

SERVICE ENTERPRISE

We are partnering with Points of Light, the largest organization in the world dedicated to volunteer service, to **offer the Service Enterprise Initiative again in 2015-16**. This holistic approach will help nonprofits transform the way they engage human talent and increase impact

BENEFITS

By achieving a level of excellence and SEI certification, nonprofits will be uniquely positioned to:

- Leverage the time and skills of volunteers
- Expand program operations and revenues
- Realize higher programmatic impact
- Generate more operational efficiencies
- Better achieve your mission
- Improve community engagement

RESEARCH: SERVICE ENTERPRISES...

- Operate at half the median budget of their peers
- Are more adaptable, sustainable and resourced
- Are better led and managed

WHAT YOU GET

- A thorough, research-based **assessment** of your volunteer engagement practices
- 16 hours of team-based change management **training** to help you reimagine volunteer engagement.
- **Coaching** to address your opportunities and challenges
- An opportunity for national **certification** symbolizing your excellence in volunteer engagement

600% ROI

For every \$1 invested in effective volunteer engagement, nonprofits can expect up to \$6 in return through more effective program delivery.

Apply by November 30, 2015

Contact Bonnie Andrews, Manager, Volunteer Milwaukee
bandrews@volunteermilwaukee.org - 414-273-7887

SERVICE ENTERPRISE INITIATIVE

2015-16 Schedule and Details

Apply by November 30, 2015

***Do you want to address community needs more effectively
with a \$4-6 return for every \$1 invested?***

Join this initiative to help nonprofits increase their mission-based services, expand community outreach and achieve objectives by effectively engaging volunteers. Administered by the Volunteer Milwaukee, a service of the Nonprofit Center, this process will prepare organizations to become certified as a Service Enterprise (SE).

A Service Enterprise is an organization that fundamentally leverages volunteers and their skills across all levels of the organization to successfully deliver on their social mission.

Are you interested in participating in this dynamic model?

The SEI is not volunteer management training, but an organizational change model that equips nonprofits to more efficiently engage volunteers and effectively address community needs. Eligible organizations have solid, basic volunteer management practices in place, executive leaders committed to engaging volunteers, value the assessment process and want to be part of a cutting edge project.

Participants in the Service Enterprise Initiative will receive services valued at \$2,000:

- A thorough research-based assessment of existing volunteer engagement practices.
- 16 hours of training to reimagine the ways they engage volunteers.
- Individualized coaching to address unique opportunities and challenges.
- The opportunity to become certified as a Service Enterprise.

What is your commitment?

This is a multi-month commitment of approximately 40 hours which includes:

- Completing a short application to gain acceptance into the program (recommended by November 30).
- The ED, Volunteer Manager and one additional person complete an online diagnostic (December), followed by a review of the results with NPC staff (January).
- Attend an orientation in January.
- Attend 16 hours of training to apply the SE characteristics and plan a new culture and structure for volunteer engagement (recommended for at least 3 staff). Tentatively February 3, 17, March 2, 16.
- Receive follow up coaching to apply for Certification as a Service Enterprise.

Your cost: \$600 for NPC members with a budget under \$1 million
 \$850 for NPC members with a budget over \$1 million
 \$1,250 for nonmember organizations

For more information and before completing the application contact Bonnie Andrews,

Volunteer Milwaukee Manager, Nonprofit Center of Milwaukee: bandrews@volunteermilwaukee.org - 414-273-7887

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and the Volunteer Generation Fund.***