

VOLUNTEERING ACROSS AGING SERVICES PROGRAMS

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VOLUNTEERING ACROSS AGING SERVICES PROGRAMS

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Abstract
of
VOLUNTEERING ACROSS AGING SERVICES PROGRAMS
by
Lilit Tovmasian

Statement of Problem

The main objective of this study was to answer the following question: What are the factors that impact volunteer participation in California Department of Aging (CDA) programs? There are many studies on volunteerism; however, with the exception of a handful of studies, information specific to CDA program volunteers is sparse. Therefore, the study also aimed to describe the current volunteers of CDA programs and their specific contributions by incorporating questions about personal and environmental factors associated with volunteering in general. This would help CDA assess whether it is meeting its objective of involving community members of all ages and backgrounds to participate as volunteers in their programs, as well as how to improve retention. Given California's rapidly aging population and the fiscal conditions in the State, volunteers will remain an important component in sustaining these programs.

Sources of Data

Data was obtained through a web-based survey. Responses were collected from volunteers who participate in CDA administered programs across various regions of the State.

Results

The main results of the study suggest that the most significant reasons for volunteerism are related to the values individuals hold and their perception of the program quality and effectiveness. The study also reveals that the demographic makeup of volunteers who participate in these programs is generally not diverse.

Policy Implications

These results suggest that, to improve retention, programs should develop techniques that acknowledge how the contributions of volunteers affect the quality and effectiveness of these programs. However, given the relatively small sample of responses, further research is needed to determine the full makeup of CDA volunteers. Therefore, CDA

may find it beneficial to conduct a more comprehensive survey of its volunteers in the near future.

_____, Committee Chair
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Date

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Chapter 1

INTRODUCTION

Purpose of the Study

Volunteers play a vital role in various community-based organizations. Reliance on volunteers for service delivery in programs that serve older individuals is only one such example. The purpose of this study is to explore the factors that influence volunteer participation in general, in order to examine how they relate to California Department of Aging (CDA) programs that serve older adults. While there are many studies on volunteerism generally, with the exception of a handful of studies, information specific to CDA program volunteers is sparse. Therefore, the study also aims to gain an understanding on what types of individuals currently volunteer in these programs, in which programs they participate, the types and amount of services they provide, as well as explain reasons that are important for current and future volunteerism. This would help assess whether community members of all ages and backgrounds are contributing to these programs, and will more importantly suggest how to improve recruitment and retention techniques in programs that serve older adults.

Volunteerism: Basic Facts

Volunteerism has such a broad, and at times, multi-dimensional meaning, and yet its main purpose and contribution remains the same across every sector – it aims to improve lives, foster civic engagement and strengthen communities. Volunteers have been instrumental in the provision of public goods and services in the US throughout decades, which range from making donations to political campaigns, to delivering food

to homebound elderly individuals, and tutoring in educational or youth organizations. The Bureau of Labor Statistics conducts a monthly survey of about 60,000 households that obtains information on employment and unemployment among the nation's civilian, non-institutional population age 16 and over in a supplement to the Current Population Survey (CPS); according to their statistics, the number of volunteers in the US has remained relatively stable between 2004-2008 (Department of Labor, 2008).

However there are some studies that state Americans now are more likely to volunteer than they were before (Tang, 2006; Thoits, 2001). The recent study conducted by the Corporation for National and Community Service states that in 2006 approximately 61 million people volunteered throughout the US, which represents 26.7 percent of the population, compared with 20 percent in 1989 (Grimm, 2007). From this perspective, the statistics provide a positive outlook on future volunteer participation in community programs. The contributions of volunteers to public services will be interesting, as well as important to monitor, as the US faces a rapidly growing older population with the aging of Baby Boomers (individuals born between 1946 - 1964). The US Census Bureau reported about 4.8 million individuals in California who were over the age 60 in its 2000 Census Report. The California Department of Finance's projections estimate a 154% growth in these numbers by 2040, bringing the total population between these age ranges to over 12 million (Department of Finance, 2005). These individuals will not only be the ones giving their time to public service, but many of them will also become recipients of such services.

Volunteerism: Where Does California Stand?

Between 1989 and 2006, the volunteer rate in California increased by 7 percent. The overall rate of volunteering in California is 27 percent, the same as the average national rate. Although California has the largest number of volunteers of any state, it has one of the lowest percentile rankings in the nation. The rate of volunteering in all categories; rate changes, volunteer hours, retention rates, volunteer rates among different age groups, overall civic life engagement are lower than in 40 other states. The typical volunteer in California is between the ages of 35-44 and is a female, which mirrors those who volunteer across the country (Grimm, 2007). In addition, according to national characteristics of volunteers in the Current Population Survey the typical volunteer also holds a Bachelor's degree or higher and works part-time (Department of Labor, 2008). Furthermore, most volunteer activity in the State takes place in educational/youth services or in religious services. Volunteering in social or community services ranks third, which coupled with the factors discussed below is a reason for concern when it comes to service delivery in aging services.

The Problem: Why Do Volunteers Matter?

Although large amounts of the federal and California budget are allocated to social programs, fiscal conditions in the country jeopardize the levels of service these programs currently provide. Thirty percent of the entire federal budget is spent on programs that to a large degree directly benefit elderly individuals (a percentage that continues to increase) (Moody, 2006). California also continues to increase its budget allocation to health and human services (LAO, 2006). The programs funded by the

Federal government, include Social Security, Medicare, Medicaid (Medi-Cal in California), as well as various supportive programs mandated by the Older Americans Act (OAA) of 1965. On the other hand, in California, there have been very large state budget reductions which directly affect programs that serve elderly individuals. For example, the governor's line item veto of this fiscal year's budget eliminated the entire state funding for a program that provides low-income elders part-time employment opportunities. It also eliminated by half the state Ombudsman program, administered primarily by volunteers to investigate allegations of abuse in long-term care facilities. The state's current \$40 billion budget deficit further dampens the prospects of programs that serve elderly individuals. The rapid increase of the aging population increases the need to find other means that will ensure programs that serve the older adults. According to California Department of Finance projections, by 2020, nearly 20 percent of the California population will be 65 or older (2005). Volunteers, therefore, will remain an important component in sustaining these programs.

Benefits and Challenges of Using Volunteers

Although this study demonstrates how the use of volunteers contributes to the delivery of social services in aging programs, it is important to discuss the potential challenges of using volunteers in programs. There is a school of thought that claims volunteerism is the ideology of the wealthy and powerful that shifts focus from various social inequities through means of a few symbolic gestures aimed at benefiting the poor and needy. The same school of thought also suggests that volunteerism is a direct result of the government catering to pro-business spending and tax policies which limit the

amount of funds available for social services serving the neediest populations (Petras, 1997). Given this assumption, volunteerism by its nature should be a limited commitment to short-term projects, and yet some programs and organizations would not operate were it not for the volunteers that support them.

Another criticism is that reliance on volunteers results in inadequate delivery of services (Petras, 1997). The argument is that the majority of volunteers are under-trained and there is high turnover among volunteers. Agencies also cite high turnover and insufficient training as a problem, and their concerns are supported by the research literature (Brudney, 1993). However, in the Brudney (1993) study, poor work and high turnover were the least significant of the study's findings. A large amount of volunteer activities in aging services does not require extensive, if any, professional training.

On the other end of the spectrum are all of the benefits that volunteers bring to community organizations, which seem to outweigh the drawbacks. As mentioned before, volunteers are often seen as the answer to rising demand for services, decrease in funding, and remaining connected with their communities. The most common benefit cited is cost savings (Brudney, 1993). These will be especially significant with decreased funding, and an increase in service demands due to the rapidly aging population in the US, as well as California.

Volunteer involvement also influences an organization's relations with a community and has an impact on public support of its programs. Volunteers raise public awareness about the pressures specific types of organizations or populations face (Dingle, 2001). Volunteerism also brings personal benefits to the individuals giving

their time to community organizations. They learn valuable skills and share their specialized skills, which as discussed are important motivational factors for volunteerism. Some studies even point to increased physical or psychological well-being that results from volunteering (Thoits and Hewitt, 2001), though this sentiment is not universal because for some individuals, who are more prone to depression, volunteerism may not have any effect (Choi and Bohmann, 2007). Hence, to maintain a program that relies significantly on volunteers, it is instrumental to understand how the factors that contribute to volunteering interplay with each other in order to successfully implement such programs.

