



**North American Association of Christians in Social Work**  
*A Vital Christian Presence in Social Work*

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## **COLLABORATIVE BENEVOLENCE**

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- A. Relevant Scriptures
- B. Useful websites

## I. Rationale

The Caring Place was formed in 2000 when four large churches decided to merge their separate benevolence ministries into one entity. We can accomplish more together than separately. It is financially more efficient to run one facility than four, i.e. employing one set of staff rather than four, creating a larger volunteer base from the four churches makes scheduling easier and more effective, pooling resources increases buying power (in other words purchasing by the pallet is cheaper than buying by the case). According to Rick Moyers, Director of Programs at the Meyer Foundation states, "Collaborations that result from open, honest communication and complementary missions will provide benefits in both economic and programmatic areas,"

## II. History of The Caring Place

The first five years were challenging with inconsistent leadership and funding. By the time Reba Terry was hired in 2005 the Board of Directors had obtained the 501(c)(3) non-profit status from the IRS, a location was secured, and six churches were involved. The annual budget in 2005 was \$30K, Reba was the only employee, and non-perishable food and clothing were being distributed to an average of 420 families per month by 37 volunteers.

Due to God's favor and the hard work of many people, The Caring Place now has:

- 67 churches involved from 12 different denominations
- Services offered:
  1. Food (perishable and non-perishable)
  2. Clothing
  3. Professional social work
  4. Community garden
  5. diaperLove
- Six paid staff:
  1. Executive Director
  2. Social Worker
  3. Administrative Assistant
  4. Volunteer Manager
  5. Food Warehouse Manager
  6. Resource Development
- Over 120 active volunteers
- An average of 1,198 families served/mo for past 12 months
- Annual budget \$300K

### III. Methodology

We developed a Registration Form (see Appendix A) for our clients requesting basic demographic information. We also require four pieces of information to determine eligibility:

1. Photo ID
2. Proof of address
3. Social Security cards for each family member to verify family size
4. Proof of income, including proof of food stamps, child support, Families First, etc. We utilize the Federal Poverty Guidelines to determine income eligibility.

Clients must reapply annually, if they are still in need of assistance. Individuals may receive services once/month, and families may visit twice/month.

The Caring Place uses a national internet database called Charity Check to track the frequency of client visits and to record the gift he/she was given per visit.

Volunteers receive training prior to being placed on a schedule and periodic trainings as needed. The policies/procedures must be followed by each volunteer to ensure consistency.

Using systematic methods assist in recordkeeping, which promotes accountability to collaborators and donors.

### IV. Needs Assessment

The Caring Place conducted a needs assessment (see Appendix B) in the spring of 2011 to determine what gaps in services existed in our community. We learned that a large majority of our clients have unmet dental needs. This data arms us as we now endeavor to develop a solution.

There is no merit in adding a service because the staff or Board of Directors think the clients need it. If clients do not see it as a need, they will not utilize the service.

### V. S.M.A.R.T. Goals

When developing goals, make sure they are specific, measurable, attainable, realistic, and timely. Utilizing this method assists in documenting the success of your program to funders. Keep consistent records and create true statistics to demonstrate your value to the community.

## VI. Volunteers

Volunteers are the lifeblood of any non-profit organization. There are many crucial aspects:

- A. Recruiting – Volunteers themselves are the best recruitment tool. If they are happy in their role, they are more likely to invite their friends to join them.
- B. Application/Interview – Provide each prospective volunteer with a ministry application (see Appendix C). Review and check references. This information will assist you in the interview process. Use this process to thoroughly screen the applicant. It is much easier at this point to recommend they find another organization that is a better fit than it is to release them of their duties at a later time.
- C. Training - Thoroughly train the volunteer prior to allowing him/her to serve. Provide ongoing training as needed, either individually or as a group.
- D. Evaluation – Assess each volunteer’s progress annually (see Appendix D). This allows the volunteer an opportunity to provide feedback as well as the volunteer manager to offer suggestions for improvement, if needed.
- E. Recognition – Although most people do not volunteer to be recognized, they appreciate honor and recognition. The Caring Place organizes an annual Volunteer Appreciation Banquet. Periodic volunteer activities are also provided such as picnics, movie nights, outings, etc.

