

**Iowa Commission on Volunteer Service Theory of Change**

**Need:** In Iowa, there is a compelling need for more civic participation to solve community and state problems and address many unmet social, environmental, educational and public safety needs. Service directly improves ecological, human and economic capital. And service, no matter its end result, inherently builds social capital, the connections between and among networks in a community, through the relationships people develop while serving. A healthy community is one that has high levels of social, ecological, human and economic capital, the combination of which may be thought of as community capital. Service benefits all aspects of community capital, making Iowa a better place.

**Goal:** An Iowa where all citizens are empowered through service to meet community challenges and make lives better.

Needs	Inputs	Activities	OUTPUTS	OUTCOMES		
				Short-Term Knowledge/Attitude	Medium-Term Behavior	Long-Term Condition
<ul style="list-style-type: none"> <li>• Civic Engagement</li> <li>• Volunteerism &amp; Service</li> <li>• Capacity Building &amp; Volunteer Management</li> </ul>	<ul style="list-style-type: none"> <li>• AmeriCorps members</li> <li>• Equipment</li> <li>• Financial resources</li> <li>• Materials and supplies</li> <li>• Partners</li> <li>• Public Policy</li> <li>• Research/evidence base</li> <li>• Staff Time</li> <li>• Volunteers</li> <li>• Grantees</li> <li>• Websites</li> <li>• Technology resources</li> <li>• Partners</li> <li>• Volunteer Solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Training</li> <li>• Grant funding</li> <li>• Monitoring</li> <li>• Partnership development</li> <li>• Outreach, including related media</li> <li>• Program Development</li> <li>• Networking &amp; best practice sharing</li> <li>• Develop new service opportunities</li> <li>• Improve existing volunteer services and programs</li> <li>• Connect volunteers with opportunities to serve</li> <li>• Recognize volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• # individuals trained</li> <li>• # organizations trained</li> <li>• # individuals volunteering</li> <li>• Average # of hours volunteered</li> <li>• # AmeriCorps members serving</li> <li>• # Days of Service projects</li> <li>• # compliance issues identified during site visits</li> <li>• # volunteers recognized</li> </ul>	<ul style="list-style-type: none"> <li>• Increased knowledge of effective volunteer management</li> <li>• Increased understanding of role of volunteer management in improving effectiveness and efficiency</li> <li>• Increased understanding of federal and state requirements for program management</li> </ul>	<ul style="list-style-type: none"> <li>• More Iowans volunteer</li> <li>• Iowans volunteer more hours</li> <li>• Organizations implement effective volunteer management practices</li> <li>• Organizations are more effective</li> <li>• Nonprofits, governments and schools have volunteer manager positions</li> <li>• ICVS programs compliant with requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Increase civic engagement</li> <li>• Increase nonprofit, government and educational institution capacity for engaging volunteers effectively</li> <li>• Increase volunteerism and service</li> <li>• Increase program quality</li> <li>• Iowa has a culture and climate for service</li> <li>• Iowans see volunteering as a cultural norm</li> </ul>

**Assumptions**

- Volunteering and service strengthen communities, regardless of the volunteer activity performed
- The nature of the volunteer activity will determine if the service also impacts other state and community needs
- Distance education and social media change human behavior
- Funding for programs can be secured with quality programming
- Research/evidence-based information produces expected outcomes
- National and Statewide/State-level attention to issues helps promote behavior change
- Every person can serve
- Individuals are interested in enhancing their lives
- Efficacy of service in meeting needs drives participation

**External Factors**

- The Iowa Commission on Volunteer Service cannot control most change factors (i.e. the economy, demographics, peer influences, natural disasters, political leadership, etc.)
- Competition for volunteers' time and attention
- Competition for educational niche and funding
- Changing social media and distance education platforms
- Iowa is philanthropically underserved
- Priorities identified by the Iowa legislature and/or Governor