

A decorative graphic on the left side of the slide, consisting of a network of thin, light green lines and small circles, resembling a circuit board or a neural network, extending from the top to the bottom of the frame.

Dunn County Nonprofit  
Networking Lunches

# VOLUNTEERS

MANAGEMENT TOOLS & BEST PRACTICES



Dunn County  
Nonprofit Networking Lunch

# VOLUNTEERS

GUEST SPEAKERS:

JOSH DALTON – DUNN COUNTY HUMANE SOCIETY

DANIEL DEGALLIER – STOUTREACH PROGRAM

# INTRODUCTION

## Nonprofit Networking Lunches:

A series of “brown-bag” lunch meetings designed to bring local, charitable organizations serving Dunn County together to learn, to discuss, and to connect.

[www.cfdunncounty.org/nonprofit-network](http://www.cfdunncounty.org/nonprofit-network)

Want to get involved? Contact the Community Foundation of Dunn County:

[grants@cfdunncounty.org](mailto:grants@cfdunncounty.org)

(715) 232-8019

# VOLUNTEERS: BASICS

Managing volunteers is similar to managing paid staff, except that volunteers are not compensated for their services. They should, however, still be:

- Treated with respect and value
- Trained (as needed)
- Supervised
- Provided with feedback
- Offered rewarding experiences

# VOLUNTEERING IN WISCONSIN

ACCORDING TO THE CORPORATION FOR NATIONAL & COMMUNITY SERVICE, IN 2015:

- **35.3%** of WI residents volunteered, ranking us **3rd** among the 50 states and Washington, DC. (#1: Utah at 43%, #2: MN at 35.4%)
- **1,630,800** volunteers in Wisconsin
- **42.9** volunteer hours per capita
- **169.03** million hours of service
- **\$4.6** billion of service contributed
- **63.0%** of residents donate \$25 or more to charity





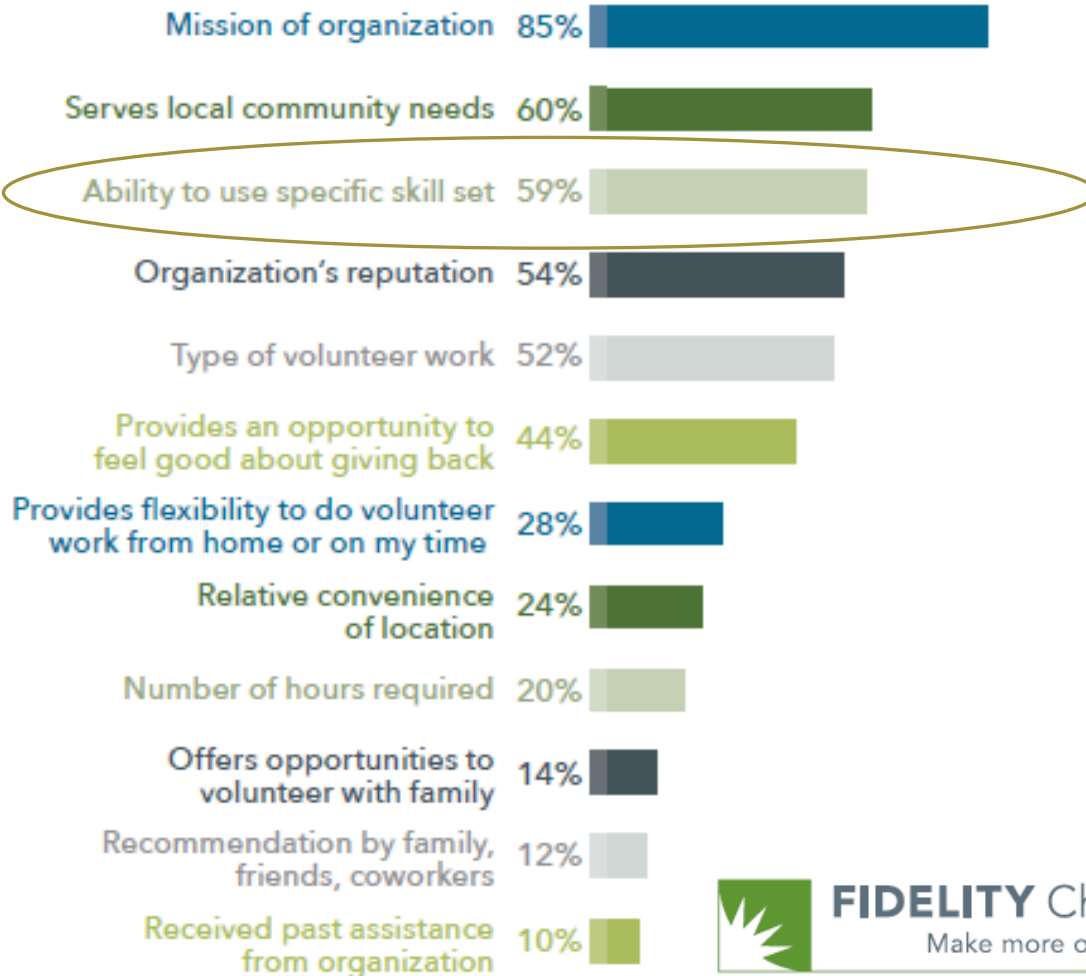
# HOW VOLUNTEERS CHOOSE OPPORTUNITIES

## Mission is a critical factor in volunteerism

Volunteers report that **an organization's mission and ability to serve the community are the most critical factors** when determining whether or not to give time to an organization. 85% say mission is a critical factor, while 60% say ability to serve their local community is important.