The California Department of Aging, Aging Services and the Role of Volunteerism

The Older Californians Act (OCA) established CDA in the California Welfare and Institutions Code as the primary overseer of programs that serve older adults. OCA reflects the policy mandates and directives of the Older Americans Act, which sets forth the State's commitment to its older population. The Department contracts with the network of Area Agencies on Aging (AAAs) that directly manage federal and state-funded services to support older and disabled individuals to live as independently as possible in the community; help older adults find employment; promote healthy aging and community involvement; and assist family members who take on care giving responsibility. There are 33 AAAs designated by CDA as the local Planning Services Agencies. CDA also contracts directly with agencies that operate the Multipurpose Senior Services Program through the Medi-Cal home and community-based waiver for

older adults, and certifies Adult Day Health Care centers for the Medi-Cal program (California Department of Aging, 2009). Refer to Appendix A for a complete list and description of programs administered by AAAs.

CDA has had a long-standing objective to recruit volunteers of all ages to serve in its programs. It is one of the objectives outlined in the Department's four year State Plan for 2009-13. Despite the stated objective, except for a few programs, CDA does not collect or report statistics on volunteer participation and does not have a clear understanding of how/if volunteers are used across all programs. Some of the current concerns the Department has laid out in its 2005-09 State Plan are: (1) volunteers are difficult to recruit; (2) they have a high attrition rate, and; (3) an increase in paid staff or new partnerships with local volunteer organizations will be needed to recruit, train and oversee them. CDA is also concerned about being able to recruit volunteers with diverse backgrounds.

What are the Benefits of Studying Volunteers Across CDA Programs?

By clearly identifying CDA program volunteers and their contributions, CDA and the contracting AAAs stand to reap several benefits. First, identifying volunteers is not only an opportunity to learn who CDA volunteers are, but will help quantify their contribution and understand their motivation for volunteering. In 1998 CDA released a report based on an extensive survey of its program volunteers. The report revealed that CDA volunteers provide the following services:

- Home delivered meals drivers
- Workers at congregate meal sites

- Office clerks/administrators
- Pro-bono attorneys for legal services
- Individuals who make friendly visits to isolated elderly persons
- Individuals devoted to fundraising efforts
- Health insurance advisors

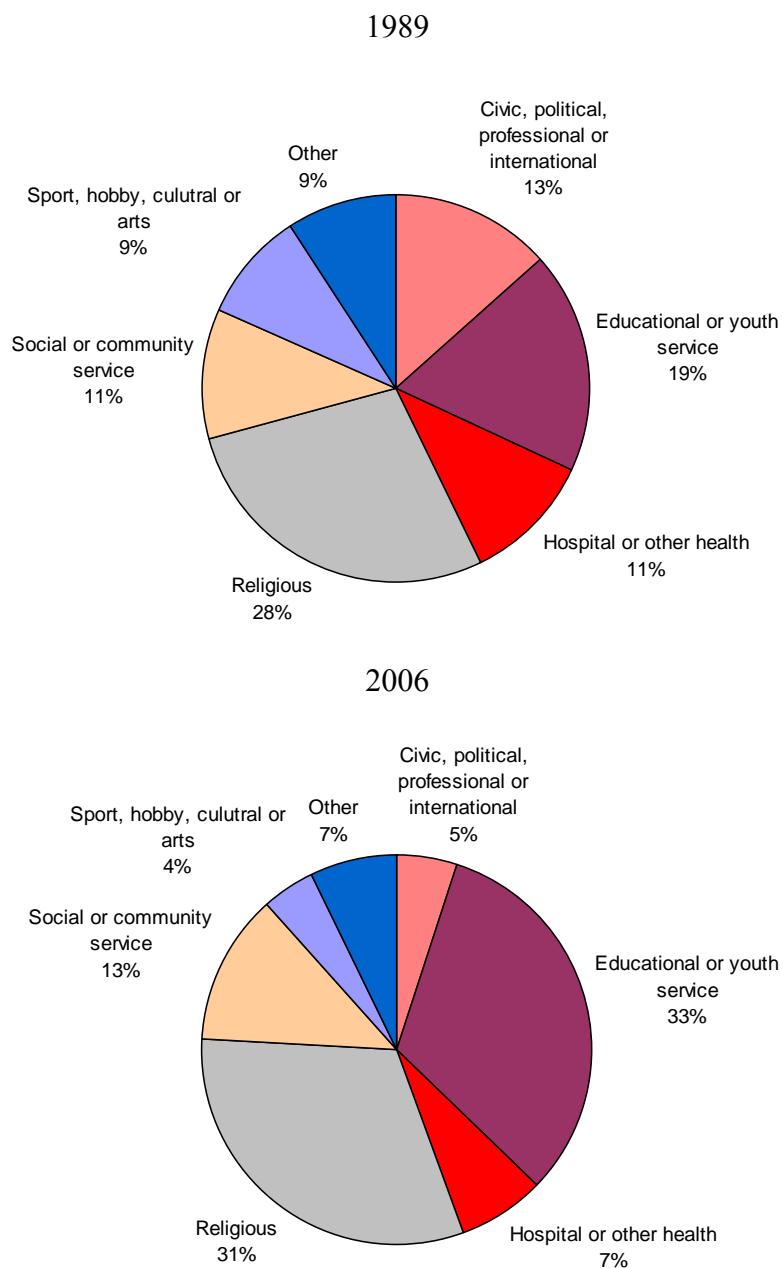
The total number of volunteers reported was 67,620. However, it is not known whether the programs that responded to the survey provided information from 100% of their volunteers. Therefore, the actual number of volunteers is potentially much higher. This is a very large pool of individuals that CDA does not know much about. While this information may be valuable when calculating the total contribution volunteers have made to CDA programs, it is somewhat incomplete and outdated. Thus, a more current study that explores the volunteer contributions in CDA programs will serve as a statistical map and evidence, as opposed to a guess of who volunteers in these programs.

Also, by clearly defining motivating factors behind volunteering in CDA programs, recruiting and maintenance strategies can be improved. Without basic information on volunteers, volunteer coordinators and managers will find it difficult to recruit and guide volunteers. Moreover, according to the 2007 report by the Corporation for National and Community Service, there has been a shift in where Californians choose to volunteer. As demonstrated by Figure 1 below, more individuals volunteer in religious or youth/educational organizations than before, while participation in social and community services has somewhat decreased. A better

understanding of volunteers can help design more appropriate recruiting and sustainability strategies for aging services programs.

Figure 1

Where do Californians Volunteer?



Source: Volunteering in America, Data for California

Report by Corporation for National and Community Service, 2007

Finally, reliable volunteer contributions can bring fiscal benefits in times of budget reductions. Volunteers provide significant contributions to continued service delivery to elderly individuals in greatest need, and most likely reliance on volunteers tends to rise in conditions of fiscal austerity. Identifying specific volunteer contributions can help demonstrate where needs are not being met, whether it is a specific program or a community, so that more concentrated efforts are undertaken in addressing these gaps in service. In addition, data on volunteers can be a potential income generator. Hard data can provide evidence to support a proposal when applying for grants and other types of funding. It can, no doubt, serve as a powerful tool to present to the Legislature as well. Better data on volunteers can help legislators change policies in such a way that positively impacts volunteer participation. On the other hand, it may also signal the ability of local agencies to keep up with service demands by substituting paid labor and other services with volunteers and may, unfortunately, be a reason for decreased funding. Regardless of this outcome, the benefits volunteers bring to communities, programs and themselves should also be weighed when deciding the scope of volunteer activity a particular organization wants to promote.

The Aim of This Study

The main objective of this study is to answer the following question: What are the factors that impact volunteer participation in CDA programs? The study will also aim to describe the current volunteers of CDA programs, as well as their specific contributions by incorporating questions about personal and environmental factors associated with volunteering. Since the actual volunteers in CDA programs will be

surveyed, this will provide more concrete information for CDA when it comes to improving recruiting and maintenance of volunteers in CDA programs. It will help CDA assess whether it is meeting its objective of involving community members of all ages and backgrounds to participate as volunteers in their programs. It will also provide CDA the knowledge that will enable it to partner with other community agencies to increase volunteer participation in its programs. In addition, it can assist CDA in determining whether ongoing statistical reporting of its volunteers should be incorporated in its current reporting system. This information may also assist similar social service agencies to design recruitment and retention techniques that are more effective.

Chapter 2

WHY PEOPLE VOLUNTEER: A REVIEW OF THE LITERATURE

Defining Volunteerism

Volunteerism can mean an array of things. Its definition is based on social and economic philosophies – a combination of altruism and productivity to accomplish a desired goal. It is at times defined as the voluntary, sustained, and ongoing helpfulness to others (Clary et al., 1998); and the President’s Task Force on Private Sector Industries of 1982 states that volunteerism includes participation in the direct delivery of service to others; citizen action groups; advocacy for causes, groups, individuals; participation in private and public agency governance; self-help endeavors; other informal helping activities. On the other hand, a study conducted by Jan Mutchler et al. in 2003, defines volunteerism as a commitment of time and labor on behalf of individuals to an organization or individuals, but which is distinct from other voluntary activities, such as donation of money or other self-improvement goals. Further studies differentiate between informal and formal volunteering, by separating volunteering as an activity that includes political activism and community representation on boards of various agencies from informal care giving activities to family members, friends, or intervening at times of emergencies (Thoits et al., 2001). Volunteerism is also defined in most instances as work that is performed without monetary compensation that would otherwise require paid resources (Freeman, 1997; Wilson and Musick, 1997). However, some volunteer activities are eligible for work related expense reimbursements or stipends.

