Appendix B: Benefits of Agency Volunteer Programs

Research has shown that volunteer programs enhance all aspects of the Human Capital Lifecycle, a significant incentive for Agencies which implement volunteer programs. See Figure 1.

- **Recruitment**: Volunteerism may enhance an agency’s reputation, enhance strategies for recruiting millennials, and help build external partnerships as good neighbors.
- **Training**: Volunteer opportunities provide experiences that can enhance leadership, technical, and communication skills, and support networking, mentoring, teamwork, and morale-building.
- **Engagement**: Volunteerism promotes work-life balance, enhances well-being, satisfaction, and boosts employee morale.
- **Retention**: Volunteerism may increase commitment and value congruence with the agency and enhance productivity through good citizenship.

![Figure 1: Human Capital Benefits](image)