Earlham Engage – Agency Guide

What is Earlham Engage?
Earlham Engage is a platform meant to help you tell your agency's story. More directly, it's about connecting members of the Earlham community (students, faculty, and staff) with local organizations so that problems are solved, a helping hand is there when needed, and the right relationships are formed to bring about positive action. Using Earlham Engage is easy. Once you've set up your agency page, you can begin posting needs, creating events, featuring videos, and displaying photos. More important, your agency can begin generating interest and engagement with individuals in the Earlham community!

Getting Started
Earlham Engage is for agencies that have entered into a community partner agreement with Earlham College. If your agency is not a community partner and is interested in exploring the possibility of forming a partnership with Earlham, please contact Earlham's Director of Community Engagement, Jana Schroeder by phone (765-983-1276) or by email (schroja@earlham.edu). All agencies that already have community partner agreements have been entered into Earlham Engage and assigned a primary agency manager (typically the individual who has been designated as the liaison with Earlham, also known as the site supervisor).

An Agency Manager is a user who can access edit mode for a particular agency, meaning they can edit the agency's profile, post needs, post events, and approve hours on behalf of the agency. Each agency must have a primary agency manager. Agencies can have multiple managers, and in this situation one user serves as the primary manager while the others are secondary. All agency managers have the same abilities to edit their agency's information; but only the primary manager can add and delete secondary managers.

1. Click the link in the email, which will direct you to the Earlham Engage login page.
2. Complete the fields with the credentials (email address and temporary password) listed in the email, and click Login.
3. Once logged in, we recommend that you change your password by clicking My Profile, then Edit Profile. Complete the fields under the Change Password heading and click Update Password.
4. We recommend that you complete your personal profile because, in addition to managing your agency’s profile, you can utilize Earlham Engage to learn about volunteer opportunities and community events that are of interest to you! To complete your personal profile:
a. Click **My Profile** and click **Manage Causes**. Select any causes that interest you and then click **Update Causes**. Causes are used to identify and recommend agencies that may be of interest to you. For more information about causes, see the causes chart at the end of this guide.

b. Click **Manage Interests** and select any interests that apply to you, and then click **Update Causes**. Interests are used to identify and recommend specific volunteer opportunities for you to consider. For more information about interests, see the interests chart at the end of this guide.

c. Click **Add Agencies** and click the **Become A Fan** button for any agencies that you would like to “Fan.” You will receive announcements via email whenever an agency that you’re a Fan of posts or updates a need or event. You always have the option to un-fan an agency, which will opt you out of receiving updates regarding that agency’s needs or events.

d. Click **My Profile**, and then **Edit Profile**. You have the option to upload a profile picture, and provide other basic information, then click **Update Basic Information** to save your changes.

**Signing Up**

If you are **not** the individual pre-designated as the primary agency manager, but would like to be a secondary agency manager, first follow this EARhlm Engage sign up process:

1. Go to the web address **engage.earlham.edu** and click **Sign Up**.

2. Fill out the fields provided for name, email, and password. There is also a field for your mobile phone number. It is recommended that you enter your mobile phone number so that you can receive notifications about upcoming events, emergency needs, final updates and reminders, and other items of interest via SMS.

3. Click **Create Account** to submit your information.

4. Select a minimum of three causes from the list provided. Causes are used to identify and recommend agencies that may be of interest to you. You always have the ability to add or remove causes once your account is set-up. For more information about causes, see the causes chart at the end of this guide. Click **Continue to Step 3**.

5. Select a minimum of three interests from the list provided. Interests are used to identify and recommend specific volunteer opportunities for you to consider. You always have the ability to add or remove interests once your account is set-up. For more information about interests, see the interests chart at the end of this guide. Click **Continue to Step 4**.

6. Select any agencies that you would like to “Fan.” You will receive announcements via email whenever an agency that you’re a Fan of posts or updates a need or event. You always have the option to un-fan an agency, which will opt you out of receiving updates regarding that agency’s needs or events. The agencies themselves do not
have the ability to view your name or email address. Click **Finish Sign Up** and a confirmation email will be sent to your email address.

7. If you entered your mobile phone number during the sign-up process you will have received a short validation code in a text message. To complete your opt-in to the Earlham Engage SMS text messaging system you should click **My Profile** at the top of the site, and choose **Edit Profile**. Scroll down and enter the validation code in the appropriate field and click **Validate**. Text messaging rates may apply.