For the purpose of this study, volunteerism will be defined in the following manner: An ongoing commitment in the direct delivery of service to others through a community-based organization that is non-paid, with the exception of expense reimbursements or stipends. Some programs provide modest stipends to entice poorer individuals to volunteer (California Department of Aging, 2009). Mandated volunteer participation, such as an internship requirement, is also included in this study to further understand its implications for volunteering in aging services programs. Informal volunteering, such as assistance provided to family and friends, or financial donations, are excluded from this definition because the primary purpose of this study is to better understand volunteer participation in community-based organizations.

Factors that Contribute to Volunteerism

1. Personal Motivations

Studies that investigate factors associated with volunteer participation discuss some combination of personal motivations and external environmental factors. Personal motivations, based on demographic and attitudinal/behavioral characteristics, are separated in two categories – motivations that bring benefits to the self and those that bring benefits to others. Motivational theories are based on works by Katz (1960) and Smith et al. (1956). One of these motivational functions is an individual's value system. What this specifically implies is that volunteerism is an avenue to express altruistic and humanitarian concerns for others. This particular function is the only one that is concerned with bringing benefits to others. The rest of the motivations are more

concerned with how an individual brings benefits to himself through volunteer activities.

First, volunteering gives individuals the opportunity to have new learning experiences, as well as share their own abilities and knowledge. Second, volunteering is seen to be a way to develop and maintain one's social relationships. Specifically, it can enhance one's relationship with others and is also an opportunity to be with one's friends. Third, volunteering may provide career-related benefits, for example in the form of mandatory internships or exposure to job contacts and future references. Fourth, it protects the ego from negative features and is a way to escape from negative feelings by seeing oneself as more fortunate than others. Finally, volunteering motivations stem from the desire to enhance and develop the ego, and thus, involve the positive strivings of the ego. In order to have a comprehensive understanding of what contributes to volunteerism, it is important to understand the connection between every demographic factor and motivations that foster volunteer activity (Clary et al., 1998).

Demographic Indicators

The majority of studies discuss the importance of demographic characteristics and volunteer participation. Important characteristics, in order of significance, include: socioeconomic status (educational attainment and income), marital status, employment, religion, gender, age, children, race/ethnicity.

Socioeconomic status (education and income) have a positive relationship with volunteerism. Study after study demonstrates the direct relationship of high socioeconomic status and formal volunteerism. Some of the cited hypotheses are that

the various skills individuals with higher socioeconomic status have to contribute result in higher self-confidence and encourage them to reach out to others (Wilson and Musick, 1997; Thoits and Hewitt, 2001). Another reason is that such individuals are also more likely to be asked to volunteer, most likely because of their skills and possibly larger social circles (Freeman, 1997). Considering that socioeconomic status in all age cohorts affects volunteering rates, its significance to volunteerism is indisputable (Tang, 2006).

Being married has a positive relationship with volunteerism. Marital status can foster volunteering perhaps because it allows for more role-sharing in responsibilities and by doing so increases an individual's discretionary time. Marital status also provides a wider social network, usually means the presence of children and higher household incomes, which are factors correlated with higher rates of volunteering. And yet, with the number of single parent households increasing, the relationship with volunteering must be re-examined when it comes to recruitment practices (Sundeen, 1990).

Employment, specifically part-time, has a positive relationship with volunteerism. There are two competing theories about the relationship between employment and volunteering. One states that paid work and volunteering are complementary and the other states that leaving work is associated with increased volunteer activity. According to a study conducted by Mutchler et al., the effect of paid work had a significant positive impact on volunteering if it was part-time work (2003).

Additionally, those individuals that have volunteered in the past continue to do so at similar rates after they stop working.

Being religious has a positive relationship with volunteerism. Religiosity promotes assistance to others as a valued activity, and volunteering occurs at higher levels among those who regularly attend religious services (Mutchler et al., 2003). This is also evident in the amount of volunteering that takes place in religious organizations when compared to other types of organizations (Grimm et al., 2007).

Being female has a positive relationship with volunteerism. While this is true in general, the relationship between gender and volunteerism seems to be changing. Although traditionally females have been the customary volunteers in various types of programs, because their roles have changed so drastically over the last few decades, this is not so prevalent anymore. Some studies conclude gender has a spurious correlation with volunteerism, and that other variables influence volunteer participation for men and women. As a result, these studies state that when controlling for socio-economic status, the effects of gender seem to disappear (Herzog et al., 1989; Smith, 1994).

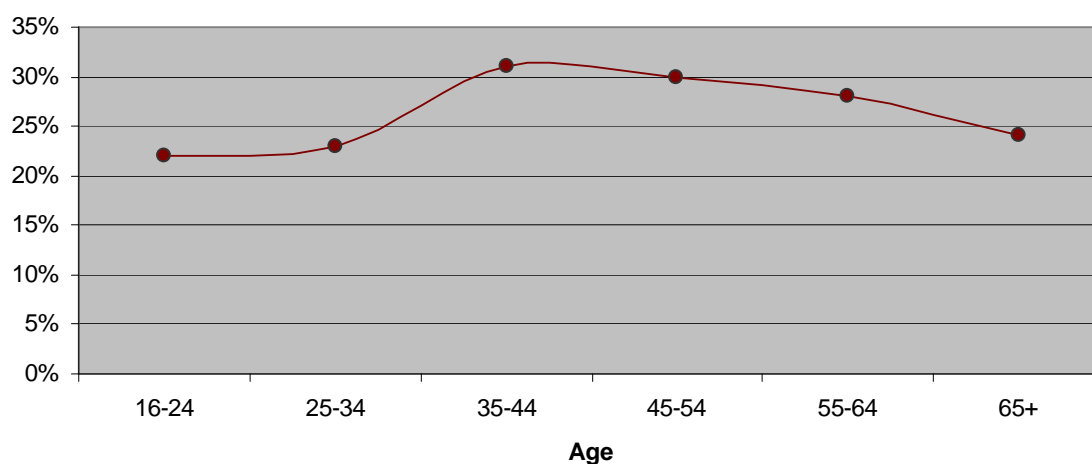
Having children in the household may have a positive relationship with volunteerism. In general, having children has a positive impact on volunteering. Especially parents, whose children live at home, have more social interactions because children draw them into community activities (Smith, 1994). Studies also indicate that majority of parents volunteer in youth and educational types of organizations. On the other hand, individuals with more education tend to have fewer children, so the effect of children on volunteering may not be as significant as parental education levels.

Furthermore, as the life course perspective suggests, the age of the child in a household has an effect on whether a parent is more likely to volunteer (Sundeen, 1990).

Age has a multifaceted relationship with volunteerism. When looking at statistical data, age and volunteerism relationship are usually depicted in the following manner:

Figure 2

Volunteerism Rate Among Age Cohorts in the United States



Source: Bureau of Labor Statistics, 2008

The above depiction can be explained in the following way. For example, single and childless people have lower volunteer rates (Hayghe, 1991), and are probably distributed among the younger cohorts. Individuals between the ages of 35-54 volunteer at highest rates, most likely due to a combination of various factors. They are more involved in their communities due to having children at home and having larger social networks, and are most likely the ones with higher income. On the other hand, lower volunteer rates in older cohorts is hard to explain since individuals who are older

tend to have less obligations in life; for example, they have grown children and their parents have probably passed away. This suggests that with age as well, there are many interrelated factors that come into play when it comes to volunteering. For example, there can be a relationship between functional health and volunteering. And yet, advances in medicine may account for increasing rates of volunteering in older cohorts as individuals age healthier (Kloseck et al., 2006).

Even now, volunteer rates among older individuals are slightly higher than in the very young age cohort. One explanation is the perceived self-benefit that volunteering brings to older individuals. A study conducted at Cornell University suggested that volunteering among retired adults provides a sense of purpose and well being that others usually get from employment (Moen and Fields, 2002). Retirement allows for more free time, but it can have a negative effect, especially on people whose main role in life has been defined by their work. Many retired individuals struggle with creating a new role for themselves, and volunteering may be the answer for some, though many of them also lose their social networks after retirement. The life cycle theory that incorporates various demographics claims that each stage in the life cycle promotes and inhibits volunteer activities, making it necessary to address each stage through different means (Sundeen, 1990).

