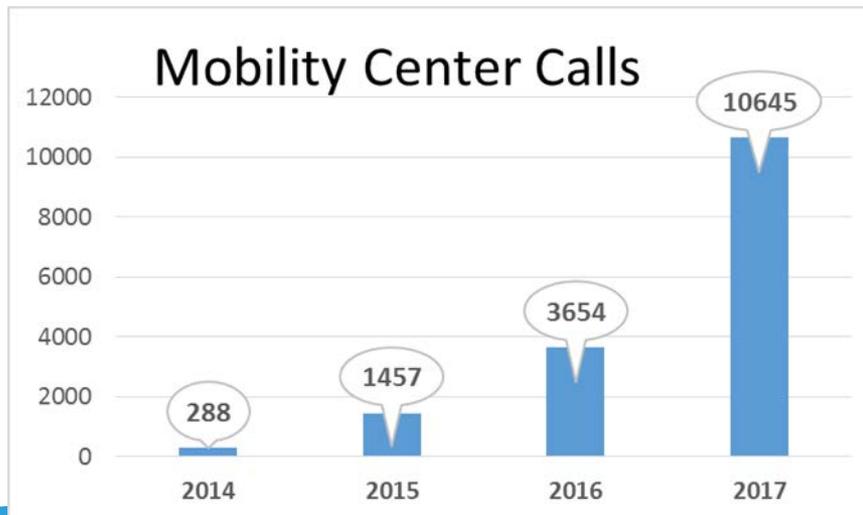




AMAZING VOLUNTEERS

NORTHWEST VALLEY CONNECT

- Nonprofit that opened in 2014 for senior transit
- Paid ED, Transit Manager and Volunteers
- Unstoppable growth for five years



Volunteers are

- **Motivated by the mission**
- **Reliable**
- **Dedicated**
- **Knowledgeable**
- **Flexible**
- **Potential donors**

'What' questions?

- **What do we need volunteers to do?**
- **What do they need to know about us?**
- **What will we need to know about them?**
- **What are our liability issues?**

Recruitment

- friends & family
- existing volunteers
- those with passion for your population
- faith communities



Recruitment - Community

- **Partner with other agencies**
- **Community Service placement**
- **Be at Events**
- **Match Sites**

Motors & Meals event



Golf Tournament

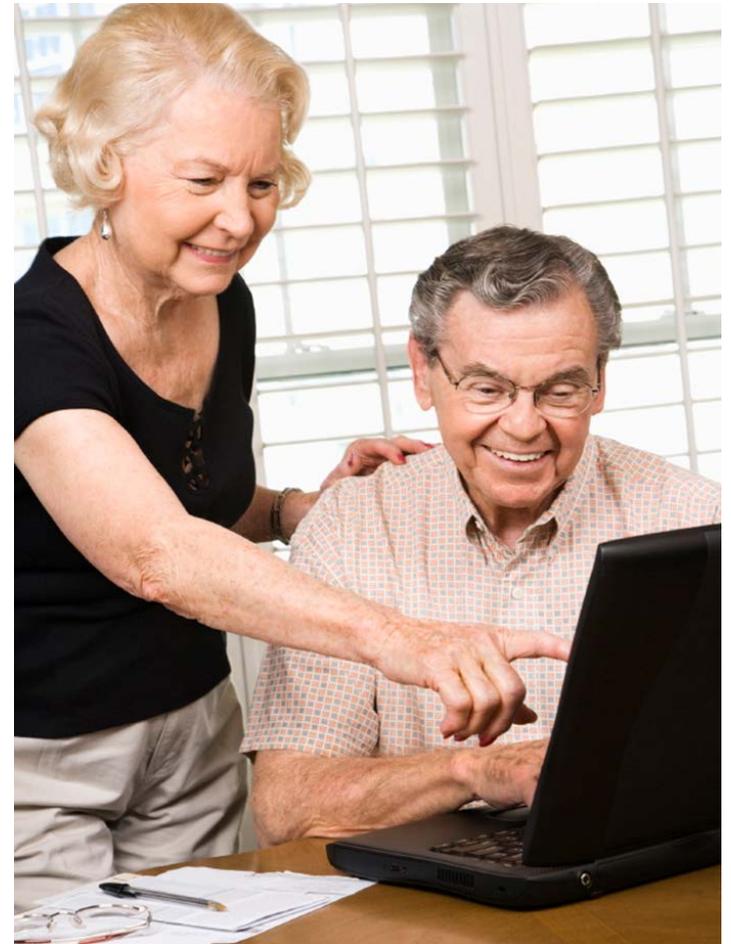


Hart Pantry & Santa



Recruitment- Media

- **Social**
- **Newspaper & Magazines**
- **Radio TV**
- **Websites - links**



Websites

- Volunteer Match – <https://www.volunteermatch.org/>
- Create the Good - <http://createthegood.org>
- AZ Alliance of Nonprofits - <https://arizonanonprofits.site-ym.com/page/VolunteerPosting>
- Idealist - <https://www.idealists.org/>
- Just Serve - <https://www.justserve.org/>
- HandsOn Network - <http://www.pointsoflight.org/handsonnetwork>

Interns and Encore Fellows

- ASU (Paid and unpaid)
- Ottawa University - & others
- High School Honor Society programs
- Experience Matters
- Companies – project volunteers

Ottawa College Golf Teams



What can Volunteers do?

- Answer Phones
- Drive
- Marketing –newsletters, social media, website
- Fundraising
- Statistics (reports)
- Executive Assistant
- Bookkeeping
- Cleaning

Mobility Operator



Driver



Projects

- Mural
- Special Event fundraiser
- Policies revision
- Board building –facilitator for Retreat
- Grants Writing

Mural



Remember

- **Volunteers are not paid employees**
- **Policies and procedures must be specific**
- **Need Staff time to provide oversight**
- **Training and recognition**

What they need to know about you

- **Your Mission**
- **Your clients & their needs**
- **Your basic requirements**
- **Age?**
- **Skills?**
- **Medical concerns?**

Information about them

- **Orientations**
- **Applications**
- **Vital Information**

Background Checks

- Intellicorp – DMV records, background per state checks - www.intellicorp.net
- DPS – Fingerprint card
- Verified Volunteers-
www.verifiedvolunteers.com
- Good Hire - www.goodhire.com

Training

- **Each position needs specifics**
- **Who?-Staff or veteran volunteers**
- **When and where**
- **How often – start right away**

Training

On going

- **Specialized trainings - PASS**
- **Mentoring by veteran volunteers**
- **Gathering feedback**
- **Let them tell their stories**
- **Keep it interesting**
- **Give them new challenges**

Transportation Volunteers

- **Drivers**
- **Assistants/Escorts**
- **Trainers**
- **Dispatcher**
- **Travel Trainer**
- **Group Trip volunteer**

Driver Training



Dispatcher & Intern



Insurance

- **Directors and officers liability – includes decisions made by volunteers**
- **General Liability - bodily injury and property damage claim by third party**
- **Auto insurance – company vehicles**
- **Non-Owned Auto coverage – volunteers vehicles**

Liability

- **Background checks –include DMV records**
- **Insurance for drivers**
- **Experience with clients**
- **References**
- **Training**

Retention and Recognition

- **New Volunteers**
 - **Contact within 3 days**
 - **Do regular follow up 30.60.90 day**
- **Awards for Service**
- **Annual /semiannual Recognition events**
- **What do your volunteers value**

Grants and Funding Support

- **Mileage Reimbursement**
- **Interns**
- **Encore Fellow**
- **Volunteer Coordinator**
- **Recognition Events**

Next Steps

- Survey
- Questions

Thank You

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