## VII. Funding

- A. Churches – The Caring Place chooses to allow each pastor, along with his/her council and staff, to determine the amount they contribute. Some churches include The Caring Place in their annual budget. Others take special offerings on occasion.
- B. Individuals – The largest percentage of our income comes from this category.
- C. Grants – The Caring Place has been moderately successful at receiving funding from foundations and civic organizations. The key to successful funding is diversification. Although grants are often not renewable annually, they can be a great source of funding.

## VIII. Raising Awareness

- A. Newsletters – Informing donors, collaborators, and volunteers of happenings within the organization. This is a great way to showcase new volunteers or staff as well as events.
- B. Personal Communication – There is nothing quite like a personal letter, email, phone call, or visit to show appreciation for a recent donation or to acknowledge an extra mile taken by a volunteer.

- C. Press releases to local newspapers and public service announcements are a good choice of media to inform the general public of something of interest.
- D. Staff members or members of the Board of Directors may be asked to speak to congregations, small groups, civic organizations, schools, businesses, etc.
- E. Tours of the non-profit are helpful in clearly communicating the mission and vision of the organization.
- F. Various forms of social media are also an effective means of raising awareness. Utilize Facebook, Twitter, YouTube, etc.
- G. A simple but current website is a useful tool for people to learn about your organization, find necessary forms, and donate financially

#### IX. Action Steps

- A. Focus groups – Gather together groups of people interested in possibly collaborating. Identify resources and possible barriers. Assign tasks.
- B. Tour ministry sites – Identify existing non-profits with a similar mission and tour them with members of the focus groups.
- C. Center for Nonprofits – Visit the nearest Center for Nonprofits. These organizations exist to assist nonprofit organizations on their journey by offering educational workshops, access to the Foundation Directory Online, library, and other forms of support.
- D. Establish a Board of Directors – Identify 8-12 people who possess various gifts beneficial to a nonprofit, i.e. business background, accounting skills, influence, access to funding, marketing, etc. Develop the board in areas of weakness.
- E. Apply for the IRS 501(c)(3) non-profit status – This will require the assistance of a certified public accountant. It is a time-consuming process, but it is worthwhile in various ways.

#### X. Questions and Answers

#### XI. Resources

- A. Relevant Scriptures (Appendix E)
- B. Useful websites

[www.charityck.com](http://www.charityck.com)

[www.topachievement.com/smart.html](http://www.topachievement.com/smart.html)

# God's Word on Helping the Poor

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## Intentional planning for people in need:

Exodus 23:10-11 <sup>10</sup>You shall sow your land for six years and gather in its yield, <sup>11</sup>but on the seventh year you shall let it rest and lie fallow, so that the needy of your people may eat; and whatever they leave the beast of the field may eat. You are to do the same with your vineyard and your olive grove.

Leviticus 19:10 <sup>10</sup>Nor shall you glean your vineyard, nor shall you gather the fallen fruit of your vineyard; you shall leave them for the needy and for the stranger. I am the LORD your God.

Leviticus 23:22 <sup>22</sup>When you reap the harvest of your land, moreover, you shall not reap to the very corners of your field nor gather the gleaning of your harvest; you are to leave them for the needy and the alien. I am the LORD your God.

Deuteronomy 26:12 <sup>12</sup>When you have finished paying all the tithe of your increase in the third year, the year of tithing, then you shall give it to the Levite, to the stranger, to the orphan and to the widow that they may eat in your towns and be satisfied.

Ephesians 4:28 <sup>28</sup>He who steals must steal no longer; but rather he must labor, performing with his own hands what is good, so that he will have something to share with one who has need.

## God will defend the cause of people in need:

Deuteronomy 10:18 <sup>18</sup>He executes justice for the orphan and the widow, and shows His love for the alien by giving him food and clothing.

