



California Volunteers Service Enterprise

The California Volunteers Service Enterprise (CVSE) will offer service and research based strategies of volunteer engagement to transform California nonprofit's into certified Service Enterprises. Local volunteer centers trained on the latest methods of capacity building through volunteer engagement, will strengthen a nonprofit's volunteer engagement practices, allowing them to meet even more community needs. Participants will have access to an organizational readiness assessment, as well as training and consulting leading to certification as Service Enterprises.

The CVSE is not volunteer management training but a whole organization realignment which empowers a nonprofit to more efficiently engage volunteers and effectively address community needs. By achieving this level of excellence and certification, organizations will be uniquely positioned to leverage the time and talent of volunteers, expand program operations and revenues which in turn will allow the nonprofit to realize higher programmatic impact and generate greater operational effectiveness.

Service Enterprises

A Service Enterprise is an organization that fundamentally leverages volunteers and their skills across all leadership levels, and in all departments, to successfully deliver on the social mission of the organization. While nonprofits continue to face an environment of doing more with less, the most successful organizations excel in volunteer engagement practices that lead to greater organizational capacity and community impact. In fact, research conducted by Deloitte shows that Service Enterprises deliver a 600 % return on investment in volunteer capacity.

A study by the TCC Group demonstrates that organizations with 10 to 50 volunteers are statistically equally as effective as their counterparts without volunteers on all measures of organizational effectiveness, yet their average annual budgets are almost half. When an organization reaches 50 volunteers and achieves an effective volunteer management model, not only do they lead and manage their organizations better, but they are also significantly more adaptable, sustainable and better resourced to do their work, and therefore able to sustainably go to scale.

California Volunteers Service Enterprise Training

Local volunteer centers trained on the latest methods of capacity building, will strengthen nonprofits through volunteer engagement; participating nonprofits will strengthen their volunteer engagement practices allowing them to meet even more community needs.

Participants will have access to:

- A thorough assessment of existing organizational volunteer engagement practices.
- Up to 16 hours of training to assist in re-tooling the roles and ways in which the organization engages volunteers.
- Individualized consulting to address unique organizational opportunities and challenges.
- Statewide certification that signifies the organization's commitment to appropriately leverage the time and talent of volunteers to meet the social mission of the organization.



California Volunteers Service Enterprise Training Organizations

There are seven volunteer centers that have been trained to deliver the California Volunteers Service Enterprise Training. They are:

1. **Center for Volunteer and Nonprofit Leadership of Marin**
Julie Burk, Volunteer & Community Relations Manager
555 Northgate Drive
San Rafael, CA 94903
jburk@cvnl.org
(415) 479-5710
www.cvnl.org

2. **HandsOn Central California**
Cathy Caples, Executive Director
732 N. Van Ness Avenue
Fresno, CA 93728
ccaples@handsoncentralcal.org
(559) 237-3101
www.handsoncentralcal.org

3. **LA Works**
Rebecca Bloom, Director of Programs
570 West Avenue 26, Suite 400
Los Angeles, CA 90065
info@laworks.com
(323) 224-6510
www.laworks.com

4. **OneOC**
Tim Strauch, COO
1901 East 4th Street, Suite 100
Santa Ana, CA 92705
tstrauch@OneOC.org
(714) 953-5757
www.OneOC.org

5. **The Volunteer Center Serving San Francisco & San Mateo Counties**
Jill Blackburn, Consulting & Training Manager
1675 California Street
San Francisco, CA 94109
info@thevolunteercenter.net
(415) 982-8999
www.thevolunteercenter.net



6. **Volunteer Center of Kern County**

Brenda Ratliff, Executive Director
1400 Chester Avenue, Suite #J
Bakersfield, CA 93301
bratliffvc@yahoo.com
(661) 395-9787
www.volunteercenter.info

7. **Volunteer Los Angeles**

Jaren Sorkow, Deputy Director of Volunteer Engagement
1370 North Saint Andrews Place
Los Angeles , CA 90028
jsorkow@volunteerlosangeles.org
(323) 450-5056
www.VolunteerLosAngeles.org

For more information, please contact CaliforniaVolunteers at ServiceEnterprise@CaliforniaVolunteers.ca.gov