8. **Now that you are a user of Earlham Engage, the primary manager can add you as a secondary manager for your agency (see the Agency Manager section below for more information).**

9. We recommend that you complete your personal profile because, in addition to managing your agency’s profile, you can utilize Earlham Engage to learn about volunteer opportunities and community events that are of interest to you! To complete your profile:
   a. Click **My Profile**, then **Edit Profile**. From here you can upload a profile picture, complete the Basic Information fields, and then click **Update Basic Information** to save your changes.

**Forgotten Password and Account Email**

- If you have forgotten your password, go to engage.earlham.edu/user/login and click **Forgot Your Password?** Enter the email address associated with the account and click **submit**. Check your email for the “Lost Password Reset” message and follow the instructions provided in the email.
- If you have forgotten both the email address and the password associated with the account, email schroja@earlham.edu

**Your Agency’s Profile**

Your agency’s profile page contains information volunteers need in order to:

- Know your agency’s purpose
- Contact and locate your agency
- View and sign up for your agency’s volunteer opportunities
- Learn about and plan to attend your agency’s events

For agencies with which Earlham has had an ongoing relationship, we have entered some information on their agency profiles—**however, we strongly encourage you to check this information to make sure that your agency profile is complete, accurate, and up-to-date.**

**Managing Your Agency’s Profile**
“Edit Mode” is where you can edit your agency’s profile, and add/edit needs and events. To access edit mode click Manage Agency at the top of the screen. In edit mode there are the following gray tabs:

- **View:** View your agency’s profile page as a visitor to the site would see it
- **Edit:** Edit your agency’s profile page; add agency managers; add photos;
- **Needs:** Post a new need and manage existing ones. You can also select to view inactive needs.
- **Events:** Post a new event and manage existing ones. You can also select to view inactive events.
- **Stats:** View statistical information stored about your agency.
- **Time Tracking:** Enter and manage volunteer hours.

Remember: In order to save changes you must click Update Agency Info before switching tabs.

Next to many of the fields there is a question mark (?) inside a red circle. Place your mouse over this circle to see more information about that field. We strongly recommend that you complete your agency’s profile page as soon as you can.

**Agency Managers:** For information on the role of managers see the Getting Started section above. The primary manager is indicated with a solid star next to their name in the “Manager” section. Each agency may only have one primary manager, and the only difference between the primary manager and other managers is that the primary manager can add additional agency managers. While you may add as many managers as you like for your agency, you only need to make people managers if they will be responsible for adding or editing information on Earlham Engage. People at the agency who will work directly with volunteers do not need to be made managers and can still receive notifications when users fan the agency or respond to a need as described below in this guide. We encourage agencies to consider making an Earlham student volunteer a manager for your agency and giving them the responsibility of updating Earlham Engage with new needs and events throughout the year.

While in “Edit Mode” click the **Edit** tab. Under the “Managers” heading, you’ll see the name of the primary manager, and any other managers. You can perform the following actions:

- To add additional managers to an agency, begin typing the email of the individual to be added. If that email is registered with Earlham Engage, it will show up and you can select it. In order to be made a manager a person must already be signed up as a user on Earlham Engage; if the email address you are searching for does not show up then they likely do not have an account, and need to sign up. (For more information, see the above Getting Started section).
• To delete a secondary manager (can only be completed by primary manager), click the X next to the secondary manager's name to delete and click Yes to confirm.
• To make a secondary manager primary (can only be completed by primary manager), click on the secondary manager's star outline, and then click Yes to confirm that you want to make the individual the primary manager. Important: if, as the primary manager, you make someone else the primary manager, you will automatically become a secondary agency manager and will no longer be able to make changes to the other managers listed or reassign yourself as primary.

Contact Information: The contact person, phone, email, address, etc. fields near the top of your agency profile page will be visible to all users of Earlham Engage. Please be sure to fill in these fields. We recommend that you list the name, phone and email address of the person who should be the initial contact at the agency for all Earlham inquiries (the person we typically refer to as the site supervisor). Please list your physical address in the address fields as these fields generate a Google Map view of your site. If you have a p.o. box as a mailing address, this can be noted in the agency description section.

