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Volunteer Best Practices & Resources

Volunteer Drivers Virtual Forum Overview

- Cultural diversity
- Trauma informed care
- Working with people with disabilities
- Safety and security
- Passenger assistance
- Ethics and boundaries



Why Volunteers Volunteer



- Make a difference in the lives of others
- Socialization and friendship
- Meeting new people
- Serving others
- Enjoy driving
- Sense of purpose
- Learn new skills

Volunteer Recruitment

- Word of mouth
- Involve drivers
- Community presentations
- Cause-related recruitment - Pandemic
- Holiday recruitment – Veterans Day



Photo credit: Sebastopol Area Senior Center, Sebastopol, CA

Why Volunteers Leave

- Not feeling like they made a difference
- No connection with the organization
- Not feeling valued
- Too little or too much driving
- Health
- Not prepared
- Lack flexibility



Photo credit: Whistlestop Carepool, San Rafael, CA

Messaging

- Identify benefits to volunteer and community
 - Pay-it-Forward
- Emphasize flexibility and time commitment
- Simplicity - Tag-lines
- Messenger is just as important as the message
 - Board member, local leader, respected community member, influencer

Volunteer Retention

- Communication
- Connection to the organization & other volunteers
- Good rapport with staff
- Recognition
- Involve in decision making
- Managing volunteer load
- Flexibility



Photo credit: Jewish Family Service of Metrowest, Framington, MA

Elements of Success



- Trusted and respected program
- Good culture
- Variety in your outreach
- Diversity of volunteers
- Budget for recruitment, training, screening and rescreening

**Volunteers are integral to operations, rather than a separate agency program*

Photo credit: Metrolina Association for the Blind, Charlotte, NC



- ▶ ALIVE is the national association for volunteer leaders
- ▶ Visit our website at volunteeralive.org
- ▶ Offers:
 - ▶ ALIVE Academy Webinars
 - ▶ Advocacy
 - ▶ Communities of Practice
 - ▶ ALIVE, Better Impact & VMOPC Hybrid Conference
 - ▶ Newsletter
 - ▶ Emerging Leaders Mentor Program
 - ▶ Local Association Mentor Program
 - ▶ Several discounts including VolunteerMatch and the CVA test
 - ▶ Individual membership for 12 months is \$50.00, agency memberships are available

AL!VE Transportation Community of Practice

- ▶ Next meeting is *July 7, 2021 at 12:00pm Central*
- ▶ We meet every other month
- ▶ Guest speakers, brainstorming, problem solving, templates, white papers, discussion
- ▶ We learn from each other and come from a variety of nonprofits
- ▶ Attendees are from around the country
- ▶ Number of attendees vary from meeting to meeting
- ▶ Invite you to attend first meeting as a guest or speaker!
- ▶ Contact Cathy Thoma at cthoma@hammer.org for further information

Minnesota Alliance for Volunteer Advancement

MAVA connects, educates, strengthens and advocates for volunteer engagement leaders and their organizations to positively impact communities.

WHY MAVA



During this time of rising needs and decreasing resources, we must *recognize* that volunteer engagement is a *critical* strategy that will result in maximum *mission* capacity for all organizations and community groups – ESPECIALLY DURING COVID

We *simply must change* the way we do business to address community needs.

Effective volunteerism is the change.

MAVA OFFERINGS

- A **VISTA Corps program** to build the capacity of volunteerism supported by the Minnesota Office of National Service.
- **Service Enterprise**, a program sponsored by the Points of Light, a best practice organizational certification program that results in major return on volunteer investment.
- **Volunteer Impact Leadership Training Series**, a best practice series that certifies leaders of volunteers and stresses best practices in volunteer management.
- **Advanced trainings and workshops** on cutting edge topics involving volunteerism.
- **Customized consulting** with organizations seeking increased capacity.

Diversity, Equity, Inclusion

MAVA DEI Work includes but is not limited to research and resources, events, training and consulting. Some examples:

- **Inclusive Volunteerism Initiative**, a program focused on researching, identifying, and dismantling the systematic inequities faced by BIPOC individuals when volunteering
- **MAVA Equity in Volunteerism Conference**, focused on learning, listening, and inspiration, our next equity conference will take place December 9th, 2021!
- **Workshops** such as, “8 Strategies for Creating a More Inclusive Volunteer Program” and “Crafting Inclusive Language Volunteer Recruitment Messages”

MAVA'S COMMITTEES

- 
- Board of Directors
 - Finance
 - Fund Development
 - MAVA VISTA Portal
 - Membership
 - Nominations
 - Professional Development
 - Public Policy
 - Rochester Area Volunteer Administrators (RAVA)
 - Trainers

MAVA NATIONAL CONFERENCE

2021 **Virtual** Volunteer Engagement Leadership Conference:

IN WITH THE BOLD

KEYNOTES – BREAKOUT SESSIONS – VIRTUAL EXHIBIT SPACE – AWARD CEREMONY

Keynote Speakers



Dana Litwin, CVA

Carve Your Own Path



Donte Curtis

Out With the Old, In
With the Bold



Breanna Dorelus

Where Do We Go From
Here? Owning the Deep
Commitment to Help
and Not Harm

June 9-11th, 2021

Registration **IS** open!