Proverbs 17:5 <sup>5</sup>He who mocks the poor taunts his Maker; He who rejoices at calamity will not go unpunished.

Proverbs 21:13 <sup>13</sup>He who shuts his ear to the cry of the poor will also cry himself and not be answered.

## Action is required when helping:

Proverbs 3:27 <sup>27</sup>Do not withhold good from those to whom it is due, When it is in your power to do it.

Romans 12:13 <sup>13</sup>. . . contributing to the needs of the saints, practicing hospitality.

James 2:15-16 <sup>15</sup>If a brother or sister is without clothing and in need of daily food, <sup>16</sup>and one of you says to them, "Go in peace, be warmed and be filled," and yet you do not give them what is necessary for their body, what use is that?

1 John 3:17-18 <sup>17</sup>But whoever has the world's goods, and sees his brother in need and closes his heart against him, how does the love of God abide in him? <sup>18</sup>Little children, let us not love with word or with tongue, but in deed and truth.

## Abundance cannot result in complacency:

Jeremiah 22:13-16 <sup>13</sup>Woe to him who builds his house without righteousness and his upper rooms without justice, who uses his neighbor's services without pay and does not give him his wages, <sup>14</sup>Who says, "I will build myself a roomy house with spacious upper rooms, and cut out its windows, paneling it with cedar and painting it bright red." <sup>15</sup>Do you become a king because you are competing in cedar? Did not your father eat and drink and do justice and righteousness? Then it was well with him. <sup>16</sup>He pled the cause of the afflicted and needy; then it was well. Is not that what it means to know me? declares the LORD.

2 Corinthians 8:12-15 <sup>12</sup>For if the readiness is present, it is acceptable according to what a person has, not according to what he does not have. <sup>13</sup>For this is not for the ease of others and for your affliction, but by way of equality-- <sup>14</sup>at this present time your abundance being a supply for their need, so that their abundance also may become a supply for your need, that there may be equality; <sup>15</sup>as it is written, " He who gathered much did not have too much, and he who gathered little had no lack."



# God's Word on Helping the Poor

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## To ignore need is a heart problem:

Zechariah 7:8-12 <sup>8</sup>Then the word of the LORD came to Zechariah saying, <sup>9</sup>"Thus has the LORD of hosts said, 'Dispense true justice and practice kindness and compassion each to his brother; <sup>10</sup>and do not oppress the widow or the orphan, the stranger or the poor; and do not devise evil in your hearts against one another.' <sup>11</sup>"But they refused to pay attention and turned a stubborn shoulder and stopped their ears from hearing. <sup>12</sup>"They made their hearts like flint so that they could not hear the law and the words which the LORD of hosts had sent by His Spirit through the former prophets; therefore great wrath came from the LORD of hosts.

## Helping those in need should be done without fanfare:

Matthew 6:1-4 <sup>1</sup>"Beware of practicing your righteousness before men to be noticed by them; otherwise you have no reward with your Father who is in heaven. <sup>2</sup>"So when you give to the poor, do not sound a trumpet before you, as the hypocrites do in the synagogues and in the streets, so that they may be honored by men Truly I say to you, they have their reward in full. <sup>3</sup>"But when you give to the poor, do not let your left hand know what your right hand is doing, <sup>4</sup>so that your giving will be in secret; and your Father who sees what is done in secret will reward you."