However, while mission comes first, donors are also seeking meaningful volunteer opportunities. The ability to use a specific skill set (59%) and the type of volunteer work (52%) factor heavily into the decision about where to volunteer. Volunteers see these as far more important factors compared to flexibility in location (28%), relative convenience of location (24%), and the number of volunteer hours required (20%).

### Factors Critical in Deciding Where to Volunteer



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# VOLUNTEERS

The extent to which your nonprofit relies on volunteers will determine how extensive a “volunteer program” is needed at your nonprofit. A solid volunteer program typically includes:

- Screening Process: Interviews, Background Checks, Referrals
- Volunteer Orientation including a written Volunteer Handbook
- Volunteer training and continual oversight
- Recognition Program to reward volunteers for their service

# VOLUTEERS: QUICK TIPS

UNITED WAY OF KING COUNTY – SEATTLE, WA

## **Volunteer Management:**

One of the biggest barriers to volunteer involvement identified by nonprofit managers is a lack of time to manage volunteers. So try to ensure you have a designated volunteer management position within the organizations (if you don't already have one).

If that's not feasible, try to include volunteer management duties in your current staff job descriptions – and include this aspect in staff reviews. Individual staff will give volunteer involvement more thought and attention if the expectation for working effectively with volunteers is a part of their job responsibility.



# VOLUTEERS: QUICK TIPS

**Recruitment:** A key barrier with recruitment is finding volunteers with the right skills. Try to focus your volunteer recruitment efforts to target audiences and implement a concerted, targeted campaign to involve those who are most able and willing to do the job, rather than wide, generalized recruitment.

**Retention:** It's much easier to keep your current volunteers than to recruit new ones. The challenge is to think of volunteer management as relationship management, to develop practices that keep volunteers feeling connected to the organization after they stop volunteering. By staying in touch and keeping them informed about what is going on, you can help volunteers feel they are still valued and wanted.

# VOLUTEERS: QUICK TIPS

## Resources

All volunteer management efforts require an investment of time, money and other resources. Volunteer programs are notoriously underfunded. Look for grant opportunities or funders that support volunteer training and recruitment efforts, or try requesting funding specifically for volunteer management efforts from current funders.

# VOLUNTEERS: *"In The Field"*

Josh Dalton – Executive Director

[director@dunncountyhumanesociety.org](mailto:director@dunncountyhumanesociety.org)

(715) 232-9790



## Become a Volunteer

Thank you so much for your interest in our volunteer program!

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### Volunteering that involves animal interaction:

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To be eligible for animal-based volunteer work for the DCHS, you must be 16 years of age and go through these few simple steps:

- 🐾 Call us at (715) 232-9790 and [register to attend our next animal socialization class](#) (typically 1 hour). This class is required for any animal interaction.
- 🐾 Attend the class and pay the class fee of \$20. The class fee for active students at any school in Dunn County is only \$15. At the end of the class you may choose to continue on with the process. If you choose not to, you will still receive a DCHS t-shirt.
- 🐾 If you choose to continue with the process, you would need to fill out a volunteer application. Once your application is approved (typically that day), you may begin volunteering!
- 🐾 The process is designed so that you completely understand what volunteering entails before committing to it. If you decide it isn't for you, the least you will receive is a great class on animal socialization and a DCHS t-shirt!

### Platinum Corporate Sponsors

**Jon Kroening** CFP®  
**HEARTLAND**  
FINANCIAL ASSOCIATES, LLC  
WEALTH MANAGEMENT  
*Planning Today for a Better Tomorrow*

### Become a Member



# VOLUNTEERS: *Recruitment Resource*

## University of WI-Stout: StoutReach Program

Daniel Degallier, Civic Engagement and Greek Life Coordinator

[degallierd@uwstout.edu](mailto:degallierd@uwstout.edu) 715-232-5115

[stoutreach@uwstout.edu](mailto:stoutreach@uwstout.edu)