Causes: This is a very important part of your agency profile because Causes are used to classify agencies and match agencies up with like-minded volunteers. Additionally, when users are browsing agencies they can use the filter tool to find all the agencies associated with a specific cause. An agency can be associated with multiple causes. Select the causes that your agency supports and then click Update Agency Info. For more information about the causes listed, see the chart at the end of this guide. Agency managers cannot add new causes, but Earlham administrative managers can add and remove causes so if there is a category not represented that you think we should add, please contact Jana Schroeder with your suggestions.

Clusters: Clusters function similarly to causes, and allow you to apply more descriptive tags to your agency. Like with causes, users can use the filter tool to identify all of the agencies in a specific cluster (for example, all agencies that work with animals). Select the clusters that are applicable to your agency and then click Update Agency Info.

Agency Video: If your agency has an agency video—such as one that explains who you are and what you do, or one that tours your agency site—it is recommended that you add it to your profile so that potential volunteers can get to know your agency. If the video is uploaded to YouTube or Vimeo, simply enter the video’s URL here.

Additional Notification Recipient(s): Enter the email addresses you would like to have copied (cc’ed) on all need responses and RSVPS sent to the agency managers. This tool is
particularly useful if your agency has multiple contact people. You can add any email address here, unlike agency managers who must have an account on Earlham Engage. Keep in mind that any email address listed here will receive all notifications for the agency. If someone is specifically in charge of a particular program or event and only needs to know about potential volunteers for selected needs, see below in the section on needs for instructions on adding emails to be notified only about responses to particular needs.

**Photos:** Like videos, photos are an excellent way to increase volunteer interest in your agency and to show off what you do. You can add up to 12 agency photos, which are displayed in slideshow format at the bottom of your agency profile. Photos must be image files (jpg/jpeg, png, or gif) in order to load properly. To add a photo:

1. In the “Photos” section of your profile editing page, click Add New Photo
2. Locate the photos you want to add and select them
3. Either click Open or simply drag and drop the photos into the Add New Photos box. This action adds the pictures to your page.
4. Click Okay, or click Refresh Now to view the pictures on your profile-editing page.

To see your photo slideshow, scroll to the top of the page and click the View tab.

**Needs**

Posting needs is an effective way to publicize the volunteer opportunities available at your agency. **We recommend that you create a separate Need for each type of volunteer opportunity your agency has available, rather than a single Need that lists all of the possible ways a person could volunteer.** While in “Edit Mode” click the Needs tab to manage your agency’s needs.

**Adding a Need:** To add a new need, click Add New Need, complete the fields, and then click Create Need. You can also view or edit existing needs by locating the listing for that need and clicking View or Edit. Below are some tips for posting needs.

- **Title:** Enter a clear, descriptive title for the need. Avoid vague titles like “Volunteers Needed” in favor of more specific ones, such as “Museum Tour Guide” or “Math Tutors Needed for Middle Schoolers.”
- **Description:** Describe the need. Include as many details as possible about the need, such as the specific days and hours when volunteers are needed. If training or background checks are required, this field is a good place to include that information. If applicable, please indicate the date by which volunteers should respond to the need here so that you don’t receive responses the day before a large activity for which you needed volunteers to sign up at least a week ahead of time. If your agency has a volunteer application or other forms for volunteers to fill out, you can insert a link to the document(s) here. If these forms are already posted on your
own web site, you can link to them. If the forms are not posted elsewhere on the web, we can upload them to Earlham Engage and provide a link that you can copy into this section. To do this:
1. Email PDF or Word documents to schroja@earlham.edu
2. The document(s) will be uploaded to Earlham Engage. You will receive an email response with an URL for each document.
3. Copy the URL(s) into your description.
4. Be sure to include instructions regarding how forms may be completed and submitted. Examples: Click the link below to go to our volunteer application. Please email your completed application to XXX@YYY.ZZZ. We will not schedule an initial meeting until we receive your application. Or: Use the link below to open our volunteer application. Since all applications require an original signature, please type in your responses, print the completed form and sign it. Bring your completed and signed application to your volunteer orientation.

