Nonprofit Learning Lab

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Community Engagement Manager
New Horizons: Serving Individuals with Special Needs
DOVIA LA

- Who we are
- DOVIA membership
- Education Day
- Educational Series (Bi-monthly)
A-Z of Volunteer Management
Organizational Assessment

- Define your nonprofit needs
  - Why do we need a volunteer program?
- Define expected outcome
  - ROI should be measurable
- Volunteer Program should be mutually beneficial
- Volunteer engagement should be meaningful
  - skill sets + interest = good fit
  - perfect match = high retention
Looking for a few good men and women... to VOLUNTEER!

- We are dedicated to enhancing the mental health of children, adults and families in your community. Our center provides a variety of mental health services and social programs for individuals of all ages, ethnicities, and socio-economic backgrounds. We are especially committed to serving the chronically mentally ill and those who cannot afford treatment from traditional sources. We hope you will help us continue this work by becoming a volunteer.
5Rs of Volunteer Management

1. Recruitment
2. Retention
3. Recognition/Rewards
4. Release and Dispute Resolution
5. Resources
Recruitment

- The recruitment processes are means employed in the onboarding of volunteers.
- It includes:
  - ✔ creating volunteer job description
  - ✔ advertising the position
  - ✔ selection process
  - ✔ screening process.

The best practice in recruiting volunteers is to make it a year-round effort.
Sources of Volunteers
Volunteers cuts across generations
Sources of Volunteers

- Referrals – ask current supporters who are passionate about the good work you do.
- Online recruitment: Volunteer Match, Just Serve, Doing Good Together, LA Works, Americorps
- Colleges/High School – University of Phoenix, CSUN, LAUSD, ST. Mary’s.
- Community Events: Chambers of Commerce, Neighborhood Councils
- Faith Based Organizations – Churches, Temples
Sources of Volunteers

- Skilled/Pro-Bono Volunteers: Taproot
- Sororities, Fraternities and Clubs: Kiwanis
- Group Volunteer Organization: Do Good Bus, UCLA Volunteer Center – One Bus, One Cause
- Individuals transitioning into workforce: Title V, Work Source
- Corporations: Disney Volunteers (CSR)
Volunteer Application Form

Volunteer Application

Name: ___________________________ Date: ________________

Address: ___________________________ City: __________ Zip: __________

Phone (day) __________ (cell) __________ (eve) __________ E-mail: ___________________________

Referral Source: □ Organization □ Relative □ Friend □ Volunteer Match
□ School □ Volunteer Center □ Other

Occupation (if retired, former occupation): ___________________________

Student (Name of School): ___________________________

Education Completed: □ High School □ College Degree □ Advanced Degree

Degrees and/or Certificates: ___________________________

Skills you would like to share with New Horizons:
□ Arts, Crafts □ Cooking □ Marketing/Business □ Teaching
□ Bookkeeping □ Data Entry □ Music/Singing/Drama/Dance □ Translation
□ Clerical □ Fitness □ Organizing (Spanish) □ Other
□ Computers, Website □ Gardening □ Photography □ Other
□ Construction/Maintenance □ Human Resources □ Sales

Volunteer Assignments you would like to be interested in:
□ Greeter/Reception □ Art Center Assistant □ Speaker’s Bureau Coordinator
□ Mailings □ Brite Lites Assistant □ Speaker’s Bureau
□ Special Events Committee (sellout ads, auction items) □ Brite Lites Choreographer □ Community Relations
□ Classroom Assistant □ Data Entry/Website Update □ Exercise/Recreation Services
□ Marketing Assistant □ Event Photographer □ Client Dances/Holiday Party
□ Beautification Projects □ Family Social Events □ Coordinate or Lead Agency Tours
□ Other ___________________________

Availability: □ Morning □ Afternoon □ Evening □ Weekdays □ Weekends □ Flexible
□ Short term (dates): ___________________________ □ On-going

- Have you ever been convicted of a felony? □ Yes □ No
- Have you ever been convicted of a minor traffic violation with a fine of more than $100? □ Yes □ No
- Have you ever been convicted of an offense that was finally settled in a juvenile court or under a welfare youth offender law? □ Yes □ No
- Has any incident been sealed under Welfare & Institutions Code 787 or Penal Code Sec. 1282.457? □ Yes □ No
- Have you ever been convicted of a violence, hate or sex crime? □ Yes □ No
- Has your driver’s license ever been suspended or revoked? □ Yes □ No
- If your answer to any of these questions is yes, please list all offenses on a separate page giving the date, location, nature, and disposition for each. A conviction will not necessarily disqualify you from volunteering at New Horizons.
VOLUNTEER & EMPLOYMENT EXPERIENCE

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Address/Phone</th>
<th>Dates From - To</th>
<th>Work Performed</th>
<th>Reason for Leaving</th>
</tr>
</thead>
</table>

EMERGENCY CONTACTS
Please list two people whom we can call in the event of an emergency:

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Relationship</th>
</tr>
</thead>
</table>

REFERENCES
Please list three non-family members who can provide references on your ability to perform this volunteer position:

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Relationship</th>
</tr>
</thead>
</table>

By signing below I give my permission to check the references I have listed and verify that in answering the above questions, I have provided accurate and complete information. I acknowledge that the above information is voluntarily supplied and may be used and disclosed for New Horizons purposes only and that as a volunteer I will not be paid for my services.

