



Service Enterprise



**POINTS
OF LIGHT**
SERVICE ENTERPRISE

Presenters



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Volunteer Florida

Volunteer Florida

- Volunteer Florida is the Governor's lead agency for volunteerism and national service in Florida.
- Administer more than \$43 million in federal, state, and local funding to deliver high -impact national service and volunteer programs in Florida.
- Primary functions are:
 - Administers AmeriCorps programs
 - Coordinates volunteers and donations before, during and after disasters
 - Increases volunteerism through grants, trainings and recognitions
 - Manages the Volunteer Florida Foundation



volunteerflorida



Points of Light

- Points of Light (POL) is the world's largest organization dedicated to volunteer service.
- The Points of Light mission is to inspire, equip and mobilize people to take action that changes the world. We envision a world in which everyone discovers the power to make a difference, creating healthy communities in vibrant, participatory societies.
- In his 1989 inaugural address, our founder President George H.W. Bush shared his vision of "a thousand points of light" — individuals and organizations across the nation helping others through service. Today, Points of Light transcends politics and borders to inspire millions worldwide.
- Points of Light crafts the tools and creates the conditions for volunteerism to thrive
- Official owner and certifier of the Service Enterprise Initiative





What is a Service Enterprise?

An organization that fundamentally leverages volunteers and their skills to achieve its social mission.



Goal of the Service Enterprise Program:

To strengthen the capacity of organizations to strategically and effectively engage volunteers to address organizational and community needs.

Introduction Video



Service Enterprise Research

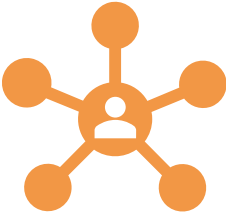
Service Enterprise Guiding Principles

Principle #1



Volunteer
Ecosystem

Principle #2



Make it Core

Principle #3



True Community
Needs

Principle #4



Need to Invest

Research by TCC Group found that there were top performers in volunteer management and organizational performance. **These organizations represented 11% of nonprofits in the country.**

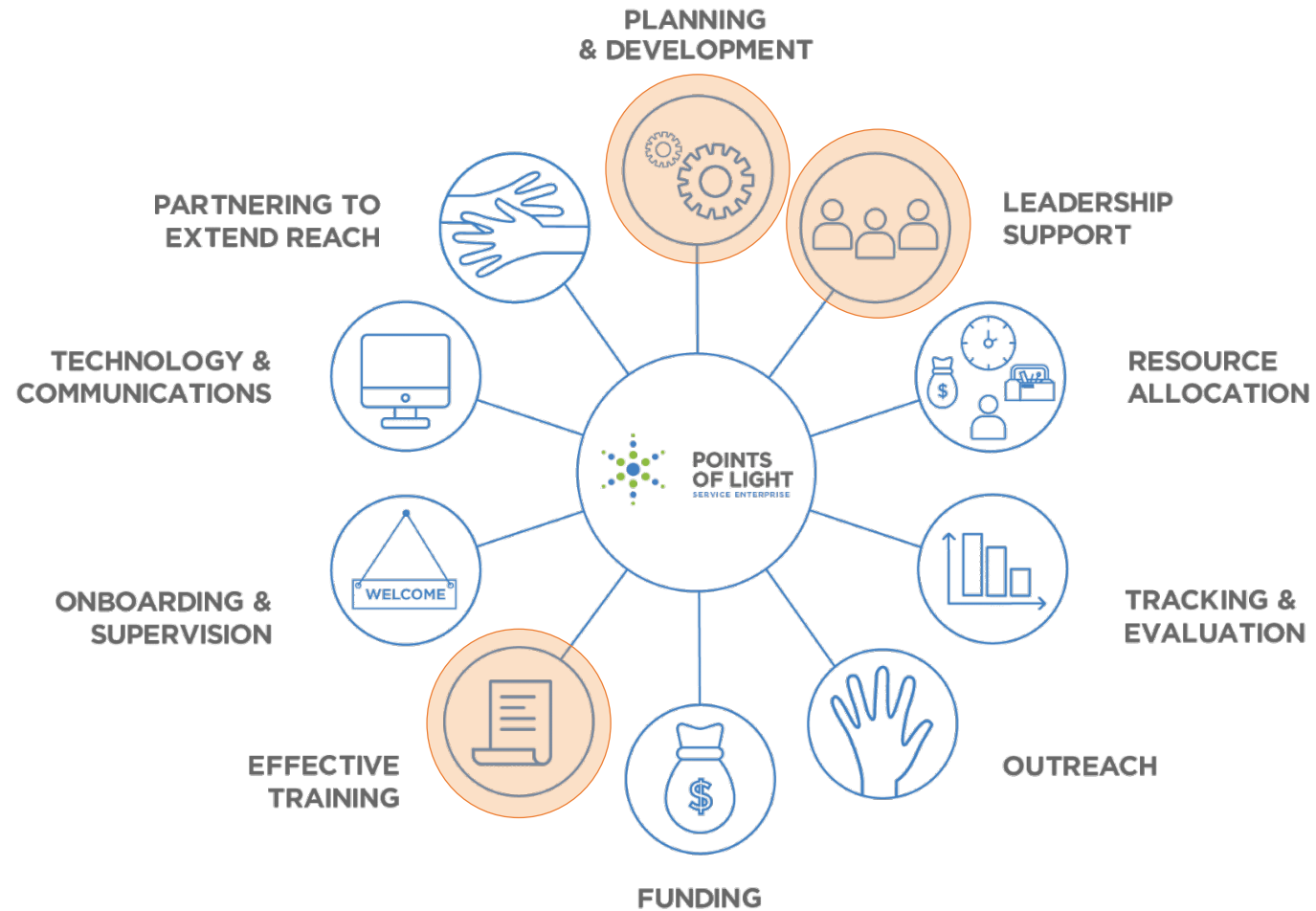
They called these top performers **Service Enterprises.**