## Do not show favoritism regarding economic status:

James 2:1-9 <sup>1</sup>My brethren, do not hold your faith in our glorious Lord Jesus Christ with an attitude of personal favoritism. <sup>2</sup>For if a man comes into your assembly with a gold ring and dressed in fine clothes, and there also comes in a poor man in dirty clothes, <sup>3</sup>and you pay special attention to the one who is wearing the fine clothes, and say, "You sit here in a good place," and you say to the poor man, "You stand over there, or sit down by my footstool," <sup>4</sup>have you not made distinctions among yourselves, and become judges with evil motives? <sup>5</sup>Listen, my beloved brethren: did not God choose the poor of this world to be rich in faith and heirs of the kingdom which He promised to those who love Him? <sup>6</sup>But you have dishonored the poor man. Is it not the rich who oppress you and personally drag you into court? <sup>7</sup>Do they not blaspheme the fair name by which you have been called? <sup>8</sup>If, however, you are fulfilling the royal law according to the Scripture, "YOU SHALL LOVE YOUR NEIGHBOR AS YOURSELF," you are doing well. <sup>9</sup>But if you show partiality, you are committing sin and are convicted by the law as transgressors.



# REGISTRATION FORM

This program is available to all eligible applicants regardless of race, ethnicity, age, gender, sexual orientation, or disability.

Name \_\_\_\_\_ Date of birth \_\_\_\_\_ Age \_\_\_\_\_

Your Social Security # \_\_\_\_\_ Driver's License # \_\_\_\_\_

Street Address \_\_\_\_\_ City \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone Number \_\_\_\_\_ Amount of total household income in one month: \$ \_\_\_\_\_

Sex: Female Male Marital Status: Single Married Divorced Widowed Separated Partnered

Race/Ethnicity: American Indian/Alaska Native Asian Black or African American Hawaiian/Pacific Islander  
Hispanic/Latino Non-Hispanic/Latino White Other Unknown

Are you working?  Yes  No. If not, why? Disabled Laid off Between Jobs Other \_\_\_\_\_

# of years of school completed: \_\_\_\_\_ Referral Source \_\_\_\_\_

Name of Spouse/Significant Other \_\_\_\_\_ His/Her S.S. # \_\_\_\_\_

People who live with you:

1. Name \_\_\_\_\_ S.S. # \_\_\_\_\_ Age \_\_\_\_\_

Is he/she related to you? Yes No. If yes, how is she/he related to you? \_\_\_\_\_

2. Name \_\_\_\_\_ S.S. # \_\_\_\_\_ Age \_\_\_\_\_

Is he/she related to you? Yes No. If yes, how is she/he related to you? \_\_\_\_\_

3. Name \_\_\_\_\_ S.S. # \_\_\_\_\_ Age \_\_\_\_\_

Is he/she related to you? Yes No. If yes, how is she/he related to you? \_\_\_\_\_

4. Name \_\_\_\_\_ S.S. # \_\_\_\_\_ Age \_\_\_\_\_

Is he/she related to you? Yes No. If yes, how is she/he related to you? \_\_\_\_\_

5. Name \_\_\_\_\_ S.S. # \_\_\_\_\_ Age \_\_\_\_\_

Is he/she related to you? Yes No. If yes, how is she/he related to you? \_\_\_\_\_

6. Name \_\_\_\_\_ S.S. # \_\_\_\_\_ Age \_\_\_\_\_

Is he/she related to you? Yes No. If yes, how is she/he related to you? \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

I certify that all of the above information listed is true and correct. I understand that I may be disqualified from receiving assistance by making false statements or from the withholding of documentation. I hereby authorize THE CARING PLACE to obtain and/or release any information from and to any source pertaining to my request for assistance. THE CARING PLACE enters all gift or gift denials into the Charity Check system. This is a computer network in cooperation with other churches and human service agencies.

.....  
FOR OFFICE USE ONLY

Proof of Income Picture ID  S.S. Cards  Proof of Address

Approved Pending Denied Reason for denial \_\_\_\_\_

\_\_\_\_\_  
Date \_\_\_\_\_

Signature of Office Personnel \_\_\_\_\_

# The Caring Place Survey Spring 2011

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## 1. Please check the following items that you see as needs in your life:

- |  |   |
|--|---|
| <input type="checkbox"/> Child care                      | <input type="checkbox"/> Mental health issues     |
| <input type="checkbox"/> Dental care                     | <input type="checkbox"/> Mentoring                |
| <input type="checkbox"/> Disability issues               | <input type="checkbox"/> Parenting classes        |
| <input type="checkbox"/> Domestic violence               | <input type="checkbox"/> Pregnancy services       |
| <input type="checkbox"/> Employment assistance           | <input type="checkbox"/> Senior services          |
| <input type="checkbox"/> GED classes                     | <input type="checkbox"/> Substance abuse services |
| <input type="checkbox"/> Health care                     | <input type="checkbox"/> Temporary housing        |
| <input type="checkbox"/> Help with reading               | <input type="checkbox"/> Transportation           |
| <input type="checkbox"/> Help with rent and/or utilities | <input type="checkbox"/> Tutoring                 |
| <input type="checkbox"/> HIV/AIDS services               | <input type="checkbox"/> Interpreting             |
| <input type="checkbox"/> Homeless services               | <input type="checkbox"/> Spiritual Issues         |
| <input type="checkbox"/> Low-income housing              | <input type="checkbox"/> <b>NONE</b>              |

## 2. From the checklist, write the top 3 needs in your life:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## 3. Is there anything not on this checklist that you feel is a need in your life?

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# Ministry Application

Thank you for your interest in serving at The Caring Place. Since we serve individuals and families in times of need, this information helps ensure that those who serve them are in the best place of service. This information will be kept confidential.

Name \_\_\_\_\_ Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

Cell Phone \_\_\_\_\_ When is the best time to call? \_\_\_\_\_

Email Address \_\_\_\_\_

How often do you check your email?  Every day  Every week  Every month  
 Other \_\_\_\_\_

Contact in emergency \_\_\_\_\_ Phone \_\_\_\_\_

Marital Status \_\_\_\_\_ Spouse Name \_\_\_\_\_

## Skills and Interests

Education background: \_\_\_\_\_

Current occupation: \_\_\_\_\_

Previous volunteer experience: \_\_\_\_\_

Hobbies, skills, interests: \_\_\_\_\_

## Preferences in Volunteering

Is there a particular type of volunteer work in which you are interested?

*(Please check all that apply)*

- |  |   |
|--|---|
| <input type="checkbox"/> Clothing Area                               | <input type="checkbox"/> Food Building                    |
| <input type="checkbox"/> Monitoring the lobby                        | <input type="checkbox"/> Cleaning/ Yard work              |
| <input type="checkbox"/> Fundraising                                 | <input type="checkbox"/> Doing Research                   |
| <input type="checkbox"/> Communications (public speaking/journalist) | <input type="checkbox"/> Working one-on-one with a client |
| <input type="checkbox"/> Working directly with staff as an assistant |   |
| <input type="checkbox"/> Other _____                                 |   |

Are there any groups with which you would not feel comfortable working?

No  Yes \_\_\_\_\_

### Availability

At what times are you interested in volunteering? *(Please check all that apply)*

- |   |   |
|---|---|
| <input type="checkbox"/> Tuesday Morning (9:00 – 12:00)   | <input type="checkbox"/> Tuesday Afternoon (12:00 – 3:00)   |
| <input type="checkbox"/> Wednesday Morning (9:00 – 12:00) | <input type="checkbox"/> Wednesday Afternoon (12:00 – 3:00) |
| <input type="checkbox"/> Thursday Morning (9:00 – 12:00)  | <input type="checkbox"/> Thursday Afternoon (12:00 – 3:00)  |
| <input type="checkbox"/> Friday Morning (9:00 – 12:00)    | <input type="checkbox"/> Friday Afternoon (12:00 – 3:00)    |
| <input type="checkbox"/> Tuesday Evening (6:00 – 8:00)    | <input type="checkbox"/> Other _____                        |

How often would you like to volunteer?