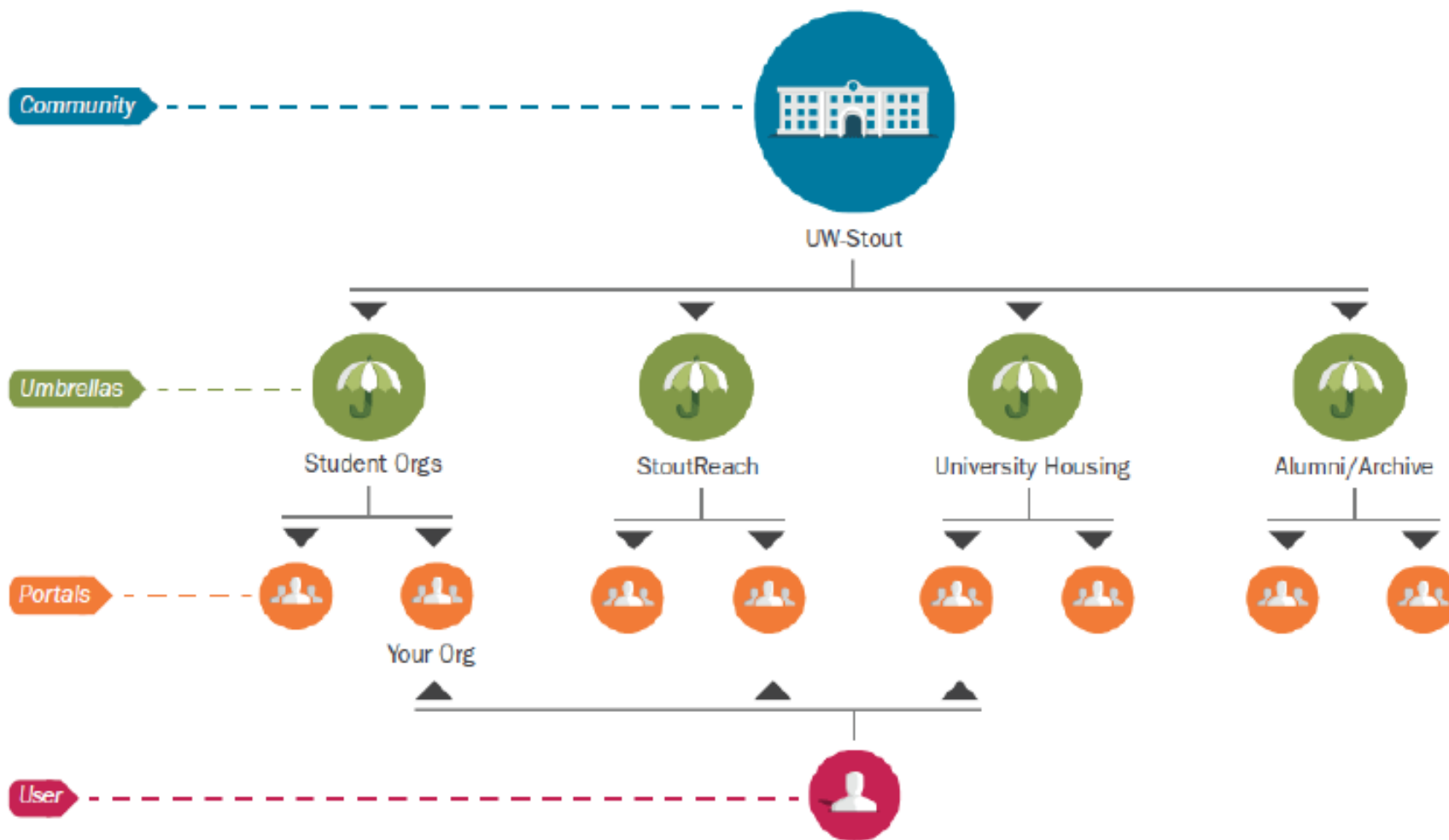
Facebook: <https://www.facebook.com/stoutreachvolunteer>

OrgSync: <https://orgsync.com/46444/chapter>





# UW-Stout Community Structure



# STOUTREACH WEB LINKS

- **Spring 2017 Involvement & Volunteer Fair Signup:**

<https://orgsync.com/46444/forms/236383>

- **STOUTREACH Community Partner Homepage:**

<https://orgsync.com/46444/chapter>

- **STOUTREACH Service Partner Registration:**

<https://orgsync.com/46444/forms/234485>

- **OrgSync Login Page:**

<https://orgsync.com/login/university-of-wisconsin-stout>

<https://orgsync.com/80410/chapter>

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# QUESTIONS?

# ONLINE VOLUNTEER RESOURCES

- “Take Root: Volunteer Management Guidebook”

Online PDF from the Corporation for National & Community Service and HandsOn Network. The resource provides a variety of tips and tools related to effective volunteer management from recruitment through retention.

- Energize Inc.

<https://www.energizeinc.com> provides links to volunteer management articles, provides free tips, links to volunteer management books and more. There is a subscription fee for the newsletter.

- Points of Light

<http://pointsoflight.org> has a great newsletter you can subscribe to, plus you can post volunteer projects searchable by zip code. Affiliate with HandsOn Network, All For Good, and others.

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# THANK YOU!

**Next Meeting:** Thursday, February 23 2017 from 12pm-1pm

- Topic: **Board Orientation & Education**
- Hosted by The Bridge to Hope