- **Interests & Abilities**: This is a very important field! Volunteer opportunities (needs) are suggested to volunteers based on their interests. For more information about the different interests see the chart at the end of this guide.
- **Duration**: Ongoing indicates that the need is ongoing throughout the year and will not expire. Runs Until indicates that a need ends on a certain date, at which point it will expire. Happens On indicates that the need is only for a certain date, at which point it will expire. Happens On needs will be displayed on the calendar and are searchable by date. **Please post Happens On needs at least two weeks (preferably longer) prior to the date volunteers are needed to allow adequate time to promote this need to the Earlham community.**
- **Additional Notification Recipient(s)**: If you would like someone other than the agency manager(s) to receive email notifications regarding this need (i.e. volunteer responses), you should toggle to ON and enter their email address. If you would like to add multiple addresses, enter each on a new line. You can add any email address here, unlike agency managers who must have an account on Earlham Engage. Use this field for people who are helping with or in charge of specific programs or events and only need to know about volunteer responses for this particular need.

When a user responds to one of your agency’s needs you, and any other managers of your agency along with additional notification recipients, will receive an email notification informing you of their interest. **It is expected that you (or another manager or notification recipient from your agency) will contact the potential volunteer within no more than a few days to go over the details of the opportunity to which the user responded and to outline next steps. Please clarify who will respond to all prospective volunteers so that potential volunteers will receive a timely response from your agency. Keep in mind that Earlham students who are required to complete**
community service for a class or the Bonner program typically need to arrange their service within a tight timeframe so the sooner you respond, the more likely it will be that the student will volunteer with your agency. If you are unable to accept additional volunteers when an Earlham Engage user contacts you, please send a brief email to inform them of the current situation.

Cloning a Need: The Clone Need feature can save time and effort when two or more needs are nearly identical—for example, if your agency will have the same need on the first Saturday of every month or at more than one location on the same day. To clone a need:

1. Open the Needs tab and click on the need that you wish to clone.
2. Scroll to the bottom of the page and click Clone Need on the right side of your screen. A new, identical need is created, with the “(copy)” included in the title.
3. Edit the title as desired and make any additional changes needed to other elements of the listing. Remember to make the difference between the cloned needs clear in the title and to remove “(copy)”. For example, you might have one need titled “School Supply Collection: Uptown” and a clone titled “School Supply Collection: Downtown.”
4. Click Create Need to save your changes, and the cloned need is now saved as a separate need from the original.

Adding Volunteer Responses: Typically, a volunteer will respond to a need by clicking the Respond to Need button on the page of the need. As an agency manager, however, you can manually add a need response on behalf of a volunteer, as long as that individual has an Earlham Engage account. You would do this if someone did not respond to a need on Earlham Engage in advance so that you and Earlham can keep track of the volunteers and hours we have contributed. To add volunteer response hours to a need:

1. Open the Needs tab and scroll down to the Manually Add a Need Response area.
2. Select the need in question from the dropdown Need list
3. Enter the volunteer’s email address
4. Click Add Manual Response

Inactive Needs: Needs are deleted from an agency’s list of active needs—not from Earlham Engage altogether—and can be reactivated and updated at any time. Remember, a need must be active for potential volunteers to view and respond to it. There are two ways to delete (inactivate) a need:

- Open the Needs tab and locate the appropriate need. Check the box at the far left of the listing and then click the trash icon at the top of the table. Click Okay and the listing will be made inactive.
• Open the **Needs** tab and click on the appropriate need as if to edit it. Scroll to the bottom of the need’s page and click **Delete Need**. Click **Okay** and the listing will be made inactive.

To view your inactive (deleted) needs, select the **Show Inactive** button at the top of the table of your agency’s needs. Selecting the same button again (which will now read **Hide Inactive**) will return you to the default view of active needs only. To reactivate an inactive need, simply select the need as if to edit it and change the **Status** from **Inactive** to **Active**.

**Events**

When you post an event, you’re letting the community know that they’re invited to attend as members of the community—not as volunteers. If you have an event which you want people to attend, but also need some volunteers, it is recommended that you first create a need for the volunteer opportunities, and then create an event for the event itself (You could even insert a link to the need in the event description and vice versa!). While in “Edit Mode” click the **Events** tab to manage your agency’s events.

**Adding an Event:** To add a new event, click **Add New Event**, complete the fields, and then click **Create Event**. You can also view or edit existing events by locating the listing for that event and clicking **View** or **Edit**. Below are some tips for posting events.