Once per week  Twice per week  Once per month  Other \_\_\_\_\_

### Background Verification

Have you ever been convicted of a criminal offense?  Yes  No

Do you have any physical limitations or are you under any course of treatment which might limit your ability to perform certain types of work?  Yes  No

If yes, please explain. \_\_\_\_\_

Are there any work conditions or situations that you must avoid?  Yes  No

If yes, please explain. \_\_\_\_\_

Please list two non-family references whom we may contact:

1. \_\_\_\_\_ Phone: \_\_\_\_\_  
2. \_\_\_\_\_ Phone: \_\_\_\_\_

### Necessary Ministry Attitudes

- A concern for people in need. (Matt. 25:31-46, James 2:15-16, 1 John 3:17)
- A servant's attitude. (Phil. 2:8-9)
- A non-judgmental approach to people; willingness to treat all people with respect and dignity.

If asked to serve at The Caring Place, I agree to support its mission and follow established guidelines.

Signature \_\_\_\_\_ Date \_\_\_\_\_



## Volunteer Evaluation Form

*Completed by Manager*

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Period of evaluation: \_\_\_\_\_

Total number of hours contributed: \_\_\_\_\_

Manager: \_\_\_\_\_

### Rating Scale:

1= needs improvement

2= fair

3= good

4= very good

5= superior

N/A= not applicable

### **PROFESSIONALISM**

\_\_\_\_\_ Understand purposes and goals of TCP

\_\_\_\_\_ Understands and complies with confidentiality in client relationships

\_\_\_\_\_ Relates well with public

\_\_\_\_\_ Exhibits poise in handling difficult situations

\_\_\_\_\_ Exhibits sincere interest and enthusiasm towards clients and work

Comments: \_\_\_\_\_

\_\_\_\_\_

### **RESPONSIBILITY**

\_\_\_\_\_ Reliable about schedule and time commitment

\_\_\_\_\_ Completes assignments in a timely fashion

\_\_\_\_\_ Pays attention to detail when necessary

\_\_\_\_\_ Willing to take assignments

Comments: \_\_\_\_\_

\_\_\_\_\_

**EFFECTIVENESS**

- \_\_\_\_\_ Welcomes opportunity to learn information and procedures that will make work more effective
- \_\_\_\_\_ Follows through on assignments
- \_\_\_\_\_ Willing to ask questions when in doubt
- \_\_\_\_\_ Uncovers and communicates all pertinent facts

Comments: \_\_\_\_\_  
\_\_\_\_\_

Benefits to staff from working with this volunteer are: \_\_\_\_\_  
\_\_\_\_\_

Benefits to program from this volunteer's skills, experience and knowledge are: \_\_\_\_\_  
\_\_\_\_\_

Additional comments: \_\_\_\_\_  
\_\_\_\_\_



Signature of Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of Volunteer: \_\_\_\_\_

Date Reviewed: \_\_\_\_\_



## Volunteer Evaluation Form

*Part B: Completed by Volunteer*

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Period of evaluation: \_\_\_\_\_

Supervisor: \_\_\_\_\_

### Rating Scale:

1= needs improvement

2= fair

3= good

4= very good

5= superior

N/A= not applicable

### **ORIENTATION AND TRAINING**

\_\_\_\_\_ The goals and purpose of TCP were clearly explained

\_\_\_\_\_ The job description for your position and procedures to be followed were explained

\_\_\_\_\_ Training was effective and provided the tools needed to perform the assigned tasks

Comments: \_\_\_\_\_

### **SUPERVISION**

\_\_\_\_\_ Supervisor was available to you when you had questions or needed information

\_\_\_\_\_ Supervisor's attitude was one of professional regard

\_\_\_\_\_ Lines of supervision were clear

Comments: \_\_\_\_\_



*Please respond to the following questions:*

What other training or growth opportunities would you like to see offered? \_\_\_\_\_

\_\_\_\_\_

What additional "tools" would make your work more effective and/or pleasant? \_\_\_\_\_

\_\_\_\_\_

What are some suggestions or goals you would offer for The Caring Place? \_\_\_\_\_

\_\_\_\_\_

How could The Caring Place improve its volunteer-staff structure and/or relationships? \_\_\_\_\_

\_\_\_\_\_

Additional comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

=====

Signature of Volunteer: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_