What were the key findings that defined Service Enterprises?

Key Findings for Service Enterprises

1. All organizational capacities are significantly and markedly **stronger for nonprofits with a strong volunteer management model**
2. When organizations engage and **manage any number of volunteers well, they are significantly better led** and managed
3. Service Enterprises not only lead and manage better, they are significantly **more adaptable, sustainable and capable of going to scale**
4. Operating as a Service Enterprise requires **strong and well-developed human resources management** practices
5. Organizations that engage volunteers are equally as effective as their peers without volunteers, but at almost **half the median budget**

10 Characteristics



Service Enterprise Benefits



80% of Service Enterprise organizations report an increase in both volunteers and skills-based volunteers, leading to increased capacity to deliver on their mission.

According to research by Reimagining Service, every **\$1** invested in effective volunteer engagement can lead to a **\$3 to \$6** return on that investment.



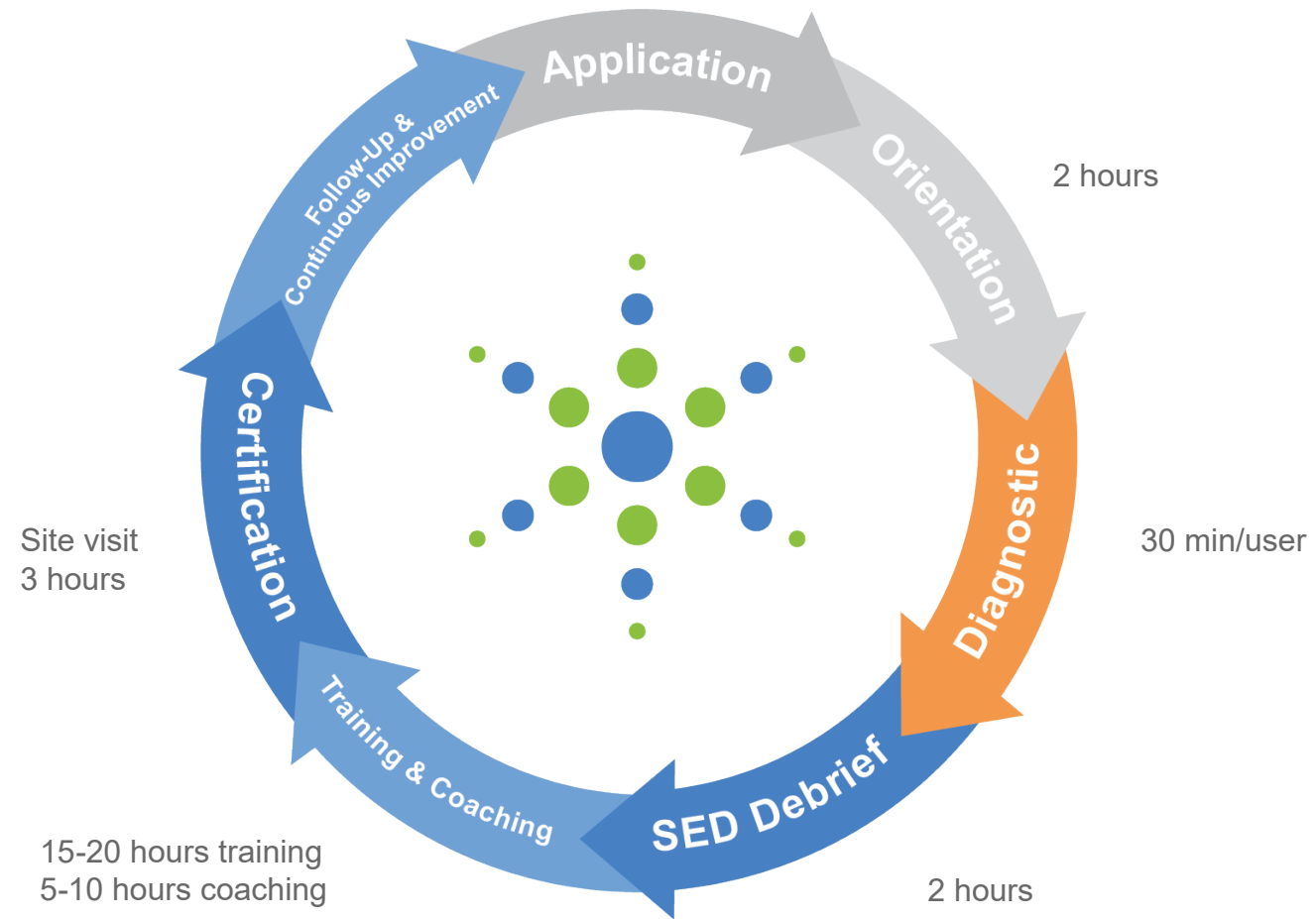
POINTS
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Service Enterprise Model & Process

Service Enterprise Model

- Create a **culture of volunteerism** through change management
- **Build capacity** by engaging volunteers throughout the organization
- **Engage senior leadership** from the beginning of process
- Measure organizational readiness accurately using a **statistically valid, research -based assessment tool**
- Receive **training and coaching toward certification**
- Gain experience through **cross sector learning with peer group cohorts**

Service Enterprise Process



Service Enterprise

Brings together **key players** to:

- **Assess the strengths** of your volunteer engagement work
- **Take stock** of emerging challenges
- **Prioritize** what's important
- **Gain new tools** for working together