- **Enable RSVPs:** You have the option to enable the RSVP feature for your event.
  - If it is enabled and a user indicates that they will attend, two email notifications are sent: one to the user, confirming the event information and one to you (the agency manager), informing you of the RSVP.
  - If enabled, you may enter an RSVP capacity for the event. This is useful for events that have limited capacity. If capacity is unlimited, leave as 0 (zero). If the capacity has been met and someone tries to sign up, three things will happen: they will get a message that the event is full, their RSVP will be changed to “Maybe,” and an email will be sent to you (the agency manager), informing you of their interest in the event.

- **Description:** You can type in a description here or link to existing information about your event. If you already have an event flyer, you can download an image of the event flyer into this box. You can also insert a link to event information (for example, linking to event information on your agency’s website or to an event page you have created in Facebook)

- **All Day Event:** Choose this option if your event has a start time, but not an end time.

**Cloning An Event:** The **Clone Event** feature is useful when your agency is hosting multiple instances of an event (such as a once-a-month event) or the same event at multiple places (such as a back-to-school event at various elementary schools). **When offering the same**
(or a similar) event multiple times, always opt to use the cloning feature to create a brand-new event (rather than simply updating the old information). Merely updating an event does not cancel the RSVPs from the original event, which can result in the new event “filling up” when it isn’t really full. Cloning also allows you to create a new event ID for your records. To clone an event:

1. Open the Events tab and click on the event that you wish to clone.
2. Scroll to the bottom of the page and click Clone Event on the right side of your screen. A new, identical event is created, with the “(copy)” included in the title.
3. Edit the title as desired and make any additional changes needed to other elements of the listing. Remember to make the difference between the cloned events clear in the title and to remove “(copy)”. For example, for a monthly event, you might add “February”; for the event at various locations, you might add “Charles Elementary.”
4. Click Create Event to save your changes, and the cloned event is now saved as a separate event from the original.

Inactive Events: Events are deleted from an agency’s list of active events—not from Earlham Engage altogether—and can be reactivated and updated at any time. Remember, an event must be active for users to view and RSVP to it. There are two ways to delete (inactivate) an event:

- Open the Events tab and locate the appropriate event. Check the box at the far left of the listing and then click the trash icon at the top of the table. Click Okay and the listing will be made inactive.
- Open the Events tab and click on the appropriate event. Scroll to the bottom of the event’s page and click Delete Event. Click Okay and the listing will be made inactive.

To view your inactive (deleted) events, select the Show Inactive button at the top of the table of your agency’s events. Selecting the same button again (which will now read Hide Inactive) will return you to the default view of active events only. To reactivate an inactive event, simply select the event as if to edit it and change the Status from Inactive to Active.

Stats
Earlham Engage reports statistical information for you about your agency. While in “Edit Mode” click the Stats tab to view this data (which can be exported for your agency’s records). To select a date range, choose a Start and End date and click Submit Date Range. Stats includes:

- The number of fans your agency has
- The total number of times your agency has been viewed during a selected date range (includes both logged-in users and visitors; repeat views count as separate views)
- A list of the need responses made during a selected date range
- A list of approved volunteer hours during a selected date range

**Time Tracking**
The Earlham Engage **Time Tracking** feature allows agency managers to add volunteer hours. While in “Edit Mode” click the **Time Tracking** tab to access this feature.

**Adding Volunteer Hours:** As a manager, you can add specific volunteer hours for Earlham Engage users. To add volunteer hours for a user who volunteered for your agency:

1. Open the **Time Tracking** tab; scroll down to **Hour Type**, select the applicable need.
2. Select the applicable volunteer. A volunteer will only appear on this list if they have responded to the need.
   a. If the user has not responded to the need on Earlham Engage, you must add a volunteer response on their behalf before you can add their volunteer hours.
   To add volunteer response hours to a need:
      i. Open the **Needs** tab and scroll down to the **Manually Add a Need Response** area. Select the need in question from the dropdown **Need** list. Enter the volunteer’s email address. Click **Add Manual Response**.
3. Complete the rest of the fields and click **Submit Hour Entry**.

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**Causes**
Causes are used to classify agencies and to match agencies up with like-minded volunteers. An agency can be associated with multiple causes. When browsing agencies you can use the filter tool to find all the agencies associated with a specific cause.

