

2020 VOLUNTEER PROGRAM ANNUAL REPORT



FAMILY PATHWAYS

Overview

We actively seek and value volunteers with diverse perspectives and life experiences. Our staff work with each volunteer to find the best match and position that addresss the individual's reasons for wanting to volunteer and allow us to enhance the service we provide. Volunteers come from all walks of life, backgrounds, service groups, businesses, youth groups, and educational systems. Some are brought to our agency through the court system to complete community service hours.

Together, we strive to provide essential services in healthy food access, domestic and sexual violence prevention and victim services, supervised visitation and services for older adults and caregivers. We simply could not function without our volunteers. They help Family Pathways reach every voice, with every possibility, every day.

Facts & Figures

- 981 volunteers served 62,056 hours in roles throughout our Family Pathways Programs.

Total Hours: 62,056 Total Value:\$1,826,929

2020 Independent Sector Value of Volunteer Time in MN + \$29.44/hr *National Average= \$27.20

Family Pathways Program Volunteer Count and Hours

Family Pathways Programs:	Volunteers:	Hours:
Aging Services	27	406
DV Community Advocacy	1	240
DV Shelter	1	100
Hunger Relief	371	41,902
Thrift Stores	295	18,507
Service Events	282	619
Main Office	4	284
TOTALS:	981	62,058

Volunteers in 2020 completed services in the following service areas:

*Cambridge * Chisago * Forest Lake *Frederic, WI *Ham Lake * Hinckley
*Isanti *Lindstrom *Mora *North Branch *Onamia *Pine City *Princeton
*Sandstone *St. Croix Falls, WI *Wyoming



"Our company wanted to help give back during the holidays, so we put together Thanksgiving meals for clients at the food shelf." Structural Buildings Inc.

Volunteer Recognition:

Recognition includes formal and informal activities from the the volunteer services team and staff who supervise the volunteers.



- National Volunteer Recognition Week (April): We celebrated virtually and had a different topic each day with recognition to the volunteers in each program.
- We sent out cards and made phone calls to volunteers who needed to stop their services during this time.



- We shined the spotlight on volunteers. During the holidays we gave out baskets for volunteer of the month.

"I volunteer because I love helping others and it can brighten someone's day." Liz A





"I needed to completed service hours for being in Junior National Honor Society. I reached out and wanted to help make masks for the volunteers that were helping others." Nevaeh K

Programs & Projects:

- Developed, trained and launched the New Volunteer Program- each volunteer now goes through a new onboarding, training and orientation process.
- Background checks are now conducted across the organization to ensure safety for our employees and volunteers.
- All volunteers go through COVID safety guidelines and policies before getting started with orientation.
- Spotlight Recognition was implemented to recognize all of our volunteers throughout the year.
- The Door-Step Delivery Program created a new opportunity for our volunteers. The volunteers delivered 474 boxes of food to 127 clients in the Aging Services Program.
- First ever chat sessions were conducted at locations to get feedback from the volunteers to help improve retention and engagement.

Communication & Technology:

- Volgistics Software is now used for all of our online application process and tracking our volunteers information safely.
- Volunteers can now get company updates, opportunities and recognition with the new software being used.

Events:

Volunteers support numerous events throughout the year at many locations. This year we had to get creative with having smaller groups and doing volunteering remotely. Group events combined over 282 served more than 619 hours. Many of the organizations also helped support our campaigns and programs.

Even though 2020 was a year of many challenges. Our volunteers of all ages and background have contributed time, talents and resources for our service areas. We value the passion and dedication of these individuals and groups who reached out to us!



"My volunteer work is a blessing. I lost my husband and volunteer in his name. It gives me a sense of purpose!" Anne K



"We knew that during the pandemic we could help clean and sanitize the food shelf to help out." Bethesda Lutheran Church-Dresser, WI



Volunteer Nick from the Ham Lake Thrift Store helps out 5 days a week. He does an amazing job helping all the customers around the store.

Volunteers In Action:



- AmeriCorps group helped with unloading a trailer at our Hinckley Thrift Store before the busy season.
- Allina Health Courage Kenny Rehabilitation Institute helped clean and organize the food shelf and thrift store in Forest Lake.



- At the start of the pandemic, volunteers helped make over 600 masks for Family Pathways employees and volunteers.
- Over 95 volunteers helped serve our Mass Food Distributions from August-November.
- Hundreds of cards were made by students and churches for our clients.
- Students from different programs helped at our food shelves.



Contact Information:

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