Signature: ___________________________ Date: __________________

FOR OFFICE USE ONLY
Interviewed By and Date: ___________________________
Position: ______________________________ Dept.: ____________ Orientation: ____________________ Agency Tour: ____________________ Begin Date: ____________________
End Date: __________________________ Reason: ____________________
Date entered in database: __________________ By: ____________________
Notes: ____________________
Other assignments: ____________________
Recognitions: ____________________

Revised August 2016
Onboarding Process

- **Interview**: Matching the right candidate to the right opportunity. Don’t just consider skill sets, consider the interest of the volunteers and their goals. Getting to know the potential volunteers.

- **Screening**: Background Test, Finger print, TB Test, Reference check.

- **Other Requirement**: Time Commitment, Age Requirement, Driver’s license, First Aid certification, Safe Serve certification, Decision Driving Training.

- **Orientation**: Volunteer Handbook, Volunteer Agreement, Volunteer log in sheet or online portal, FQA. Are you able to provide program tour for volunteers, do you have agency video or brochures to share?

- **Training**: On the job training by staff or lead volunteers
Volunteer Interview Questions

Applicant’s Name: __________________________ Interview Date: __________________________
Interviewer: ____________________________

- Tell me about yourself?
- How did you become interested in becoming a volunteer?
- Have you ever done this type of volunteering before?
- Why do you want to volunteer here?
- What experiences, qualifications, or interests do you have which you believe are beneficial to you being a volunteer here?
- Have you ever worked in a mental health facility?
- Give me an example of a consumer/client that you worked with that you found most rewarding?
- Who is your role model?
- Tell me one inspirational experience.
- How would supervisor/professor/family/references describe you?
- What would your supervisor/professor/family/references say your strongest/weakest traits are?
After Interview

● Return four forms
  ● Volunteer Agreement
  ● Standards of Professional Conduct
  ● Permission to Perform a background
  ● Criminal Record Statement

● Once received
  ● Conduct a preliminary background
  ● Check and check references
TB/Fingerprints
Orientation

- HIPAA Certification
- Safety Quiz
- Get signatures on forms
- Get parent consent form signed (if applicable)
- Volunteer Handbook/Agreement
- Place volunteer at program
Agency Video
Tracking Volunteer Hours

- Software for Volunteer Managers: Volgistic, Samaritan, YAMM, Raiser’s Edge NXT, Sales Force, Neon, Volunteer Sign-In Sheet, Excel Spreadsheet

- Benefits of tracking volunteer hours
  - Funding
  - Validation of volunteer services
Retention

- Matching the right volunteer to the right task leads to successful completion of projects.
- Why do people volunteer?
- Are your volunteers meaningfully engaged?
- Feedback/Evaluation: check with supervisors and volunteers.
- Create touch points
Communication

Dear Mr. / Ms. <RECIPIENT_LAST_NAME>,

Your email address is <RECIPIENT_EMAIL_ADDRESS>. This is a newsletter of <DISTRIBUTION_LIST_NAME>. If you have any questions about our products, please feel free to contact us.

Best regards,
ACM Software
support@acmsoft.com
http://www.acmsoft.com

1 new message received

Skype™
Recognition/Rewards

- Acknowledge the contributions of the volunteer.
- Spotlight your volunteers in your monthly/quarterly newsletter, weekly e-blast, social media sites, volunteer boards etc.
- Letter of Recommendation
- Have a volunteer appreciation event, send thank you cards, give certificates etc.
- Move your volunteers up the ladder – assign higher responsibilities.
Volunteer Newsletter

Volunteer Inspirational Story

The main reason I sought out the Center was because I was having trouble deciding what I want to do in the future with Psychology, and textbooks weren't enough in providing me with any clues about if I'd enjoy working with clients or not. On my first day of volunteering, I was nervous and didn't really know what to expect, but those feelings quickly dissipated. I felt immediately comfortable around the staff, the other volunteers, and the clients. I've gotten more out of volunteering that I ever expected to get. I have been volunteering mostly with the clients at DTL, talking with them on a one-on-one or sitting in groups and discussing them and topics and strategies. Transitioning to adulthood is a difficult time in anyone's life, but the staff provides a positive and supportive environment, which has been so educational to be a part of, in order to encourage each of the clients to learn the responsibilities and independence that coincide with adulthood. Along with DTL, I've gotten to help lead Life Skills groups at Sylvan and Cornerstone with the adult clients discussing the various struggles that are a result of homelessness, and what it is like living with mental illness in today's society. As a team, we all contribute personal stories and goals to the discussions to learn from and build off of, and I am constantly moved by the very everyone acknowledges each other's strengths. The programs that I've been volunteering at stay true to the Center's goal of moving lives forward, and I feel more positive than I've ever felt about knowing that I want to pursue further education in the field of Psychology.

