*	963 / 93**	206 / 27
June	348 / 48	490 / 48	537 / 60	508 / 66	689 / 74*	670 / 78*	599 / 66*	678 / 66*	404 / 42	166 / 21
TOTALS	4994/171	5775/172	7556 / 189	7946 / 209	9591 / 260	9197 / 315	9640 / 323	10020 / 330	10795 / 299	6138 / 169

**Includes hours for retired OLLI instructors / URVC volunteers only

Note: Numbers may differ from the Monthly Reports as some hours are reported after reporting deadline.

University Retirees Volunteer Center

Activity Totals: 7/1/2019 - 6/30/2020

Category	Activity	Hours	Volunteers	Average
Assisting the Disabled	Audio Reader @ Minnesota States Services for the Blind	85.00	1	85.00
	Category Total Hours	85.00		
Educator - Tutor Adults	Independent Tutoring	8.00	1	8.00
	Minnesota Literacy Council - New Volunteer Information Sessions	5.00	4	1.25
	Tutor @ Adult Basic Education Center - Minneapolis Southside, 2225 East Lake Street	148.00	2	74.00
	Tutor @ Buddy Up and Read, Columbia Heights Library	29.00	1	29.00
	Tutor @ Franklin Learning Center	54.00	1	54.00
	Tutor @ Hennepin Technical College, Eden Prairie	71.50	1	71.50
	Tutor @ Hmong Cultural Center, St. Paul	12.00	1	12.00
	Tutor @ Osseo Adult Basic Educator - Tutor	81.00	1	81.00
	Tutor @ Ramsey County Correctional Facility	68.00	1	68.00
	Tutor/Mentor: Coursera Massive Open Online Courses	144.00	1	144.00
	Category Total Hours	620.50		
Educator - Tutor Children and Youth	Big Brothers Big Sisters Mentoring Children through FREE ARTS Program	12.00	1	12.00
	Minnesota Literacy Council - New Volunteer Information Sessions	1.25	1	1.25
	Reader/Writer Program	36.25	7	5.18
	Tutor @ Crossroads Elementary School in St. Paul	72.00	1	72.00
	Tutor @ Hiawatha Elementary School, Minneapolis	23.50	1	23.50
	Tutor @ Obama Elementary School in St. Paul	12.00	1	12.00
	Category Total Hours	157.00		
Educator - Tutor International Students	University of Minnesota's English Language Program (MELP) Tutor	75.00	11	6.82
	Facilitator for Partners-In-English: Wednesdays afternoon group	70.00	10	7.00
	Category Total Hours	145.00		
Environment/Nature/Animal Service - Environmental Projects	DNR Candlelight Hike	3.00	1	3.00
	Category Total Hours	3.00		
Evaluation - Mock Trial Juror	Mitchell Hamline Mock Trials--September 2019	47.00	7	6.71
	Category Total Hours	47.00		
Evaluation - School Competition Judge	History Day:2020 State Competition Judges	53.00	4	13.25
	Minnesota Urban Debate League 2020: Volunteer Judges	7.00	2	3.50

Evaluation - School Competition Judge	Category Total Hours	60.00		
Evaluation - Science Fair Judge	Twin Cities Regional Science Fair-Judges	13.00	3	4.33
	Category Total Hours	13.00		
Event Assistance - Phone Bank/Registration/Misc. Assistance	Assist VocalEssence @MIA Winter Concert	7.25	3	2.42
	Bell Museum Apollo Anniversary Event	10.00	3	3.33
	CLV Ethics Day Conference	5.00	2	2.50
	Second Harvest Heartland Radiothon	6.00	2	3.00
	Success Beyond the Classroom Young Authors Conference 2020	6.50	1	6.50
	Success Beyond the Classroom: Creativity Festival and CreativeCon	19.50	3	6.50
	Twin Cities Regional Science Fair Event Assistance	3.50	1	3.50
	Category Total Hours	57.75		
Medical - Hospital Assistance	University of Minnesota Medical Centers (East Bank and West Bank) - Hospital Volunteer	168.00	2	84.00
	Category Total Hours	168.00		
Medical - Research Participant	Aging and Cognitive Research Study for Healthy Aging	3.00	1	3.00
	BRINK (Brain in Kidney Disease) Memory Research	17.00	6	2.83
	Dynamic Effects in Peripheral Auditory Processing	1.00	1	1.00
	Minnesota Memory Project	13.50	7	1.93
	Movement Disorders Studies	7.75	3	2.58
	READY- -> STEADY Health Study	33.50	6	5.58
	Sensory Cueing and Parkinson's Disease	2.25	1	2.25
	The Human Connectome Project	2.42	1	2.42
	x-Other Medical Research Studies	42.25	8	5.28
	Category Total Hours	122.67		
Office/Administration - Board of Directors Support	URVC Board of Directors Activities	649.50	16	40.59
	Category Total Hours	649.50		
Office/Administration - Computer Technology/Data Entry	Data Entry: Community Thread Senior Center	114.50	1	114.50
	Category Total Hours	114.50		
Office/Administration - General Office Assistance	Office Administration Volunteer @ Open Arms of Minnesota	126.00	1	126.00
	Office Administration Volunteer @ Spirit of Hope Old Catholic Church	68.00	1	68.00
	Office Assistance Volunteer @ Operation Help Resource Center, Hudson, Wisconsin	39.50	1	39.50
	Category Total Hours	233.50		
Office/Administration - URVC Office Staff and Administrators	URVC Office Administrative Support	77.00	3	25.67
	URVC Office Staff and Administrators	421.50	5	84.30
	Category Total Hours	498.50		