The white racial category has a positive relationship with volunteerism. Though this statement is true when looking at different statistical reports, the explanation is more nuanced. Other races are less likely to participate in formal volunteering and more likely to participate in informal types of volunteering, such as taking care of

family members (Wilson and Musick, 1997). Therefore, the racial relationship with volunteering is not as simple as it seems at first glance. It is also possible that individuals in minority groups have a lower socioeconomic status, which is an important predictor in volunteer behavior.

2. Environmental Indicators

Self and social-selection models. Even though personal characteristics determine to a large degree who volunteers in community organizations, environmental factors also play a role in not only who volunteers, but how long an individual volunteers. Self-selection, then, is only one factor predicting whether an individual will volunteer. Those who self-select do so by contacting local recruiting organizations, advertisements or in cases where specific causes are important to them, choosing a specific organization they are familiar with.

Social-selection efforts, i.e. recruiting, constitute the environmental aspects of social-selection of volunteering. Most formal volunteers do so after being persuaded by family members, coworkers, friends or fellow worshippers (McBride, 2005). Social-selection models adopt a more systematic approach when it comes to recruiting and retaining volunteers in specific programs. A 1993 study conducted by Jeffrey Brudney in all cities and counties in Georgia states that organizations that utilize volunteers indicated the most common challenge to volunteerism is the actual recruitment. Thirty nine percent of local governments reported the inability to recruit enough people to volunteer as an area of concern. Funding was also a challenge when it came to liability insurance (22 percent), inadequate funds for reimbursement of work related expenses

(19 percent), as well as insufficient time for paid staff to provide training (16 percent) (1993). In addition, organizations tend to provide training based on organizational need, instead of volunteer need (Bussel and Forbes, 2001). By giving more consideration to motivations of volunteers in specific organizations, more appropriate trainings can be developed.

In order to understand self-selection and social-selection models, it is also necessary to examine the factors that contribute to people not volunteering. Among non-volunteers, many cite not knowing about volunteer opportunities as a barrier when it comes to actually volunteering and being asked to volunteer significantly increases the ratio of the volunteering rate (Warburton et al., 2007; Freeman, 1997). This is where social-selection models should focus their attention, which will allow them to improve recruiting rates of volunteers.

Chapter 3

METHODS

One of the main objectives of this study is to understand the factors that impact volunteer participation in CDA programs by surveying current volunteers. Since the actual volunteers in CDA programs will be surveyed, this will provide more concrete information for CDA when it comes to improving recruiting and maintenance of volunteers in CDA programs. The survey was also developed to describe the current volunteers of CDA programs, as well as their specific contributions by incorporating questions about personal and environmental factors associated with volunteering. The findings will help CDA assess whether it is meeting its objective of involving community members of all ages and backgrounds to participate as volunteers in its programs.

An online survey was distributed to current volunteers for programs that serve older adults through Area Agencies on Aging (AAA). Appendix B contains the survey questions. The California Department of Aging (CDA) took an active role in recruiting AAA directors who were willing to participate in the survey. The survey was sent to all 33 AAA directors. Eleven directors distributed the surveys to providers that utilize volunteers in their programs. The AAA directors generally selected larger programs that have the highest number of volunteers. The directors for the following AAA expressed an interest in participating in the study and distributed the survey to their volunteers:

1. Area 1 Agency on Aging; serving Humboldt and Del Norte counties

2. City and County of San Francisco Department of Aging and Adult Services; serving San Francisco City and County
3. Area 12 Agency on Aging: serving Alpine, Amador, Calaveras, Mariposa and Tuolumne counties
4. Seniors Council; serving San Benito and Santa Cruz counties
5. Fresno-Madera Area Agency on Aging; serving Fresno and Madera counties
6. Ventura County Area Agency on Aging; serving Ventura County
7. San Bernardino County Department of Aging and Adult Services; serving San Bernardino County
8. Orange County Area Agency on Aging; serving Orange County
9. San Diego County Aging and Independence Services; serving San Diego County
10. City of Los Angeles Department of Aging; serving City of Los Angeles
11. Stanislaus County Department of Aging and Veterans Services; serving Stanislaus County

A total of 180 responses were obtained through the online survey. Several programs indicated that some volunteers do not have access to the Internet or are not comfortable taking an online survey, which had a negative effect on the quantity of results collected. Because it is unknown how many volunteers received a survey, it is not possible to calculate a response rate. Therefore, the sample may not be representative of AAA volunteers as a whole, and the results of the study should be viewed as exploratory rather than definitive.

The response encompassed northern, central and southern regions of the State, as well as urban and rural areas, which provided a good sample of volunteers. On the other hand, with the exception of Area 1 Agency on Aging, Area 12 Agency on Aging and the Seniors Council, the rest of the AAAs that distributed the survey, serve a very large portion of the older adult population in the State. This may be due to the fact that larger AAAs have better developed networks and resources to distribute the survey to their volunteers, resulting in higher rates of participation.

The section below describes the types of questions the respondents were asked on the survey, which were later imported and recoded in the Statistical Program for the Social Sciences (SPSS).

Personal Characteristics.

Demographic variables included in the survey were age, race, ethnicity, gender, marital status, number of children, education, household income, and employment. As the literature pointed out, these variables are significant when trying to understand volunteer behavior. For example, being religious, female, white, part-time employed, married and having children is associated with higher rates of volunteering (Herzog et al., 1989; Smith, 1994; Wilson and Musick, 1997). Also, individuals in the younger and older age ranges tend to volunteer less than those between the ages 35-54 (Hayghe, 1991). Finally, higher socioeconomic status (household income and education) is especially significant when trying to understand volunteer behavior (Hoits and Hewitt, 2001; Wilson and Musick, 1997). The inclusion of these variables in the survey will

help determine what and how significant their effect is on who volunteers in aging services programs, as well as how it relates to their continued volunteer efforts.

Volunteer Activity.

Respondents were asked to state various details regarding their current and past volunteer activity such as: types of programs they have volunteered for; amount of time they spend volunteering; how they learned about their current volunteer activity; where they currently volunteer.

Reasons for Volunteering.

The survey also contained questions related to reasons why individuals decided to volunteer. These questions helped determine which of the motivational factors have a more positive relationship with the likelihood of continued volunteering, as well as how likely they are to spend more hours on volunteer activities. They were separated in six categories of motivations that, as the literature review pointed out, were significant factors for volunteering (Clary et al., 1998; Katz, 1960; Smith et al., 1956). The six motivational categories were values, understanding, social, career, protective, and enhancement (see Appendix B for a full list of these questions). Respondents were asked to rate their reasons for volunteering on a scale of 1-5, with 1 being not important/accurate and 5 being extremely important/accurate.

Volunteering in the Future.

Several questions in the survey asked volunteers to rate the factors they perceive as important in order to continue volunteering. These questions were asked on a scale of 1-5, with 1 being not important/accurate and 5 being extremely important/accurate. The

questions focused on factors related to skills and experience put at use; program effectiveness; improving the quality of services; schedule flexibility; more support from staff; more training; work expense reimbursements; less paperwork; more volunteers; more socialization opportunities.

Regression Analysis Methodology

Dependent Variables.

Two regression models were estimated to analyze two different aspects of volunteerism—dedication to volunteering and time spent volunteering.

Dependent Variable #1—Dedication to Volunteering

Two questions measuring related subconcepts were combined into a single scale to create a new variable *Dedication to Volunteering*. The questions are, “How likely are you to continue volunteering at this program in the next 6 months?” and “How likely are you to recommend your friends to volunteer at this program?” (5 point Likert scale: 1 = not at all likely, 5 = extremely likely). The Chronbach’s alpha for the scale is 0.70, suggesting that the scale is internally reliable. This variable provides a measure of a volunteer’s satisfaction with the current program/agency they are volunteering at and their likelihood to continue volunteering.

Dependent Variable #2

The survey question “On average how many hours per week do you volunteer?” formed the basis for the second dependent variable. This variable was renamed “Ln_hours” after performing a natural log transformation to normalize its skewed nature.