Volunteer of the Month

Hannah Levine
Welcome to August

Enjoy your volunteer newsletter. I want to thank you for all your support and being a part of helping our clients move their lives forward. Please be sure to log all your volunteer hours, it is very important to us as we apply for grants for the programs you volunteer at. Summer Fit Fest, presented by Project Safe. If you haven’t signed up, this will be a great opportunity to see our parents interacting with their children. Please let me know if you are available to be a part of this experience. Training, please open the attachment and see if there are any trainings you would like take, be sure to return the form to me.

I have the following volunteer opportunities if you are interested:

- Tutoring Adults
- Tutoring Children
- One-on-one mentor to adult clients
- Hamlin Center; teach computer skills to a group
- Member Services needs help mornings M-F
- Do you like to cook? Cornerstone & Hamlin need help in the Kitchen
- Reception desk at the ILP Center and here at our Administrative office
- Clerical with our Center wide Services Manager

Have a great day!
Charlie
Email sent to staff

Happy September,

Please enjoy the August volunteer newsletter, take a moment to read and share the Volunteer and Staff stories. Hopefully these stories will inspire you to share your volunteers story for all to enjoy. In addition if you are in need of a volunteer I will get you one that will be perfect for your program.

The email below is what I just sent to the Center’s Volunteers.
Good afternoon,

I am reaching out to you today to see if you are in need of volunteers, as you will read below we have a really strong group of volunteers that are ready and eager to help you with almost any task you might have at your program. The volunteers are willing to help you with general office clerical, helping to put resource books together, some volunteers help our case managers with case management. The Center has seven practicum students that are interested in client interaction, some of the adult programs have volunteers co-facilitating Life Skills groups. Many of the children programs have volunteers assist with children activities in waiting rooms while their parents or guardians are in with their clinicians, some volunteers even co-facilitate teen groups. As we have heard at many meetings; our overall billable hours at the Center are down. Volunteers are freeing up time for staff; in turn; staff has more time to take care of our clients’ needs. I re-attached the volunteer newsletter, so you can share the volunteer inspirational experiences and hear from staff; how their volunteers are making a difference.

OH my gosh! July was a record month!!!

- 522 Volunteer hours donated= $12,919. in dollar value
- 34 active volunteers at 17 programs
- Volunteer Newsletter, great stories from staff and our Volunteer of the month. The staff story came from Jae Farkas, one of my volunteers (Italia) graduated from the Peer Counseling course
- Volunteers helped the Development Department with mailings at the last minute
- Volunteers helped Older Adults pack and prepare for the move. I sent out an email, and folks happily responded to our Help Needed Call
- Volunteers relieved each other, while on vacation
- Two volunteers tutored Wrap around clients twice a week
- DTI volunteers accompanied clients to NA/AA meetings
- For the month of July we had seven practicum students fulfilling their required hours.
- 10 new volunteers went through orientation in July, most have begun their hours in August

I am here to support you and your program in any way that I can, we are a team of dedicated people that share the same goal. Moving Lives Forward! Have a great day!
Resources

- Volunteers are donors of time and MONEY
- Board members
- Fundraising volunteers – the 360 angle
  - In-kind donations
  - Grants
  - Wish List
  - Advocacy
On Sept. 30, five winners were named from among these 10 finalists. Winners received a $10,000 grant and national media exposure for their community charity, including a feature in the November/December issue of REALTOR® Magazine. The winners also received travel expenses to the 2015 REALTORS® Conference & Expo in San Diego, where they accepted their awards at a presentation in front of thousands of their peers. In addition, five honorable mentions received a $2,500 grant.
Release and Dispute Resolution

- Include dispute resolution in the supervisors’ training materials. This is helpful for off-site locations.
- If dispute arise, it should be resolved promptly, objectively, consistently and with regard for the people involved.
- Disputes could be an opportunity to improve service delivery.
Resources for Volunteer Managers

- **DOVIA LA membership**

Register for Education Day 2016!

**Friday, SEPTEMBER 9TH!**
**CLICK TO REGISTER**
California Endowment Center!

Ed Day 2016 has an amazing line up with bios on our site! DOVIA-LA's Annual Ed Day is the premier West Coast conference for professional development in the field of volunteer engagement. This day is designed for all levels of the organization, from executive directors and volunteer managers to volunteers themselves!

**Sign-up for Education Day and renew/sign-up for the Dovia-LA membership through 2017!**

- **Online Resources: Points of Light, Hands On Network**

- **3Cs for Volunteer Managers: Stay Cool, Calm and Collected**
Questions and Answers

Thank you