

Randy and Andy,

Here is the summary I promised for all of the work I did in my volunteer class. I realize that much of it might not necessarily apply, but I'm going to do my best to sum it up here by week. A lot of what the class talked about had transferable components that could probably scale down to an affiliate our size. If nothing else, it's worth considering for the future. I've copied all of my work into a compressed file by week that I also attached to this, with the primary sections being the word documents, for you to peruse at your leisure. Also, in the file I've attached all of the supplemental material and reading that helped me create each of these items (also grouped by week). Unless specifically noted in the bullet points, it's just there for any additional research. Also, it provides templates/rubrics to create more material for any processes we build from this. Lastly, some of this might not accurately reflect what our affiliate could use to our benefit due to it being created from guesswork in some parts.

Randy,

I know that you will want to discuss this, but it's a lot of information to take up if you do decide to look closer at each section.

Andy,

I need a more complete understanding for how we bring volunteers in. I know the basics, but none of the details. From the initial interest, to onboarding training, to what we do to get volunteer feedback on an iterative basis, to anything else you think might be useful.

Week 1- Intro Section

- In this section I basically summed up everything I knew about the affiliate, like our age metrics, percentage spread of volunteer hobbies around the area, and the general type of work performed by volunteers in this area.
- I ended up doing some research about the area in one of the files I saved into the supplemental material that talks a bit more about that, that might come in handy at some point.
- As expected Religion came in a 29%, then Education or youth service at 27%, and then social work at 18% in the top 3.
- Most common age groups for volunteerism are 65-74, with the metric set at 60 as the guideline. Closely followed by 55-64 at 52 with the metric at 52.
- **Both:** I can look closer into the data behind this, but for now it was just an introduction to the overview of this area.

Week 2- Volunteer Plan

- This was my first attempt at crafting an overview as an exercise to see what would mesh. I described the organization's message, the benefits for volunteerism for individuals, the positions/functions that I saw as integral in our affiliate, and how we benefit from engaging with our volunteers with four questions.
- I then created a chart of potential volunteer positions the ReStore could have. I ended up only doing this process for one of the 6 actions I defined (this list could also be expanded if need be to include tasks such as administrative work like VISTAs but for other volunteers).

- Supplemental materials included a lot of reading about the psychology behind volunteerism and why people do it in the first place.
- I think this would be our overview model for any further positions that we might want to make.
- **Andy:** This is where I could definitely use some more help from you to understand more of the process in the ReStore. That is actually the position I ended up going with (Habitat ReStore volunteer), and I ended up combining a lot of these tasks into that one, but that leaves both the office, construction work, and pro bono work under-covered.
- **Randy:** I was wondering if you could take a closer look at this particular chart to see what you might consider would need to be added to that when you have some time.

Week 3- Volunteer Position

- This was the section that I created a volunteer position for the “Habitat ReStore Volunteer” position which I used as my template throughout the rest of this process. It really dug into the philosophy in more detail behind why people volunteer to, whether it’s professional/personal/emotional/etc. and what keeps people committed to one agency over another’s mission over time.
- It would have to be recreated or modified for any other positions.
- I first created this position using a formulaic template for title, purpose, results, suggested activities, performance measures, qualifications, time frame, site, supervision, and benefits/support provided based on the knowledge I had of the ReStore at the time.
- I then created my own analysis of how I think my template above provided an answer to the four essential elements for a position description: ownership, authority to think, responsibility for results, and keeping score (metrics+competition). This could lead to a possible needs assessment for our affiliate that would help us build our support base by fixing up some of our weak points.
- Supplementary templates in this section to create more positions as well.
- **Both:** I think this would be useful for providing us a decent framework for how we create more concise position descriptions for the future in an easy to use foolproof approach.

Week 4- Recruitment & Communications Strategies

- This section deals with the general types of recruiting and communications our affiliate could employ to attract more volunteers. I basically answered a bunch of questions that dig into the meat of our metrics, geographics, and demographics. As well as the notation that defines the differences between the different kinds of volunteers.
- The first four questions asked about the volunteers who would most likely want to be in our area, and I basically talked about the prevalence of Boomers in the area, the types of recruitment we’re already employing and the ones who would be most useful to us, the sort of communication we use now and what might be more effective to broaden our audience base, and finally the basically mentality for the types of areas that we serve.
- The next four questions focused on how we want to begin to develop our volunteer recruitment messages. It dealt with our mission and the potential positive and negative consequences of the work we do (whether it should be done or not basically), as well as what the benefit to the community and our clients as a whole would be. It also talked about some of the fears and

objections that we have had to overcome in the past, and what the personal benefits could potentially be to every volunteer that we served.

- Supplemental materials talks more about the recruitment strategies you can employ, as well as the differences and similarities between each type.
- **Both:** I think this would serve best as the continual iterative process we employ now to try to boost our donor numbers, with the sorts of pros and cons for our volunteer employment and how it be scaled down to an individual level.