Independent Variables

- *Female* (coded as 1 = female; 0 = male)
 - Hypothesis. Being female will have a positive relationship with levels of dedication and hours volunteered.
- *White* (coded as 1 = white; 0 = all other races)
 - Hypothesis. Being white will have a positive relationship with levels of dedication and hours volunteered.
- *Married* (coded as 1 = married; 0 = other)
 - Hypothesis. Being married will have a positive relationship with levels of dedication and hours volunteered.
- *Age* (coded as 1 = 16-24; 2 = 25-34; 3 = 35-44; 4 = 45-54; 5 = 55-64; 6 = 65-74; 7 = 75-84; 8 = 85 and over).
 - Hypothesis: Being between the ages of 35 and 64 will have a positive relationship with levels of dedication and hours volunteered.
- *Volunteering relieves guilt* (where 1 = Not at all important/accurate and 5 = Extremely important/accurate).
- *Volunteering makes feel needed* (where 1 = Not at all important/accurate and 5 = Extremely important/accurate).
- *Volunteering provides social opportunities* (where 1 = Not at all important/accurate and 5 = Extremely important/accurate).
- *Volunteering provides career opportunities*, which was comprised of two variables: “it will allow me to explore different career options” and “it can help

- *Effectiveness of services*, which was comprised of three variables: “program effectiveness,” “skills and experience put at use,” and “improving the quality of services” (where 1 = Not at all important/accurate and 5 = Extremely important/accurate), ($\alpha = .78$).
- *Volunteering provides learning opportunities*, which was comprised of three variables: “I can learn how to deal with a variety of people,” “I can learn more about the cause for which I am working” and “volunteering lets me learn things through direct, hands on experience” (where 1 = Not at all important/accurate and 5 = Extremely important/accurate), ($\alpha = .86$).
- *The importance of values*, was comprised of two variables: “I feel it is important to help others” and “I can do something for a cause that is important to me” (where 1 = Not at all important/accurate and 5 = Extremely important/accurate), ($\alpha = .76$).
 - Hypothesis: Answers that indicate an extreme importance these variables had on reasons for volunteering will have a positive relationship with levels of dedication and hours volunteered.

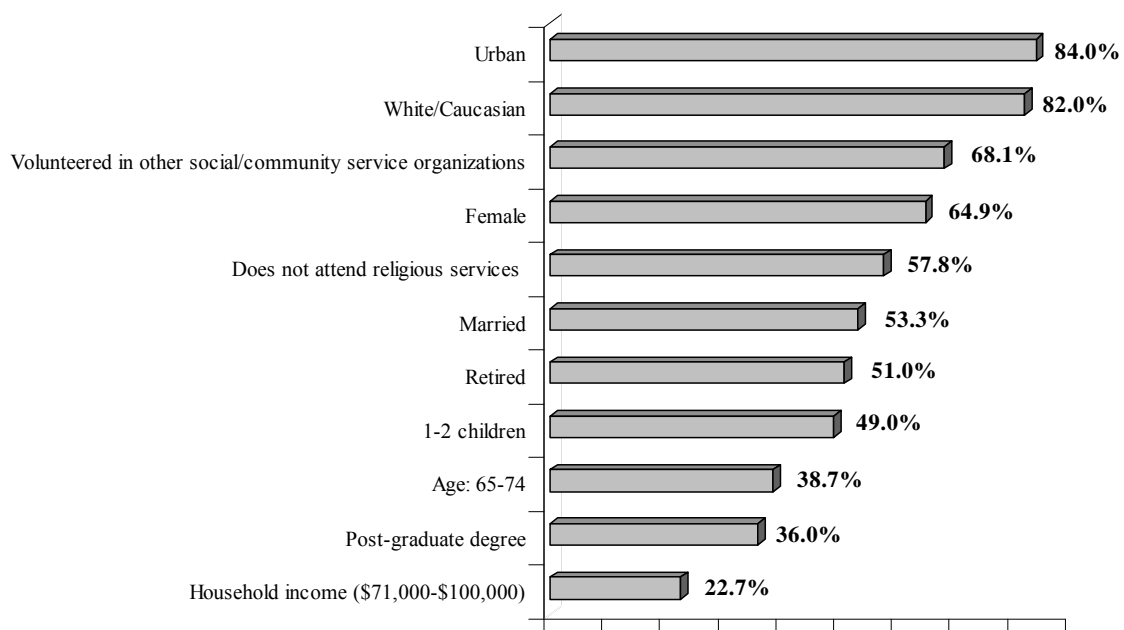
Chapter 3

RESULTS

A total of 180 responses were obtained through the online survey. Figure 3 below demonstrates demographic characteristics of respondents.

Figure 3

Demographics of Volunteers Who Completed the Survey



Except for the religious services attendance and the age group variables, the rest of these characteristics are in line with what was hypothesized. Interestingly, even though being religious has historically had a positive relationship with volunteering, most of the volunteers indicated that they do not attend religious services. At the same time, many volunteers stated that they have volunteered in agencies that are affiliated with religious institutions. In addition, most of the respondents were age 65 and older. This may be due to the fact that the programs they volunteer in serve older individuals.

However, due to the small sample of responses, this may not be an accurate representation of the volunteer age cohorts.

Volunteer Activities in the Past and Present

A handful of questions were asked about the types of organizations the respondents volunteer for (Table 1). The most common answer was other social/community service organizations. They were also asked to state the amount of time they spent per week on volunteer activities. The average time per week spent volunteering was 7.5 hours, with times ranging from 1 hour per week to 50 hours per week.

There are some notable differences among age groups (Table 1). Most volunteers indicated that they had volunteered in other social/community service organizations in the past. For individuals over the age 55, volunteering at these types of organizations had the highest frequency. The youngest cohort indicated hospitals/health organizations at the type of organizations they volunteered for, while 25-34 and 45-54 year olds indicated educational/youth organizations. Volunteers aged 35-44 had a more diverse volunteer history, with many of them having volunteered at sports, art, cultural organizations, other social/community service organizations, as well as religious organizations. In sum, only 11 percent of respondents had no prior volunteer experience, which was especially prevalent in three age groups. These results are especially interesting for 55-64 and 85+ year old volunteers because according to prior research, most individuals who volunteer as they get older have had previous volunteer experience (Mutchler et al., 2003). These results suggest room for optimism

given that the types of individuals who are more likely to volunteer are not necessarily individuals who have volunteered in the past.

Table 1

Past Volunteer Activity

Age	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	All Ages
Educational/youth organizations	33%	80%	0%	80%	53%	41%	44%	0%	48%
Religious organizations	33%	50%	40%	60%	50%	39%	31%	33%	43%
Hospital/health organizations	67%	20%	0%	70%	29%	32%	19%	67%	31%
Political, professional or international organizations	0%	30%	20%	30%	47%	37%	50%	0%	38%
Sport, art, cultural organizations	33%	50%	40%	60%	34%	26%	25%	0%	32%
Other social/community service organizations	33%	80%	40%	40%	76%	65%	75%	100%	68%
Other organizations	33%	30%	20%	10%	29%	24%	50%	0%	27%
I have not volunteered in the past	33%	0%	20%	10%	0%	20%	6%	0%	11%

Given the exploratory nature of this study, several questions aimed to understand the types of activities volunteers engage in, as well as how they came to hear about volunteering at a particular program. The majority of volunteers indicated that they volunteer at Multi Purpose Senior Center Programs (MSSP) (27 percent), followed by Long Term Care Ombudsman program (12 percent), Health Insurance Counseling and Advocacy Program (HICAP) (12 percent), Adult Day Health Care (ADHC)/Alzheimer's Day Care Resource Center (ADCRC) (6 percent), and in AAAs

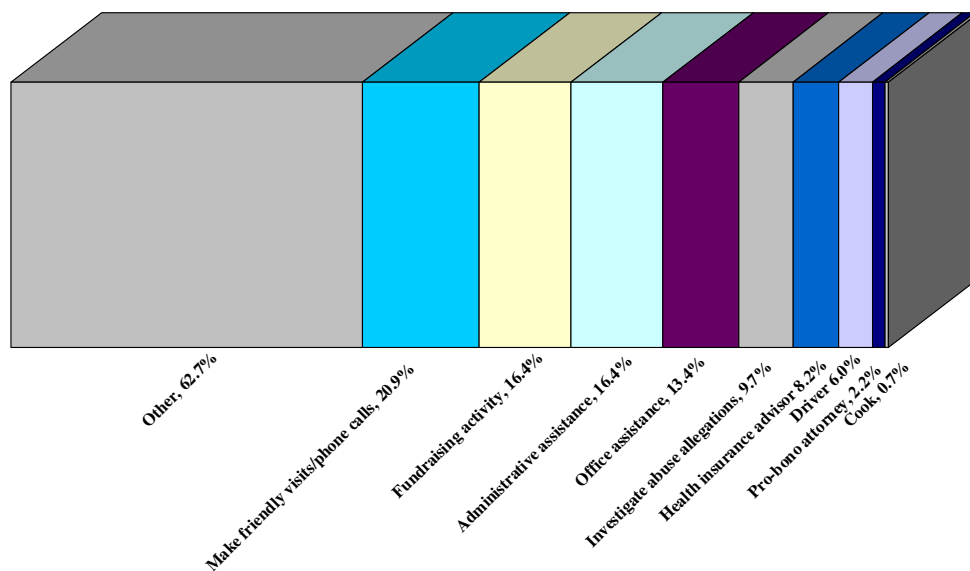
(4 percent). However, a majority of respondents (60 percent) also indicated that they volunteer at other programs. Their open-ended responses suggest that this particular question was not stated as clearly as it should have been. Many respondents stated AmeriCorps, RSVP, Church programs, or a specific organization (WECARE, New Leaf, etc.) as the program in which they currently volunteer. While these may be the organizations through which they were referred to serving older adults in a particular program, or are other organizations through which they volunteer, they do not provide information on what CDA program they are affiliated with. Responses also indicated volunteer activities not associated with serving older adults, which suggests that many individuals interpreted this question as asking the volunteer activity they engage in in general. Should a more comprehensive study on volunteers in CDA programs be completed at a later time, this question will have to be clarified.