Social Welfare - Companionship	Phone Companion: Little Brothers - Friends of the Elderly	40.00	1	40.00
	Category Total Hours	40.00		
Social Welfare - Food: Warehouse Packing/ Food Shelf/ Produce Distribution/ Delivery	Assembly Line Grocery Packing @ 2nd Harvest Heartland's Maplewood Warehouse	4.00	2	2.00
	Food Packing & Sorting: @ 2nd Harvest Heartland Brooklyn Park Warehouse	12.00	3	4.00
	Neighborhood House--Food Support Program on Bonus Thursdays	2.00	1	2.00
	Category Total Hours	18.00		
Social Welfare - Senior Assistance/Driving/Home Maintenance	Driver: Food Delivery to Home-bound Seniors through Second Harvest Heartland	35.50	2	17.75
	Driver: Meals-on-Wheels in Washington County	160.00	2	80.00
	Help At Your Door	613.50	8	76.69
	Category Total Hours	809.00		
Stay-at-Home Projects	Making Stress-Balls for Center for Victims of Torture	15.00	1	15.00
	Category Total Hours	15.00		
Tax Preparers and Facilitators	AARP Tax-Aide	98.00	1	98.00
	Category Total Hours	98.00		
University Projects - Student Mentor	Academic Integrity Matters (AIM) - Community Member	29.00	2	14.50
	Academic Integrity Matters (AIM)-Training Session	5.00	3	1.67
	Community Teacher for Health Professional Students	205.00	54	3.80
	Category Total Hours	239.00		
University Projects - Unit Assistance	College of Biological Sciences - Nature of Life	160.00	1	160.00
	College of Biological Sciences Conservatory	144.00	3	48.00
	ECE Design Show Judges	2.50	1	2.50
	Life Sciences Undergrad Research Summer Program	22.50	1	22.50
	UMN State Fair event to Register Participants for 10,000 Families Study	13.00	1	13.00
	Category Total Hours	342.00		
Usher/Greeter - Event Registration	American Red Cross - Blood Donor Ambassador	231.25	6	38.54
	Category Total Hours	231.25		
Usher/Greeter - Lecture/Seminar Greeter	Institute for Advanced Studies Thursdays @ 3:30 - Ambassador/Greeter	12.00	4	3.00
	Greeter: Institute for Advanced Studies Thursdays at 3:30	4.00	2	2.00
	Category Total Hours	16.00		
Usher/Greeter - Museum Docent	Walker Art Center - Docent	24.00	1	24.00
	Category Total Hours	24.00		
Usher/Greeter - Theater & Concert	Caponi Art Park Summer Events	16.00	5	3.20

Usher/Greeter - Theater & Concert	Energy and U Shows	4.00	1	4.00
	Northrop Auditorium - Usher	21.00	2	10.50
	Rarig Theater -- Collidescope 4.0	35.00	9	3.89
	Rarig Theater - Thought in Motion 2019	28.00	8	3.50
	Rarig Theater--The Skriker	20.50	6	3.42
	Ted Mann Concert Hall - Usher	34.00	2	17.00
	Vocalescence Welcomes Christmas	49.00	14	3.50
	Category Total Hours	207.50		
Total Hours	5014.67			