

Changes at ShoreCAN

Each month, ShoreCAN has listed the agencies volunteer needs on the Salisbury University Web site and has published a copy on the third Sunday in *The Daily Times*. Both of these methods of publication are accessible by the public as well as by our agency, media and service partners.

Because of staffing changes and in an effort to reduce operating expenses, ShoreCAN will cease publication of the newsletter as of January 2003. We will continue however to maintain listings on the Web site and provide them to *The Daily Times* for publication each month.

Deadline dates for submission of volunteer needs as well as the new e-mail address will be published at the end of each month's needs listing. Needs may also be submitted by fax or regular mail. The new e-mail address for submitting volunteer needs is ShoreCAN@salisbury.edu. The fax number is 410-677-5012.

Debbie Farrow, the administrative assistant, left ShoreCAN as of December 6, 2002. Tohneisha Harris, with AmeriCorp/VISTA, will be updating the volunteer listings and is available in the office on Wednesday afternoons and all day Friday.

**To contact ShoreCAN:
410-546-6015 (voice), 410-677-5012 (fax) or ShoreCAN@salisbury.edu (e-mail).

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SHORE CAN

DECEMBER 2002



Bringing human resources to human needs

The Shore CAN Mission

... to generate citizen action through volunteer service to address community needs on Maryland's lower Eastern Shore.

Web Site

www.salisbury.edu/community/servicelearning

E-Mail

ShoreCAN@salisbury.edu

Phone

410-546-6015

Fax

410-677-5012

Network Update

Agency Partners..... 184
Service Partners..... 594
Media Partners..... 32
Total..... 810

Deadline...January 7, 2003

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POINTS OF LIGHT
FOUNDATION

Measuring Program Effectiveness

Organizations need to make significant decisions concerning the distribution, use and management of available resources. Volunteer program managers play a key role in these decisions. They need to document how resources such as monies, equipment, materials and personnel have been utilized, are currently being used and assess future needs and uses to support the agency's programs and efforts. The volunteer program managers also need to provide information on the benefits that these resources have provided to the clients and programs of the agency.

There are two basic types of evaluation: formative and summative. Formative evaluations are used for mid-year or mid-project evaluations. They allow the agency to view the effectiveness of the program, make any changes or adjustments and provide data for the year-end or project-end program evaluations. Summative evaluations are the year-end or project-end evaluations. These evaluations include such information as the results, strengths, weaknesses, recommendations and future of the program.

Data for these evaluations needs to be collected in the early stages of the program. This is used as the baseline data and provides the agency with the starting point from which to measure the outcomes and attainment of the program goals. It will show how the agency was before the volunteer program went into effect and enables the agency to accumulate new data to show how changes affected and added to the value of the program.

Data collected should include such information as: the number of volunteers, volunteer hours, volunteers duties, volunteer achievements, and the value and success of staff and volunteers working together. This information should build on the baseline data and take into consideration: the program goals and objectives, the group targeted for the evaluation, the activities to be evaluated and the resources available for implementing the evaluation.

The data collected should be evaluated based on the agency's budget allowances, time allotted for collecting the data and type of analysis of the data. The evaluation report should take into consideration the audience being addressed and how they will use the information provided. These factors will also affect the appearance and contents of the report. The audience considerations should include: the board of directors and officers, funding sources, the agency managers and staff, the agency volunteers and the public sector. Use of the information should include: funding, program support, program effectiveness, program strengths and weaknesses, future plans, and recognition of accomplishments.

Many limitations such as time, money or staff may restrict the number of questions used for data collection and evaluation of the agency's program. Some questions to consider are:

- Is the program operation in conformity with its original design?
- Have adjustments been made as needed?
- Were the stated outcomes achieved?
- Is evaluation data being used for future planning?

These are suggested questions. More information and a list of resources for evaluation guidance can be obtained from the *Best Practices for Developing a Volunteer Program*, compiled by the Maryland Advisory Committee on Volunteerism. Copies of this manual are available at no charge to Shore CAN agency partners.

SHORE CAN (CITIZEN ACTION NETWORK)

JANUARY VOLUNTEER NEEDS

Shore CAN empowers individual citizens and Service Partners to decide how best to make a difference in their communities by matching themselves with Agency Partners.

Agency Partners are responsible for screening, training and supervising volunteers and volunteers are solely responsible for their conduct.

Youth service opportunities are coded with the letter "Y" followed by a number that represent the minimum age for volunteers for that particular project. Shore CAN is sponsored by Salisbury University.

LONG TERM NEEDS

HELPLINE VOLUNTEER, Alzheimer's Association, Eastern Shore Office. Provide support and information to callers and visitors requesting information and assistance related to Alzheimer's disease. Gather and mail information about Alzheimer's disease as requested. Assist with maintaining and updating information supplies, books and audiovisuals in Lending Library. Flexible hours between Monday and Friday, 8:30am-4:30pm. Amy Schine, 410-543-1163.