Respondents were also asked to indicate all volunteer activity they are engaged in at the program that administered the survey. The open-ended responses also suggest that this question was not phrased clearly. However, the answers also demonstrated a variety of other activities volunteers engage in that would otherwise remain unaccounted. These activities ranged from teaching various classes, to food services, to advocacy efforts, and social activity planning (including travel). Some of the open-ended answers could have easily been captured by the options respondents were given on the survey. Therefore, in the future, these activities should also have a short description or a few examples to help with selecting the proper volunteer activity. For example, one of the options was “health insurance advisor,” which would include

counseling activities. However, many of the health insurance advising/counseling activities were captured in the open-ended questions. The “cook” option should have also been more general, as many respondents indicated being involved in food services (food preparation, serving, delivery, distribution).

Despite these shortcomings, the answers indicated several areas where volunteers participate most. Over 20 percent of the respondents stated that they make friendly visits/phone calls to isolated older adults. Sixteen percent stated that they engage in administrative activities, though this number should have been higher after examining the open-ended questions. A little over 13 percent of respondents stated that they provide office assistance. Fundraising activity was also an area that attracted many respondents. Sixteen percent of respondents indicated being involved in these types of activities. Figure 4 demonstrates how the rest of the volunteer activities ranked.

Figure 4
Current of Volunteer Activity



To gain information as to how respondents came to volunteer at the programs that serve older adults, the survey asked that they indicate how they heard about this volunteer activity. Once again, the open-ended questions provided quite a bit of useful information as to how these individuals became volunteers. Most respondents (29 percent) indicated that they were asked by a friend or a coworker, which is in agreement with what prior research states. The “other” category revealed that about 7 percent of volunteers are actual recipients of services in programs that serve older adults, and the same percentage of volunteers learned about this opportunity through a newspaper article. Another important indication is that Senior Centers serve as entry points for volunteer activities. Figures 5 and 6 illustrate this breakdown in more detail.

Figure 5

How Respondent Heard About Volunteer Opportunities

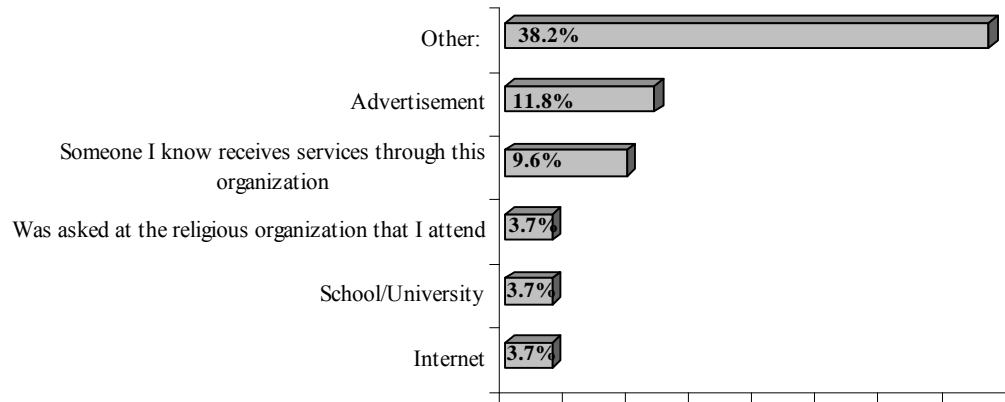
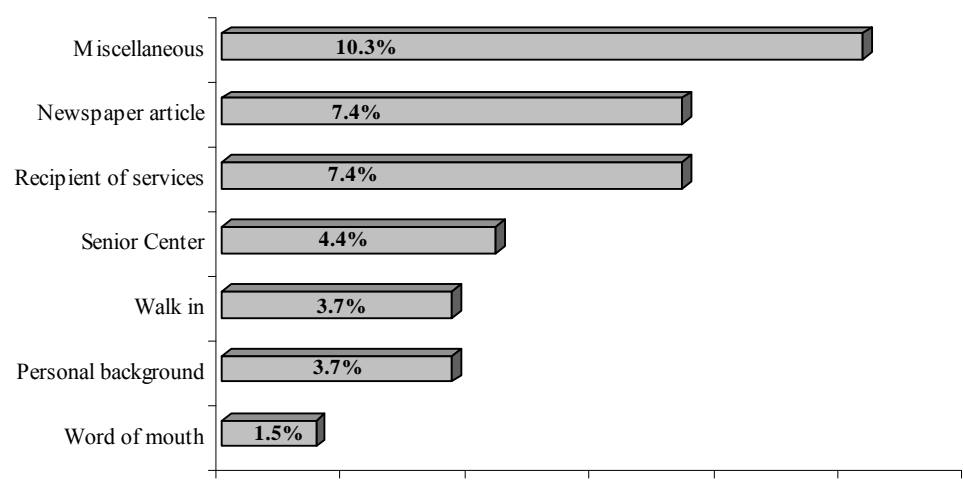


Figure 6

How Respondent Heard About Volunteer Opportunities

The "Other" Category Breakdown



The survey contained several questions about motives for volunteering. The most important reasons for individuals had to do with helping others, followed by learning opportunities. The least important reasons were related to career options. Table 2 contains the detailed breakdown of these responses.

Table 2
 Respondent Reasons for Volunteering
 (Listed in order of importance)

	Not at all important	Somewhat important	Important	Very important	Extremely important
I feel it is important to help others.	2.2%	2.9%	12.4%	25.5%	56.9%
Doing volunteer work provides me an opportunity to provide help to those less fortunate than myself.	3.7%	9.6%	14.7%	35.3%	36.8%
I can do something for a cause that is important to me.	1.5%	5.2%	20.1%	38.1%	35.1%
It makes me feel needed.	13.3%	19.3%	25.9%	28.1%	13.3%
It is a way to make new friends.	17.3%	21.8%	34.6%	15.8%	10.5%
I can learn how to deal with a variety of people.	17.4%	12.9%	33.3%	23.5%	12.9%
I can learn more about the cause for which I am working.	16.4%	17.2%	32.8%	18.7%	14.9%
Volunteering lets me learn things through direct, hands on experience.	9.0%	9.7%	30.6%	28.4%	22.4%
It can help me to get my foot in the door at a place where I would like to work.	66.4%	11.2%	13.4%	5.2%	3.7%
It will allow me to explore different career options.	65.7%	11.2%	11.9%	6.0%	5.2%
Doing volunteer work relieves me of some guilt over being more fortunate than others.	60.0%	14.1%	13.3%	10.4%	2.2%
My friends volunteer.	49.6%	21.8%	15.0%	10.5%	3.0%
No matter how bad I have been feeling, volunteering helps me to forget about it.	18.4%	28.7%	17.6%	23.5%	11.8%

Individuals were also asked what factors would have an impact on their continued volunteering. The most important reasons individuals indicated had to do with effectiveness of services, using their skills, and schedule flexibility. More socialization opportunities, training, and support from staff had an average importance for the respondents. The least important reasons for continued volunteerism were having more volunteers to share the workload with, less paperwork and work expense reimbursements (Table 3).

Table 3
Respondent Reasons for Continued Volunteering
(Listed in order of importance)

	Not at all important	Somewhat important	Important	Very important	Extremely important
Program effectiveness	2.2%	8.1%	20.0%	36.3%	33.3%
Skills and experience put at use	5.1%	6.6%	30.9%	37.5%	19.9%
Improving the quality of services	5.2%	11.9%	27.6%	32.1%	23.1%
Schedule flexibility	11.1%	11.1%	28.9%	29.6%	19.3%
More support from staff	18.8%	22.6%	34.6%	18.8%	5.3%
More training	23.7%	25.9%	30.4%	14.8%	5.2%
More socialization opportunities	23.9%	35.8%	22.4%	11.9%	6.0%
Work expense reimbursements	58.6%	18.0%	12.8%	6.0%	4.5%
Less paperwork	54.5%	23.1%	12.7%	3.7%	6.0%
More volunteers	35.6%	25.9%	26.7%	6.7%	5.2%

Regression Analysis

When looking at these responses through a regression analysis, some of the factors most significantly associated with the volunteerism are somewhat surprising.

