



# VolunteerMatch

# **Creating Connections Workshop Series** Kick Off





# Welcome!

# This series is designed to walk you through the most important components for successfully recruiting volunteers. • All resources and recordings will be shared You'll get out what you put in – consider planning an hour of focus time between workshops I can't do it for you, but I'm here to help



VolunteerMat(

# Creating Connections Workshops

Over the next few weeks we'll cover: activities Orientation and Team Building Appreciation and Recognition

# Inviting volunteers into your organization and Onboarding





# Are you currently using:

#### 62



#### VolunteerMatch Only

Idealist Only



#### Both VolunteerMatch & Idealist







Neither



## Which of these VolunteerMatch Learning Center do you find valuable



#### The LOV Newsletter

#### 



#### Live Trainings









#### Webinar Library



# Why Connections?

# building activities.

• Retention is really an outcome of good relationship

 Why and how people volunteer has shifted – we need to adapt how we think about retention. onboarding volunteers that are the right fit. organization that contribute to attrition.

# Volunteer/Staff time is valuable. We can limit attrition by • As you do this work you may find other factors within your







## What do you think it feels like to be a new volunteer at your organization?

#### 272 responses



underappreciated





#### What do you think it feels like to be a seasoned volunteer with your organization?

169 responses







## How happy are you with the average tenure of your volunteers?

#### 5













#### after the first few visits

# No clue. Since I'm new to the organization.

When they move away to another country

Before/during onboarding, too much work and time Sometimes

one and done opportunities



#### we can see it in our CRM system

# When they no longer feel valued



#### Life balance changes

Not really, occasionally I'll get an email that they moved away or want to be taken off the list Feeling like don't make impact

# when they figure out it's actually work

#### Changes in life (marriage, kids, new job)

When they graduate



# At the end of the program year

#### when they move away



# Graduated from school

Because I am in charge of several sites, I don't always hear about when they aren't showing up anymore until the end of the year. a lot come for a game or two but maybe don't return season after season

#### Once their college volunteerr hours are complete

Sometimes we do

Sometimes



# After the each semester

#### When they get a fulltime job.



We ask for a year commitment of volunteering.

Life changes

I imagine when they feel burnt out, also if they just decide to volunteer elsewhere or retire from volunteering

no

after they complete a case

Those who stay, stay a long time. Those who don't, drop away faurly soon.



# At first orientation sessions

Yes



At the end of the season or after a few months (if started during a "lull" period)

#### Can't commit the time

When they finish their required hours (for school or court)

Financial reasons

My older volunteer get ill and when my students hit their minimum hours.

# after orientation, while onboarding



# Time committments change

no



Not properly supported

When they move for work or have new weekend time commitments sometimes

# Not sure they usually just volunteer once

in between sign up and onboarding

Students -- academic schedules -graduating



# When they learn of the onboarding requirements

after not so constant communitation from us or aren't many opportunities for them to volunteer



When they move or find a paying job.

We try to track

When they complete their community service hours

Sometimes just after a shift or two

when they meet their volunteer hours for school

Yes we have an online volunteer group. we also have an online sign up doc.



#### Moving, college, life changes

#### End of the school year and/ or end of semesters



When the person they are helping leaves our program.

#### only if they don't sign up for the next season

Program ends, or for return volunteers helping out in a youth program child grows out of program

#### Life balance changes

Time/job changes

At the completion of the program opportunity.



# Between 5 and 10 serving times

#### when it takes too long to get started volunteering



#### Start school

# Yes - some leave when school is done

Moving

After application

First 90 days

When they have major life changes



#### Yes

#### Yes most move away



Sometimes after a few years, it depends on the volunteer.

I work in victim services, and many leave within the first six months after they complete training. After the first couple of times volunteering

Between application date and program start date No, I am part of a larger organization that is just beginning to get up and running in my county. I can imagine it may be once volunteers can't go to schools during the day.