RECEPTIONIST/OFFICE VOLUNTEER, Alzheimer's Association, Eastern Shore Office. Answer phones, greet visitors, and provide clerical support for day-to-day office functions and special events. Flexible hours between Monday and Friday, 8:30am-4:30pm. Amy Schine, 410-543-1163.

SPECIAL EVENTS VOLUNTEER, Alzheimer's Association, Eastern Shore Office. Assist with planning, coordinating and managing of special events and fundraisers throughout the year. Duties range from clerical to creative, interaction with people is desired. Flexible hours-volunteer when you are able for the events that interest you. Flexible hours Monday-Friday, 8:30am-4:30pm. Amy Schine, 410-543-1163.

DRIVERS, Blind Industries and Services of Maryland. Drivers to pick up senior and drive to our meetings and outings. Monday-Friday, 10-12:30pm. Amy Crouse, 410-749-1366.

READERS, Blind Industries and Services of Maryland. Readers to read mail, help complete forms. Monday-Friday, 10-12:30pm. Amy Crouse, 410-749-1366.

LIFEGUARD, Easter Seals. Lifeguard to oversee the stroke club swim once or twice a week. Stipend included. Hours flexible. Norma Cotter, 410-546-2894.

STROKE CLUB COORDINATOR, Easter Seals. Help plan for twice monthly meetings. Small stipend included. First and third Thursday monthly, 1pm. Norma Cotter, 410-546-2894.

COMPUTER TECNICIAN, Holly Community, Inc. Sort and test software. Flexible hours. Monday through Friday 8am-4pm. Rose Carey, 443-260-0822.

WEB SITE DEVELOPMENT, Holly Community, Inc. Develop Web site. Flexible hours. Monday through Friday 8am-4pm. Rose Carey, 443-260-0822.

DATA BASE ENTRY, Holly Community, Inc. Enter, update, verify and retrieve computer data. Flexible hours. Monday through Friday 8am-4pm. Rose Carey, 443-260-0822.

COMPUTER RESEARCHER, Holly Community, Inc. Search Web sites for information regarding disability resource centers, new technology and parent's concerns. At home or at

Holly Community office. Flexible hours. Monday through Friday 8am-4pm. Rose Carey, 443-260-0822.

SECRETARIAL/CLERICAL ASSISTANT, Holly Community, Inc. Type letters, provide general clerical assistance to program coordinator. Flexible hours. Monday-Friday 8am-4pm. Rose Carey, 443-260-0822.

MARKETING SPECIALIST, Holly Community, Inc. Develop marketing program. Flexible hours. Monday through Friday 8am-4pm. Rose Carey, 443-260-0822.

JOURNALIST, Holly Community, Inc. Write articles and develop newsletter on a quarterly basis. Flexible hours. Monday through Friday 8am-4pm. Rose Carey, 443-260-0822.

SPECIAL EVENTS, Holly Community, Inc. Assist with coordination of special activities, fundraisers, etc. Flexible hours. Monday through Friday 8am-4pm. Rose Carey, 443-260-0822.

CASE MANAGEMENT, Holly Community, Inc. Assist with case management for loan programs. Flexible hours. Monday through Friday 8am-4pm. Rose Carey, 443-260-0822.

RECEPTIONIST, Holly Community, Inc. Greet visitors, answer phones, etc. Flexible hours. Monday through Friday 8am-4pm. Rose Carey, 443-260-0822.

PUBLIC RELATIONS SPECIALIST, Holly Community, Inc. Develop public relations program. Flexible hours. Monday through Friday 8am-4pm. Rose Carey, 443-260-0822.

BUSINESS ANALYST, Holly Community, Inc. Contact local businesses to increase public awareness. Flexible hours. Monday through Friday 8am-4pm. Rose Carey, 443-260-0822.

CASA VOLUNTEER, Lower Shore CASA. CASA volunteers are appointed by the courts special advocates to abused and neglected children in foster care. CASAs spend 10 to 15 hours per month collecting information and interviewing people regarding the child. They file a report regarding the child's best interest with court and escort the child to all hearings, etc. Maureen Plunkert, 410-629-1224.

WILDLIFE INTERPRETERS, Salisbury Zoological Park. Conduct/Assist with zoo education programs, including visitor center interpretation, discovery stations and tours. Training conducted March, June and September. (Y14). Carrie Samis, 410-546-3440 Ext 5.

TUTOR, Salvation Army Learning Center, Education Dept, 407 Oak Street. Assist elementary middle and high school students in our sports program and their homework. Also help them to study for tests and quizzes. Help the children in organization, etc. Monday-Thursday, 4-8pm, Friday 4-6pm. Martha Christopher, 410-548-1942.

VOLUNTEER TUTOR, Salvation Army Learning Center, 429 Northlake Park Drive. Tutor students to the best of their abilities, follow a prearranged schedule, complete a tutoring action plan for each session. Monday-Thursday, 3-8pm, Friday 3-6pm. April Tramonte, 410-546-7766 ext 105.

CLERICAL HELP, Wellness Community-Delmarva. Data entries, filing, mailings for various events, such as labeling and stuffing envelopes, answering incoming calls. Flexible hours and days. Tijuana Smith, 410-546-1200.

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