Regression Model #1 – Dedication to Volunteering

Table 4

Dedication to Volunteering

Dependent Variable –Dedication (5-point Scale, $\alpha = 0.70$, based on two Likert questions: (a) “How likely are you to recommend your friends to volunteer at this program?” (b) How likely are you to continue volunteering at this program in the next 6 months?)

N = 129

R Square = .215

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.759	.795		2.213	.029
Female	.029	.180	.014	.159	.874
White	-.101	.216	-.041	-.466	.642
Married	.248	.173	.130	1.435	.154
Education	-.042	.096	-.038	-.438	.662
Age	.063	.070	.096	.893	.374
Volunteering relieves guilt	.087	.079	.105	1.092	.277
Volunteering makes feel needed	-.004	.084	-.006	-.052	.958
Volunteering provides social opportunities	-.057	.099	-.058	-.573	.568
Importance of values*	.370	.109	.336	3.408	.001
Volunteering provides career opportunities	-.034	.093	-.041	-.369	.713
Volunteering provides learning opportunities	-.034	.090	-.040	-.382	.703
Effectiveness of services is important	.167	.108	.154	1.544	.125

One of the regression models aimed to explain variation in the respondents' dedication to volunteering (N = 129, $r = .215$). The variable “Dedication” is a five-point scale composed of two survey questions that measured how likely an individual is to continue volunteering at this program in the next 6 months and how likely they were to recommend their friends to volunteer at the program. The only statistically significant

variable in the model was with the importance values play for individuals who volunteer ($p = .001$) (Table 4).

Regression Model #2 – Time Spent Volunteering

Table 5

Time Spent Volunteering

Dependent Variable - How many hours per week respondent volunteers (Ln_hours)					
N = 116					
R Square = .255					
	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta	Zero-order	Partial
(Constant)	-.011	.908		-.013	.990
Female*	-.471	.182	-.250	-2.593	.011
White	.061	.222	.025	.274	.785
Married	-.021	.179	-.011	-.115	.909
Education	-.121	.097	-.113	-1.246	.215
Age*	.185	.075	.286	2.467	.015
Volunteering relieves guilt	-.121	.077	-.153	-1.569	.120
Volunteering makes feel needed	-.030	.083	-.040	-.362	.718
Volunteering provides social opportunities	.023	.099	.024	.228	.820
Importance of values	.109	.116	.094	.936	.351
Volunteering provides career opportunities*	.208	.096	.255	2.163	.033
Volunteering provides learning opportunities	-.116	.087	-.141	-1.341	.183
Effectiveness of services is important*	.319	.110	.289	2.904	.005

The second regression model aimed to measure the relationship between the amount of time individuals spend volunteering and other variables ($N = 116$, $r = .255$). This analysis is especially useful for programs where volunteers are required to volunteer a minimum amount of hours, such as in the Ombudsman or HICAP programs. The variable “On average how many hours per week do you volunteer” was labeled as

“Ln_hours” after performing a natural log transformation to normalize the skewed nature of this variable. Table 5 demonstrates the complete regression model.

The regression model included the same variables as Model #1, with quite different results. The number of hours per week spent volunteering is related to:

- Concern with the effectiveness of the services in the programs they volunteer for (p = .005).
- Male gender (p = .011).
- Age (p = .015).
- Volunteering motivated by hopes of career advancement (p = .033).

The most surprising finding is that, controlling for other factors in the model, men are more likely than women to spend more hours volunteering, when in general, women volunteer at higher rates (Herzog et al., 1989; Smith, 1994). A larger scale, representative study would be more telling whether this is the case for volunteering in general. In addition, while it is not surprising that individuals wishing career advancement volunteer longer hours, it is not very clear how this relates with the finding that the older the individual gets, the more likely he or she is to volunteer longer hours. Therefore, this relationship warrants further investigation. On the other hand, it is not surprising that individuals who spend more time volunteering are more concerned about the effectiveness of the programs, or that older individuals volunteer longer hours, since they most likely have more discretionary time than younger individuals.

Chapter 5

FINDINGS AND INTERPRETATIONS

Despite a relatively small sample of responses, the survey results point to several interesting implications. First, volunteers who participate in programs that serve older adults tend to be older age cohorts themselves. This could be due to the nature of the services, which entices more mature individuals to participate. In addition, as some responses suggested, many individuals who volunteer at these programs, are also recipients of services. This is valuable information for the programs, in that it creates another recruitment base for volunteers.

It is also essential to understand what attracts younger volunteers to programs that serve older individuals in order to ensure volunteer participation by diverse age groups. The results of the survey reveal that volunteer activities of individuals between the age of 16 and 54 mainly consist of administrative assistance, fundraising and social event coordination. The ways that members of this cohort began volunteering should also be noted. While most of them were asked by either a friend or a co-worker, many took the initiative of inquiring at Senior Centers, or were knowledgeable about existing services in their communities. An in depth study into what differences account for volunteer activity across all age groups would provide more substantive answers. A more in depth study might also point out how many volunteers are providing services for class credits or for a school requirement, which was a relatively important factor as suggested by the literature review. However, only a few individuals stated that this was the reason behind their volunteering,

The racial composition of volunteers in OAA/OCA funded programs needs further exploration. A vast majority of volunteers who responded to the survey were white. This makes it impossible to infer any significant conclusions as to what attracts individuals of other races to volunteer activities at these programs or what their contributions are. Therefore, I recommend that a much larger scale study be conducted in order to more fully understand the relationship between race and volunteering. Engaging individuals of various backgrounds in community activities that serve older individuals is an important objective for CDA. If more in depth studies reveal that these programs engage only certain types of individuals, then better targeting methods would need to be developed.

As past research suggests, personal motivations and external environmental factors are predictors for volunteerism. The findings of this study imply that CDA volunteers are motivated by a set of several specific factors. In this study I found that helping others who are less fortunate is extremely important to the volunteers in CDA programs. It is also important for them to feel that they are doing something for an important cause. Thus, for majority of the volunteers, their value system plays an integral role for volunteering, but is not the only motivating factor. Also important are more rational motivations that personally benefit the volunteers. For some, it may be the means to give back to the community for being more fortunate than others. For others, it is a way to fulfill a role and feel needed. These are powerful motivations for volunteering as is indicated by the large number of respondents who stated they will most likely continue volunteering at the current agency. Learning and social

opportunities are less important for these volunteers, which makes sense when examining in detail the reasons for continued volunteering.

The findings suggest that the most important factor for continued volunteering is the effectiveness of services. This includes overall program effectiveness, quality of services as well as putting one's skills and experience at use. Given the altruistic motivations of the volunteers, making sure the cause they are contributing to by volunteering in these programs results in positive outcomes is important. This may be especially true for programs that rely heavily on volunteers. For these volunteers, it is important that they see an outcome based on services they have provided. The effectiveness of services, therefore, is especially significant. It might be worthwhile to examine this in future studies to gain a better understanding as to what these volunteers perceive as program effectiveness and how they envision improving quality of services. The results also suggest that making sure that volunteers' skills and experience are put at use is yet another measure of effectiveness in the way their time is spent.

This implies that environmental factors also play an important role in whether individuals will continue to volunteer. Although consistent with prior research, most respondents were asked by someone else to volunteer at a particular program, many of them self-selected to volunteer. These individuals indicated that they read about the programs in newspaper articles or are aware of the types of services the programs provide. This suggests that both, social and self-selection models, are important for CDA volunteer recruitment and should be addressed accordingly. Regardless of whether the volunteers self-selected to volunteer or were recruited by another individual

or program, their current experience as a volunteer will largely shape whether they will continue volunteering at a particular program. Consequently, recruitment programs need to better recognize the motivations of volunteers, which should in turn help to improve retention. Highlighting program aspects that are important for the volunteers during recruitment processes is one such way to go about this.

The regression analyses also provided additional confirmation of the factors that motivate volunteers. In the model that used continued dedication to volunteering as the dependent variable, the most significant reasons for continued volunteerism were the values individuals hold. This result suggests that retention efforts should acknowledge and demonstrate that the volunteers' activities do in fact help others and further an important cause. Many respondents also indicated that they began volunteering at these programs after reading a newspaper article. This not only reaffirms that individuals who feel volunteering in programs that serve older adults help an important cause, but is also another tactic to attract new volunteers to these programs. The regression model that used hours volunteered as the dependent variable revealed that the most important independent variable is the effectiveness of services. It seems plausible that as individuals invest more time and effort in an activity, the more they would like to see their efforts bring a positive outcome.

Nonetheless, there were a few surprising findings. Some of these, as discussed above, had to do with levels of religiosity, men volunteering longer hours than women, and how career advancement and older age contribute to individuals volunteering longer hours. Another surprising finding was that socialization opportunities that

volunteering provides were not indicated as important reasons for volunteering.

