

Any Questions?

What is United Way of Wyoming Valley?

A charitable nonprofit organization that:

- ◆ builds partnerships to solve community problems
- ◆ raises money for local services
- ◆ funds 70 health & human service programs
- ◆ provides information & referral service
- ◆ acts as the fiscal agent for the HIV Coalition
- ◆ coordinates the Children's Alliance, which includes the Success by Six initiative



What types of programs does United Way support in the Wyoming Valley?

Health & human care agencies that provide families and individuals with services such as:

- ◆ counseling
- ◆ rehabilitation
- ◆ youth development
- ◆ crisis intervention
- ◆ information & referral
- ◆ prevention/education
- ◆ emergency services
- ◆ substance abuse
- ◆ home health care
- ◆ hospice care
- ◆ child day care
- ◆ mental health & mental retardation
- ◆ displaced workers' assistance
- ◆ budgeting



How is my local United Way associated with United Way of America?

1400 United Ways nationwide are autonomous organizations, run by a separate and local board of directors. In exchange for payment of less than 1 percent of every dollar raised, United Way of America provides local United Ways with:

- ◆ market research
- ◆ training videos
- ◆ national advertising
- ◆ employee training
- ◆ contact with major national corporations
- ◆ use of United Way logo (name recognition)

Why should I give to my United Way?

United Way prides itself on being the best & most accountable way to meet critical needs because:

- ◆ more than 100 community volunteers determine where your contribution is needed most each year
- ◆ United Way keeps fundraising costs low
- ◆ United Way funds programs - not agencies
- ◆ participating organizations are held accountable for use of funds
- ◆ United Way operates on a strict system of checks & balances which includes site visits, budget reviews, budget presentations, & evaluation of community needs



Who decides where the money goes?

A group of more than 100 volunteers annually participate in our "Allocations Process". This process gives volunteers the opportunity to:

- ◆ tour local participating organizations
- ◆ scrutinize agency budgets
- ◆ review the needs of the community
- ◆ meet with agency representatives to determine proper programs and appropriate levels of funding



How does United Way measure the effectiveness of the programs that receive funding?

All participating organizations are required to submit budgets and outcome measurements each year for volunteers to analyze. These outcomes provide the volunteers with the understanding of:

- ◆ exactly how the donor's contribution is used
- ◆ the number of individuals who are served annually
- ◆ a program's goals and strategies for the year
- ◆ the changes that occur in the lives of those who are served by the program



Who governs my local United Way?

United Way of Wyoming Valley is governed by volunteers from our own community. Our Board of Directors is made up of a cross section of volunteers concerned about our community. The Board:

- ◆ determines policies
- ◆ raises money for local community needs
- ◆ reviews the annual operating budget
- ◆ determines allocations to local participating organizations

Can I choose to designate my gift to a certain field of service or local nonprofit agency?

YES! The United Way gives you many options: Community Care is the best way to reach the most people in your community; you reach the entire community with one donation. More than 100 volunteers decide where your money is needed most. Targeted Care allocates dollars to specific areas of service: children, young adults, elderly, the homeless, etc. Specific Care distributes donor designations to a particular nonprofit agency identified by the donor.



How does my United Way decide which agencies become United Way participating organizations? United Way is open to any nonprofit health & human care agencies providing local services. These agencies must meet strict criteria which ensures that charitable dollars are used effectively and efficiently to address high priority unmet needs in our community.



Who benefits from United Way services? All of us! Participating organizations' services are aimed at helping all people, no matter what their income level. Many programs help individuals who are currently working, but need extra support from the community. Depending primarily on the program, some services rely on a fee scale, while others do not make income a determining factor.



Who pays for United Way advertising and special events? United Way of Wyoming Valley does not pay for advertising. Some media outlets donate time and/or space. In the case of the National Football League commercials, the air time and the players' time are contributed as a community service. United Way welcomes sponsored support for additional advertising. All major events are either sponsored or paid for by the organizations and individuals who attend.

Why are both husband & wife asked to give to the United Way of Wyoming Valley? Giving is requested by United Way and provides each local resident the opportunity to make an investment in the well-being of their families, neighbors & friends, and to participate in their workplace employee campaign. Each person's gift is recognized in their respective workplaces. Combined husband and wife gifts totaling over \$500 also receive individual recognition.



My friend was told by his employer what amount he should give to the United Way. Do you approve of this practice? No. In fact, United Way policy states that giving should be a free and open choice, since only the contributor knows his/her ability to give. The United Way philosophy is "giving through understanding".



One of my friends was not satisfied with the services provided at a United Way participating organization. What should he/she have done? He or she should have immediately brought any dissatisfactions to the attention of the participating organization and/or United Way. It is important for participating organizations and United Way to know when a client is not satisfied. It is also possible the agency does not receive United Way funding.



How has the September 11th Fund, established by The New York Community Trust and United Way of New York City, succeeded in its mission? The September 11th Fund's mission is to meet the immediate and long-term needs of affected victims, families and communities. The Fund works by making grants to nonprofit organizations and agencies with the expertise to meet a wide range of needs quickly. Over 250 grants and \$301 million have been distributed throughout the year. **100% of the Fund is used for grants; administrative costs are raised or donated separately.

INTERESTED IN VOLUNTEERING?
For more information about volunteer opportunities in our community, contact the **Volunteer Action Center**, a division of the United Way of Wyoming Valley, at (570) 829-6711.