STUDIES ON TRENDS IN VOLUNTEERISM

- Declining Volunteerism in Minnesota
- Healthcare Volunteerism
- Short term volunteerism
- Diversity, Equity and Inclusion
- Generational Differences in Volunteerism
- Elevating the Field
- Job Equity

GREATER MINNESOTA



MAVA has established six district councils and works closely with volunteer engagement networks, the Minnesota Association of Healthcare Volunteers and dozens of organizational partners to maximize volunteerism across the State.

MAVA VIDEO

Strengthening Service

MAVA MEMBERSHIP

ELEVATE YOUR KNOWLEDGE

- Discover exclusive member only resources
- Learn from fellow volunteer leaders by accessing the MAVA Monthly and social media

SHAPE MAVA'S FUTURE

- Serve on the MAVA Board of Directors
- Share expertise by training others in the field
- Engage with a MAVA committee to develop and utilize your skills

SAVE MONEY

- Attend MAVA events and trainings at a discount
- Receive discounts on McDowell background checks

ADVOCATE FOR VOLUNTEERISM

- Be a part of the voice for volunteerism in the state of Minnesota and beyond
- Stay up to date on national and state-wide legislation related to volunteerism
- Work with the media on behalf of volunteerism to spotlight the sector

MAVA WEBSITE *free to the public...*



Home About MAVA Services Get Involved Resources Members Only 2021 MAVA Conference MAVA Blog



- Tapping into the Older Vo
- COVID-19 Resources
- Forums
- Volunteer Engagement
- Research and Initiatives
- Preferred Vendors
- Products
- Jobs Board
- News
- MAVA Blog
- Membership Directory
- Helpful Websites
- Screening
- Connect with Volunteers
- Networks



Upcoming Events

- APR 29** **Virtual Voices of Service**
You're invited to attend this one-hour introdu...
- MAY 7** **Antiracism 101**
Join us for a virtual presentation and conversatio...
- MAY 10** **Volunteer Impact Leadership Training Series - Virtual (4 Days)**

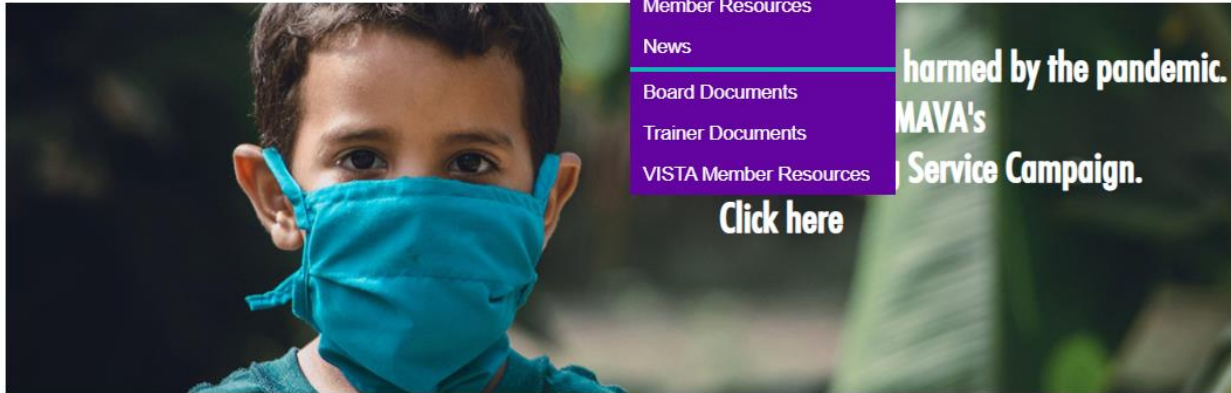


MAVA WEBSITE *and if you are a member...*



Home About MAVA Services Get Involved Resources **Members Only** 2021 MAVA Conference MAVA Blog

- MAVA Connections
- Member Resources
- News
- Board Documents
- Trainer Documents
- VISTA Member Resources



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UPCOMING EVENTS

- **2021 Virtual Volunteer Engagement Leadership Conference –**
Wednesday, June 9th - Friday, June 11th via Zoom
- **2021 MAVA Annual Meeting and Awards Ceremony –**
June, 11th at 11:30 AM via Zoom
- **Getting the Most Out of YOUR MAVA Membership –**
Tuesday June 29th from 12:00 PM – 1:00 PM (CST) via Zoom
- **Volunteer Impact Leadership Training Series –**
4 days, beginning Tuesday, August 3 via Zoom

Strengthening Service Breakfast

What: Hear testimonials from MAVA members about the connections between volunteer engagement professionals, volunteers, and recipients of volunteer services.

This **FREE** virtual breakfast event is also a fundraiser, so please consider contributing!

When: Thursday, October 7, 2021, 9:00am-10:00am

Where: ZOOM!





**Minnesota Alliance for
Volunteer Advancement**
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Resources

- [National Aging & Disability Transportation Center](#)
- [National Center for Mobility Management](#)
- [National Rural Transit Assistance Program – training center](#)
- [National Center for Applied Transit Technology](#)
- [National Volunteer Transportation Center \(CTAA\)](#)
 - [*Passenger Stories of Gratitude*](#)

Volunteer Story



Photo credits left: NADTC, top right: Neighbor Ride, Columbia, MD, bottom right: The Center for Volunteer Caregiving Cary, NC.

Questions?





Thank you!

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