

SURVEY RESULTS: COVID-19'S IMPACT ON MAINE VOLUNTEERING



WHO WAS REPRESENTED?

44%

RURAL

Urban and rural organizations



Agency volunteer manager or senior administrator

Every Maine county



Most agencies had small budgets for volunteer service

Agencies of all sizes

24% HAD BUDGETS UNDER \$100,000

67% HAD BUDGETS OVER \$500,000

67%

REPORTED VOLUNTEER SERVICE BUDGET IS **UNDER 10%** OF AGENCY BUDGET

HOW DID COVID IMPACT VOLUNTEER SERVICES?

74%

reduced or eliminated volunteer direct services to customers or clients

85%

reported a decrease or elimination of service hours by volunteers

94%

reduced or eliminated in-person service by volunteers

83%

continued at reduced capacity

78%

reported some level of volunteer resignations

32%

of those who continued at a reduced capacity reported older volunteers who had to resign were replaced with new, younger volunteers

MORE RURAL PROGRAMS REPORTED...



staff responsible for overseeing volunteer services were reduced or eliminated (**35%** rural; **25%** urban programs)



volunteers' lack of internet access impacted communication and restricted options for moving to virtual activities



limited transportation options impacted the degree to which volunteer services could be redesigned (**61%**)



less concern about volunteer attrition once restrictions are lifted (**80%** rural; **62%** urban)

ACCESS THE FULL SURVEY ONLINE:
VolunteerMaine.gov/Media/News/Covid-Impact-Survey-2021

The survey was conducted by the Data Innovation Project and the Survey Research Center at the University of Southern Maine on behalf of Volunteer Maine, the Maine Commission for Community Service.