#### At the end of a project



#### life changes - family, health, etc

# If they get bored with their assignment



some leave in the middle of onboarding process if they realize it's not for them

Sometimes I am ghosted, but other times I get notifications from volunteers 6 months after onboarding

During training or after their first year.

The student they are working with has achieved their goals and they don't always want to take on a new one. Sometimes the volunteer moves away or has life changes.

When they have a life change (e.g new job) or they move



# After completion of their first year (we have a 8 month commitment)

#### After a conversation



Some never leave, but some trail off if it becomes too much work

Need to tack this better

They tell me in advance, usually after at least 6 months, if not a year or longer

At the end of the Program year/commitment This depends on the role. Seem to drop away mostly in positions where they feel unsupported and are not receiving enough ongoing support and direction.

After they complete their required hours for work/school



Once they have completed their hours needed -- for school or otherwise

life gets busy, conflict wtih other volunteers and/or policies. more time than expected



Once they onboard and get started, they tend to stick around.... until college graduation

Volunteers leave when they are challenged for stepping outside of their boundaries. Often early in onboarding due to no real process

When their child graduates

yes, usually when they get a new job and no longer avaialable

only getting hours for community service or school



Two months after training. Their communication stops and they never start.

When they get fed up with unreasonable expectations



It varies, sometimes at the beginning and sometimes when their circumstances change

After the 3-year cycle, when their mentees graduate Either we did not engage them OR it was not a good fit.

Life changes or school changes

Unable to continue due to work and family obligations

When annual training & updates are required



when there is a gap in contact and they dont feel like they are a part of a community

The commitment may be more than they realized.



College schedule changes

yes, but tracking only started recently

When illness sets in

Graduating from school or focusing on schoolwork.

Life changes

Some stay for the year. Some leave. Some become employees!



#### Changes in life

#### The service is more emotionally demanding than they expected.



# When we don't have enough for them to do

They don't feel supported. Not enough training. Lack of engagement. They can't find a date and time that aligns with their schedule

no

Sometimes we struggle to communicate with volunteers over email; unresponsiveness

#### NO



# when their cases are completed

NO



# Do you conduct volunteer exit interviews/surveys?









# Do you conduct volunteer satisfaction surveys?







Yes - 1x year

#### Yes - occasionally, every couple of years

Never





#### 77





# Retention is an outcome

# understanding step back, not away strategy

- Respect and Understanding
  - O For volunteer time and talent
  - Impact/Mission driven opportunities with decision-making authority
  - Understand how volunteers are a key component of your organization's



# Real relationships are based in respect and

# • For personal relationships and relationships with volunteers Build pathways for more involvement and allow volunteers to

• AND – managing our, and our organization's, expectations





## Volunteer's needs are met - Organization needs are met • Respect for mission, standard operating procedures, and policies - respect for time and experience, and impact Feedback and evaluation goes both ways Channels and opportunities for volunteers to provide feedback on the work, the program, opportunities Suggestions and questions are encouraged - guidance and support is provided • Recognition is personalized, authentic and includes opportunities for additional responsibility

# Designing Two-Way Relationships







### What does sucessful volunteer engagement look like for your organization?





Volunteers stay forever, or at least a decade

#### 32



Meet the minimum time commitment, but we hope they stay longer

#### 28



Connect with the work, even if they only volunteer once Other







# What is a Relationship Success

# a project. them. community.

A volunteer departure is not necessarily a failure • Completed a minimum requested time commitment or

 Built skills, went on to school or paid work. o Or learned that this field/work is not a good fit for

Learned about your mission and the needs of the

• Became a donor, supporter, advocate. • Went on to volunteer for another organization.





# What's next?

# Get ready for May! Recording and slides + Creating Connections template will come to you tomorrow. Consider who else could or should be involved – paid & volunteer staff. • Review (or think about) any data you have about volunteer attrition and satisfaction. • Give yourself an hour of focus time before we meet on May 8th to review the template and prepare.











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