Socialization opportunities become more sparse as one ages, and especially with older adults, many of whom live alone, volunteering could be a method of keeping social connections. However, even with the prevalence of respondents who were older, this was not the case.

Concluding Thoughts

Reliance on volunteers in programs that serve older adults will continue to be significant in the near future. This study provided an insight on the range of activities current volunteers engage in, as well as the specific programs in which they participate in California's aging services. Recent policies, especially those that impact funding levels of these programs, will have a direct effect on needing more volunteers to continue serving that State's older population. Understanding motivations of volunteers to participate in these programs will be essential in improving retention rates, as well as attracting new volunteers. Values and effectiveness of services were important indicators when it came to the likelihood of continued volunteerism and how much time individuals provided to volunteer activities. Making sure that volunteers are able to connect their activities with these factors will help ensure their levels satisfaction and accomplishment. Given the small size of responses, CDA may find it beneficial to conduct a more comprehensive survey of its volunteers in the future. This would provide a more reliable basis to understanding motivations, the make-up, as well as the specific contributions volunteers provide to older adults in California.

APPENDICES

APPENDIX A

Programs Administered by Local AAAs

Adult Day Health Care*	A day care program that provides health, therapeutic, and social services to serve the specialized needs of frail elderly as well as younger functionally impaired adults at risk of institutionalization.
Alzheimer's Day Care Resource Centers	Day care for persons with Alzheimer's disease and other related dementias who are often unable to be served by other programs. The centers provide respite as well as training and support for families and professional caregivers.
Brown Bag Program	Volunteers collect and distribute surplus food to low-income eligible seniors.
Congregate Meals	Local programs provide seniors with meals in a group setting.
Health Insurance Counseling and Advocacy Program (HICAP)	Provides community education and individualized one-to-one counseling on Medicare, managed care, and other private health insurance issues.
Home Delivered Meals	Local programs prepare and deliver meals to homebound seniors.
Information & Assistance	Trained staff provide information as well as assistance and follow-up to link older persons and their families to specific community services.
In-Home Services	Assistance with personal care and daily tasks, particularly for older persons who are above income eligibility for In-Home Supportive Services.
Legal Assistance	Community programs provide legal information, advice, and counseling, as well as administrative and judicial representation for seniors.
Linkages	Provides services ranging from in-depth information and assistance to case management. Linkages serves elderly as well as younger functionally impaired adults at risk of institutionalization. Clients do not need to be eligible for
Medi-Cal Long Term Care Ombudsman Program*	Professional staff and trained volunteers investigate and resolve complaints made by, or on behalf of, residents of long term care facilities.
Multipurpose Senior Services Program*	Provides social and health case management to assist persons aged 65 and over, eligible for Medi-Cal and

certifiable for skilled nursing care to remain safely at home.

Respite Purchase of Service	Purchases small amounts of respite for those persons who could not otherwise afford this service in support of frail elderly persons, functionally impaired adults and their caregivers.
Respite Registry	Maintains a registry of individuals and agencies that provide temporary or periodic relief to caregivers of frail elderly persons, as well as functionally impaired adults.
Senior Community Service Employment Program	Provides part-time subsidized employment for low-income persons over age 55.
Senior Companion Program	Low-income senior volunteers provide peer support to frail older persons in their local communities.
Transportation	Local agencies secure escorts and travel vouchers, or provide vehicles to assist in transporting older persons to essential services.
Other Services	Services based on local needs, may include case management, social day care, translators, mental health counseling, assistance with housing, etc.

* services may be provided through a direct contract with the California Department of Aging

Source: California Association of Area Agencies on Aging (C4A), 2009

APPENDIX B

Volunteer Survey

*Personal characteristics***1. Age**

16-24
25-34
35-44
45-54
55-64
65-74
75-84
85+

2. Race

African American/Black
American Indian or Alaska Native
Asian
Native Hawaiian or Other Pacific
Islander
White/Caucasian
Other Race
Multiple Race

3. Ethnicity

(Please make sure you have also indicated what your race is in question #2 above, as ethnicity is a separate category in this survey)

Hispanic/Latino
Not Hispanic or Latino

4. Gender

Male
Female

5. Marital Status

Domestic Partner
Divorced
Married
Single
Widowed

7. Number of children

None
1-2
3-4
4+

8. Employment Status

Full-time
Part-time
Retired
Unemployed

9. Educational Attainment

Less than high school
High school diploma
Some college
Bachelor's Degree
Post-graduate degree

10. How many times per month do you attend religious services?

0
1-2
2-4
4+

11. Household Income (include income from all household members)

Less than \$15,000
 \$15,000-\$30,000
 \$31,000-\$50,000
 \$51,000 – \$70,000
 \$71,000-\$100,000
 \$100,000 or higher

12. Do you live in an area that is:

Remote Rural
 Accessible Rural
 Urban

Accessible rural is defined as an area that is within 30 minutes of a town center with a population of 10,000 or more

Urban is defined as a densely settled territory, which consists of a population density of at least 1,000 people per square mile a

*Volunteer Activity***12. In the past, have you volunteered in:**

Educational/youth organizations
 Religious organizations
 Hospital/health organizations
 Political, professional or international organizations
 Sport, art, cultural organizations
 Other social/community service organizations
 Other organizations
 I have not volunteered in the past

13a. Indicate the program/agency you currently volunteer in:

Adult Day Health Care
 (ADHC)/Alzheimer's Center (ADCRC)
 Area Agency on Aging (AAA)

Multi Purpose Senior Center (MSSP)
 Long-Term Care Ombudsman Program
 Health Insurance Counseling and Advocacy Program (HICAP)
 Other (please specify)_____

13b. Indicate the type of volunteer activity you currently engage in at this program/agency (check all that apply)

Administrative assistance
 Cook
 Driver
 Fundraising activity
 Health insurance advisor
 Investigate abuse allegations in long-term care facilities
 Make friendly visits/phone calls to isolated elderly persons
 Office assistance
 Pro-bono attorney for legal services
 Other (please specify)_____

14. On average, how many hours per week do you volunteer? (please enter appropriate number)**15. How did you hear about volunteer opportunities at this organization?**

A friend/co-worker asked
 Was asked at the religious organization that I attend
 Internet
 Someone I know receives services through this organization
 Other (please specify)_____

Reasons for Volunteering

How important or accurate are each of the next few questions. Indicate your answer by using the response scale ranging from 1=not at all important/accurate to 7=extremely important/accurate.

16. No matter how bad I've been feeling, volunteering helps me to forget about it.
17. Doing volunteer work provides me an opportunity to provide help to those less fortunate than myself.
18. Doing volunteer work relieves me of some guilt over being more fortunate than others.
19. I feel it is important to help others.
20. I can do something for a cause that is important to me.
21. It will allow me to explore different career options.
22. It can help me to get my foot in the door at a place where I would like to work.
23. My friends volunteer.
24. I can learn more about the cause for which I am working.
25. I can learn how to deal with a variety of people.
26. Volunteering lets me learn things through direct, hands on experience.

27. It is a way to make new friends.

28. It makes me feel needed.

Volunteering in the Future

How important are the factors listed below for you to continue volunteering at this program/agency? Indicate your answer by using the response scale ranging from 1=not at all important/accurate to 7=extremely important/accurate.

29. More volunteers
30. Less paperwork
31. Schedule flexibility
32. Program effectiveness
33. Skills and experience put at use
34. More socialization opportunities
35. More training
36. More support from staff
37. Work expense reimbursements

Based on the scale where 1=not at all likely to 7=extremely likely, how likely are you to:

38. Recommend your friends to volunteer at this program/agency.

39. Volunteer should there be a negative change in your health.

40. Continue volunteering at this program/agency in the next six months.

APPENDIX C

Reasons for Volunteering

<i>Question/Response Choice</i> (all questions were coded in the following manner)	
<i>Variable Name</i>	<i>1 = Not at all important/accurate</i> <i>2 = Somewhat important/accurate</i> <i>3 = Important/accurate</i> <i>4 = Very important/accurate</i> <i>5 = Extremely important/accurate</i>
Protective01	No matter how bad I've been feeling, volunteering helps me to forget about it.
Protective02	Doing volunteer work provides me an opportunity to provide help to those less fortunate than myself.
Protective03	Doing volunteer work relieves me of some guilt over being more fortunate than others.
Values01	I feel it is important to help others.
Values02	I can do something for a cause that is important to me.
Career01	It will allow me to explore different career options.
Career02	It can help me to get my foot in the door at a place where I would like to work.
Social02	My friends volunteer.
Understanding01	I can learn more about the cause for which I am working.
Understanding02	I can learn how to deal with a variety of people.
Understanding03	Volunteering lets me learn things through direct, hands on experience.
Enhancement01	It is a way to make new friends.
Enhancement02	It makes me feel needed.

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