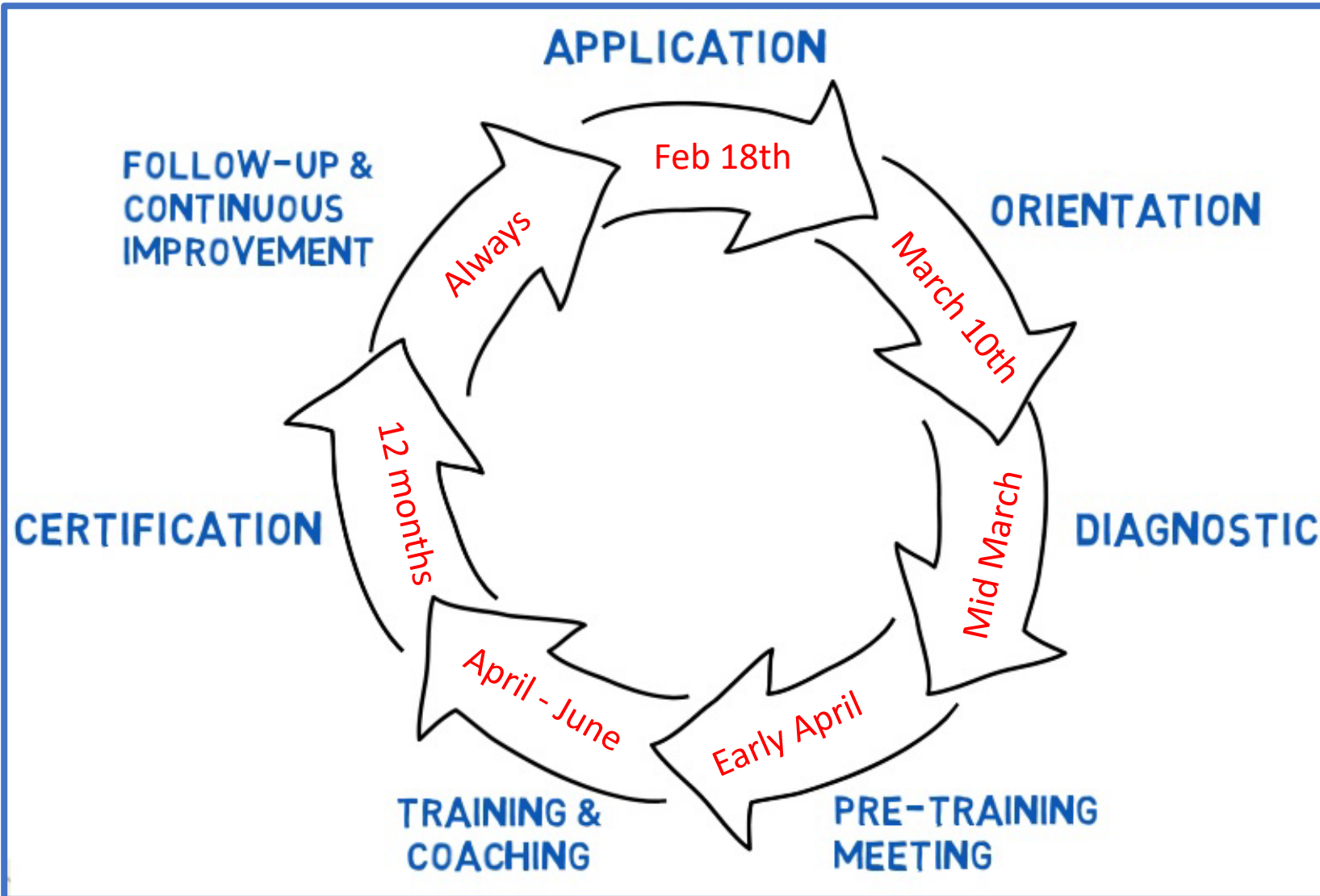
Participation Fees

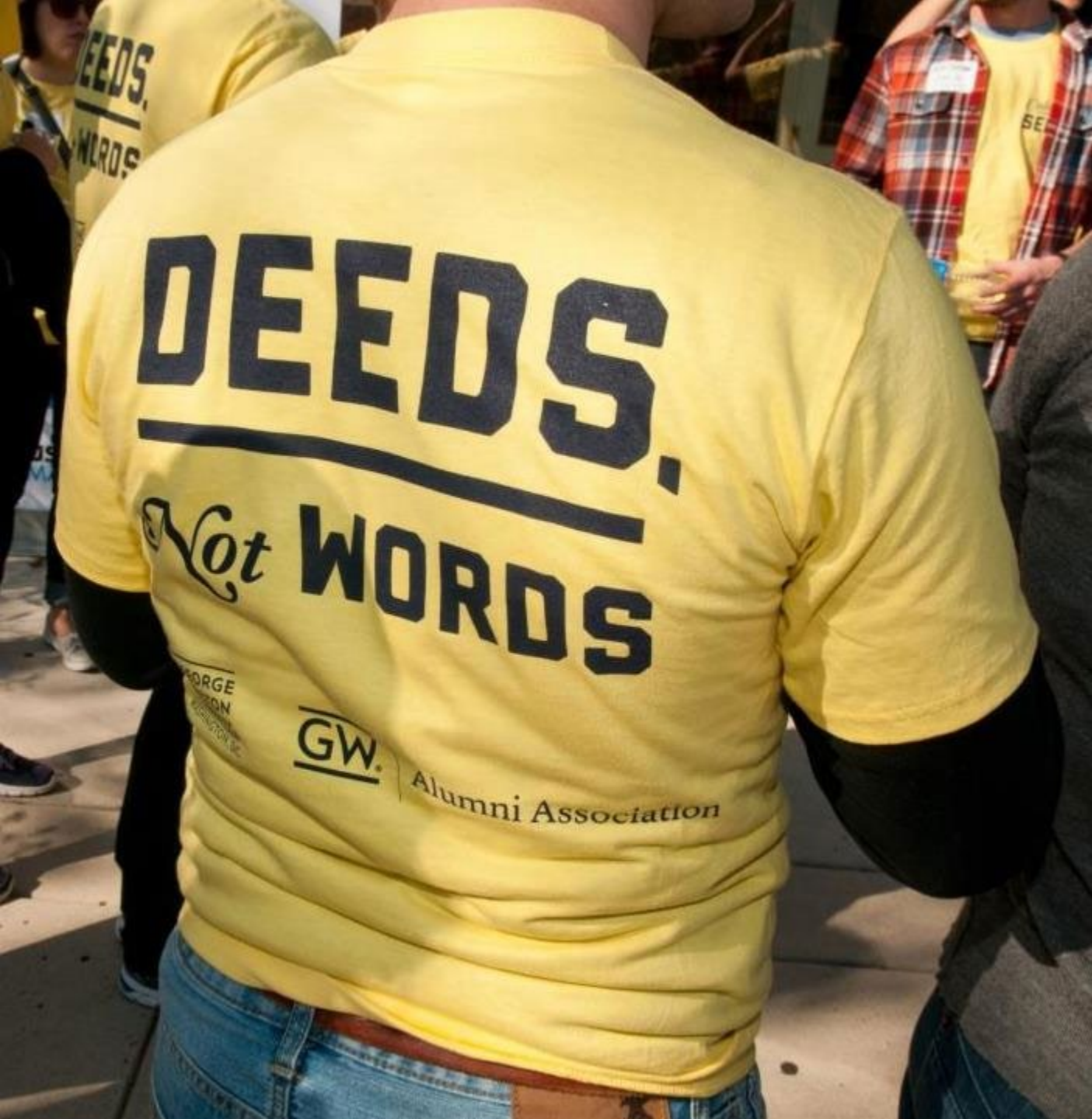
- Value of participation is approximately \$7,000 - \$10,000 per organization
- Volunteer Florida absorbs the bulk of the costs for organizations. Volunteer Florida provides:
 - 15-20 hours of team -based change management training
 - Individualized coaching
 - National certification
- Organization cost is \$380 to per organization for the Service Enterprise Diagnostic evaluation

How to Apply

- Volunteer Florida must create the application portal
- Organizations must submit an intent to apply by February 11th. Please provide the following to Audrey@volunteerflorida.org:
 - Organization Name (do not use abbreviations or nicknames)
 - Contact Name
 - Contact E-mail
- Application instructions and questions can be found on the Volunteer Florida website:
<https://www.volunteerflorida.org/service-enterprise>
- Applications are due by 5pm ET on February 18, 2022

Timeline





Questions?

Contact Information

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