Week 5- Recruitment Plan & Messages

- This section involved me creating specific recruitment messages that may or may not be useful. As an exercise, it gave me a chance to learn more of the nuance involved in this, and the ones I created may be useful towards something we could update with material we already have.
- I answered 8 questions about our potential volunteer audiences, what recruitment strategies we're currently using and the ones we want to incorporate (based on the relevancy to our affiliate), how we will find these recruits, when we will recruit them, who all is involved in that recruitment, the resources that we need to make all of this happen, our follow-up processes (planned) for our volunteers), and our overall recruitment goal.
- Then, I wrote out two templates based on two separate audiences that we may or may not want to re-use: I used congregation members and local college students and my two directed audiences.
- Supplemental material includes: a sample recruitment plan, and research for optional innovative volunteer strategies.
- **Andy:** This is where I could use some more information about what we are currently doing for this since much of my information was somewhat guesswork.
- **Randy:** This would be a good place to start for creating the self-sustaining systems to either update or revamp whatever processes we have in place right now.

Week 6- Screening & Interview Template

- This section talked a lot about the processes that are standard in interviews and how there needs to be a paradigm shift for how NPOs see their volunteers. Instead of the traditional interview that has the traditional mindset of hiring employees, there needs to be a paradigm shift that really focuses more on the volunteers' point of view. Otherwise, the volunteer retention rate greatly suffers in today's rapidly changing volunteerism from. The old mentality of "build and they will come" no longer applies. Rapid innovation is needed to stay relevant to maintain our current status quo, grow our volunteers/donors, and to avoid the NPO's version of marketing myopia is the continual growth of NPO cannibalism.
- In the first part, I just wrote from my point-of-view of how our application process works for new volunteers.
- The second part talks about the types of risks and issues our potential volunteers face in chart form. It then asked about the sort of screening we do, as well as the types of actions we can/should take to minimize any possible risks listed above.
- Supplemental materials: Research for types of volunteer risk, as well as a sample application to create more risks.

- **Both:** If both of you could take a look at the chart in this one, I think it needs to be updated to better reflect our affiliate's current status.

Week 7- Screening & Interview Protocols

- This section deals with the actual details involved in the screening and interviewing of volunteers. I created a possible template we can use or modify in this section. It stressed the need to ensure that each volunteer knows that the floor is open to questions to help strengthen their personal connection to our mission, and is pleasurable versus just being another job (which ideally is why they are volunteering in the first place).
- I basically broke it down with the subsections: opening the interview, conducting the interview, screening protocol, and closing the interview.
- It's pretty basic stuff, and I'm almost sure we have something like this already. This might be able to help us update that one though, or we could just leave this one alone.
- Supplemental materials: Research and rubric for the template.
- **Both:** This one is probably worth just taking a look at and comparing it to what we already have, I don't think much needs to be updated here.

Week 8- Orientation & Training Content

- This section talked about the orientation process after the initial interview, basically the onboarding section for the introduction processes and the subsequent training needed to bring any volunteer up to par. I answered more context question for our affiliate in the following steps.
- I answered 3 questions for the orientation part about: the information volunteers should for why they should work here, how they will be working, and where they fit in with everyone else.
- For the training part, I also did 3 questions about: the information the volunteers need to successfully perform the work, as well as the skills and the attitudes/approaches they need to also contribute to their success.
- Supplemental material: Research about volunteer processes for this section.
- **Both:** I think this section would be most useful to modernize whatever onboarding processes we already have in place. The class really stresses the importance of making sure each volunteer feels a personal connection to both our connection and whatever work they would be personally doing. If we can find the best way to tie those together then I definitely see this section as being important to the core of our processes for both acquisition and retention in the long-term.

Week 9- Orientation Outline & Training Plan

- This section focuses on the actual outlines I created that could be used for both our orientation and training for volunteers, based on the content from last section. It includes: cause orientation, system orientation, and social orientation. It also includes a brief overview of the content, the time and resources needed to be successful, and the appropriate person for each process. It also includes my attempt to estimate the time needed for each. This section really

stresses the necessity of keeping the floor open to questions from the volunteer to strengthen the bond in an accumulative way.

- Orientation Outline: Introduction, Discussion, Basic Requirements, Dos & Don't's, and Q&A.
- Training Plan: Orientation, After the 3rd time, Projects, and Requirements.
- Supplemental Material: none
- **Andy-** This is another section that I know you are heavily involved in particularly for my sample position I created in this class. Of course, it would have to be modified for the other areas.
- **Randy-** I wonder if the Twin Cities has a format we could take what I made here and copy/tweak it to place somewhere on the website. I know we already have something kind've like this, but it could definitely stand to be updated.

Week 10

- This section was basically just wrap up for me. It dealt with my final thoughts after finishing the course, and what I could see coming from in for both the affiliate, but also for my personal growth.
- Supplemental material: none.

Final Thoughts

- So after finishing the course, and completing this summary to send to y'all, I think a few observations are in order.
- We can definitely use some revamping in the systems we use now just based on what I know now, but of course some of it will be irrelevant based on the feedback you give. I tried to create this documents with the end goal of self-sustaining systems in mind, so even if we don't implement a lot from this summary, it's worth considering for the future.
- The rise of technology makes many of the processes contain seamless integration for anything we are using now, so that's also worth considering what could simply be automated in these processes (say online surveys as follow up procedure for volunteers for example).
- This course was definitely helpful to me, and I've archived it within my One Drive that will be placed on the O Drive at the end of my year of service. I recommend it to the next VISTA and if I get into the fundraising/grant writing course I will do something similar to this for that course.
- Finally, I know I left out some of the details, but it took quite a bit to condense it down to even this amount and contain a satisfying amount of context to make it flow well for reading. It was fun and challenging doing all of this work, so I hope it can make a difference for our affiliate.