<table>
<thead>
<tr>
<th>Cause</th>
<th>Types of Associated Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts and Culture</td>
<td>Art centers; music, theatre, and other performance groups; arts education; museums</td>
</tr>
<tr>
<td>Basic Needs</td>
<td>Shelters; food banks; clothing donations; nonprofit thrift shops</td>
</tr>
<tr>
<td>Community</td>
<td>Cultural awareness; assistance for vision- or hearing-impaired; scouting; animal shelter and adoption</td>
</tr>
<tr>
<td>Category</td>
<td>Services</td>
</tr>
<tr>
<td>----------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Crime &amp; Safety</td>
<td>Law enforcement; community watch</td>
</tr>
<tr>
<td>Crisis</td>
<td>Domestic violence; drug treatment; hotlines</td>
</tr>
<tr>
<td>Disaster Response</td>
<td>Red Cross; disaster and relief services</td>
</tr>
<tr>
<td>Education</td>
<td>After-school services; tutoring; awareness; training; scouting</td>
</tr>
<tr>
<td>Employment</td>
<td>Job training; job placement; professional development</td>
</tr>
<tr>
<td>Environment</td>
<td>Environmental awareness; conservation and recycling; hiking and other outdoor clubs; animal welfare; scouting; animal shelter and adoption</td>
</tr>
<tr>
<td>Equality</td>
<td>Human rights; marriage equality; racial equality; women's rights</td>
</tr>
<tr>
<td>Family</td>
<td>Children's services; adoption; scouting; animal shelter and adoption</td>
</tr>
<tr>
<td>Health</td>
<td>Medical services; nutrition; special-needs camps; addiction services; therapeutic centers; health awareness</td>
</tr>
<tr>
<td>Housing</td>
<td>Housing assistance; shelters; home-building</td>
</tr>
<tr>
<td>Income</td>
<td>Income tax assistance; financial planning and management</td>
</tr>
<tr>
<td>Mental Wellness</td>
<td>Support groups; addiction and recovery; therapeutic centers; survivor groups; hotlines</td>
</tr>
<tr>
<td>Veterans</td>
<td>Veterans' societies; health services; support groups</td>
</tr>
</tbody>
</table>

**Interests**

Interests are used to classify needs, and are used to match volunteer opportunities (needs) with potentially interested volunteers. A need can be associated with multiple interests. When browsing needs you can use the filter tool to find all of the needs associated with a specific interest.
<table>
<thead>
<tr>
<th>Interest</th>
<th>Typically Associated Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advocacy</td>
<td>Outreach coordinators; speakers; letter-writing; organizing; education; research; rallies; voter education; lobbying; legal; attending public meetings; community forums; phone bank</td>
</tr>
<tr>
<td>Board Service</td>
<td>Advisory board; executive board; committee service</td>
</tr>
<tr>
<td>Clerical</td>
<td>Customer service; office duties; grant writing; organizing</td>
</tr>
<tr>
<td>Court-Mandated</td>
<td>Court-mandated volunteer work</td>
</tr>
<tr>
<td>Education</td>
<td>Tutoring; arts instruction; homework help; training; reading/literacy; STEM; mentoring</td>
</tr>
<tr>
<td>Finance</td>
<td>Financial planning; tax preparation; financial coaching</td>
</tr>
<tr>
<td>Food Prep</td>
<td>Meal preparation/service; hunger relief</td>
</tr>
<tr>
<td>In-Kind</td>
<td>Monetary (fundraisers); clothing drives; canned and non-perishable food drives; school supply drives;</td>
</tr>
<tr>
<td>Legal</td>
<td>Legal</td>
</tr>
<tr>
<td>Marketing</td>
<td>Social networking; phone calls; developing/disseminating flyers, brochures, and other marketing materials</td>
</tr>
<tr>
<td>Medical</td>
<td>First-aid classes; healthcare/hospice</td>
</tr>
<tr>
<td>Nonprofit Professional</td>
<td>Internships; finance; seasonal; full-time and part-time; development; AmeriCorps; clerical; program; contract; executive</td>
</tr>
<tr>
<td>Physical Labor</td>
<td>Construction work; home repairs; painting; cleaning; transportation; garden work</td>
</tr>
<tr>
<td>Skilled Labor</td>
<td>Construction; painting; home repairs; electrician; nursing; carpentry; maintenance</td>
</tr>
<tr>
<td>Social</td>
<td>Event planning; client interaction; fundraising; bilingual/Spanish speaking; sports and recreation; arts &amp; crafts</td>
</tr>
<tr>
<td>Technology</td>
<td>Computer use; social media; web design/development; other software/technology</td>
</tr>
</tbody>
</table>