

2017 Catholic Volunteer Network Conference

“Evaluating Your Volunteer Program”

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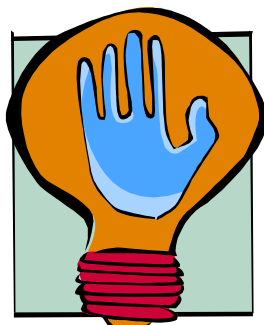


Course Objectives

- Increase knowledge of the steps to evaluating a volunteer program.
- Increase ability to plan how to evaluate a volunteer program.
- Provide tools to assist volunteer administrators to assess and evaluate volunteer programs
- Develop next steps for improving current evaluation of your volunteer program.

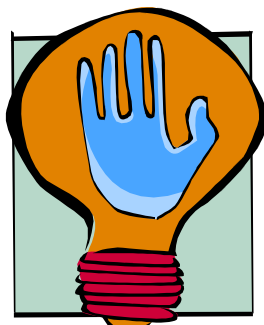
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Question of the Day:

Who in the room works with
volunteers?



Question of the Day (Part 2):

How do you know you are making an impact through your volunteer program?

QUALITY STANDARDS

Four Performance Areas:

1. Administration
2. Governance
3. Programs
4. Finance

QUALITY STANDARDS

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United Way's Quality Standards:

- assure United Way donors that their contributions are efficiently utilized to help people in need;
- assist member agencies (and all non-profits) in

The Quality Standards represent United Way's values and belief system about how non-profits should operate. As stewards of the community's trust and contributions, United Way volunteers carefully assess each member agency using the Quality Standards

The Quality Standards are divided into four performance areas: Program, Governance, Finance, and Administration. United Way believes that a non-profit agency will increase its ability to positively impact the lives of its clients when it is organizationally

Volunteer Trends

- **Corporate Volunteering**
- **Skills Based Volunteering**
- **Youth & Family Engagement**
- **School/ Community Requirements**
- **Campaigns & Days of Service**
- **Episodic/Short Term Volunteering**
- **Virtual Volunteering**

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State the benefits up front

Having trouble getting regular exercise?

Become a Senior Swim Club Instructor for the
Silver Spring Senior Home

Instructing our seniors once a week will get you poolside
plus provide you with a free YMCA pool pass!

All you have to do is dive in!

The only requirements are:

- ✓ Availability Tuesday mornings from 7-10 a.m.
- ✓ Driver's license, insurance, and passing an American Red Cross Water Safety and CPR class
- ✓ Willingness to help others

“What to Track” Grid

Inputs	Objectives (audiences)	Activities (process items)	Outputs	Outcomes	Impact
	Community/ Beneficiaries				
	Organization				
	Volunteers				

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“What to Track” Grid

Inputs	Objectives (message to audience)	Activities (process items)	Outputs	Outcomes	Impact
<ul style="list-style-type: none"> •¼ of one FTE staff time. •Training materials •T-shirts •Brochures 	<p>Community/ Beneficiaries: Make neighborhoods safe for families to enjoy day or night</p>	<ul style="list-style-type: none"> •Effectiveness of day-to-day management of neighborhood watch. 	<ul style="list-style-type: none"> ★Number of patrollers ★Number of patrol hours 	<ul style="list-style-type: none"> ★Number of children and families enjoying parks and other public areas. 	<ul style="list-style-type: none"> ★ Amount of crime
<ul style="list-style-type: none"> •Same as above. 	<p>Organization: Improve image of organization</p>	<ul style="list-style-type: none"> •Quality of organizational materials •Reliability of organizational representatives 	<ul style="list-style-type: none"> ★Number of brochures and T-shirts distributed 	<ul style="list-style-type: none"> ★Number of residents involved 	<ul style="list-style-type: none"> ★Long-term trust residents have in organization
<ul style="list-style-type: none"> •Same as above, plus: expenses of annual safe night celebration 	<p>Volunteers: Increase community pride</p>	<ul style="list-style-type: none"> •Organization/ quality of watch activities and related activities 	<ul style="list-style-type: none"> ★Number of T-Shirts worn ★Number of volunteer patrollers 	<ul style="list-style-type: none"> ★Change in self-reported image of community 	<ul style="list-style-type: none"> ★Long-term pride residents have in their community ★Resident involvement in community

Measurement of Outcomes

- Client Focused
- Volunteer Focused
- Program Focused

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Steps to Evaluating a Volunteer Program

Step 1: Decide What to Track

Step 2: Collect Data

Step 3: Turn Data into Findings

Step 4: Use Findings

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Evaluation of Volunteer Programs

- Assessment based on clearly stated goals and objectives
- Assessments must be fair
- Evaluation must be issue-centered not personality-centered
- Program should be provided with the support needed for it to be successful

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The Volunteer Management Audit

- Full Audit
- Adapted Checklist

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Elements of the Audit



Volunteer Center Mission Strengthening the Field

- Recruitment
- Interviewing
- Screening
- Placement
- Job Descriptions
- Orientation
- Training
- Supervision
- Recognition
- Record Keeping
- Written Policies
- Volunteer Evaluations
- Staff Education and Awareness
- Coordination

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Next Steps:

Developing an Action Plan

1. Identify issues
2. Articulate a Vision
3. Identify Barriers and Resources
4. Develop Action Steps
5. *Report Results/Outcomes to Constituents*

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Best Practice Libraries: UW of Gtr. St. Louis

The screenshot shows a web browser window displaying the website for the United Way of Greater St. Louis Volunteer Center. The browser's address bar shows the URL <http://www.stlvolunteer.org/fornonprofits>. The website header features the United Way logo and the text "brought to you by United Way of Greater St. Louis". A navigation menu includes "About Us" and a "LOGIN" button. Below the header, there are three main categories: "For Volunteers", "For Nonprofits", and "For Companies". The main content area is titled "Volunteer Management Resources" and includes a list of resources: "STL Volunteer Partner Training", "Volunteer Center Certification", "Volunteer Management Training", "Volunteer Recognition", and "Volunteer Management Libraries". A paragraph of text explains that the center provides various resources to local non-profits, including training, best practice libraries, and tools for recruitment and management. A list of links is provided below the text, including "Volunteer Center Certification", "Volunteer Center Partner", "Volunteer Management Libraries", "Volunteer Management Training", and "Volunteer Recognition". The footer of the website features logos for "Hands On Connect", "Hands On NETWORKS", and "Certified Volunteer Program" by United Way. The browser's status bar at the bottom shows "Done" and "Internet | Protected Mode: On".

United Way of Greater St. Louis | Volunteer Management Resources - Windows Internet Explorer

http://www.stlvolunteer.org/fornonprofits

File Edit View Favorites Tools Help

United Way of Greater St. Louis | Volunteer Managem...

UNITED WAY
Volunteer Center
the best way to make a difference in your community

brought to you by
United Way
of Greater St. Louis

About Us LOGIN

For Volunteers | For Nonprofits | For Companies

VOLUNTEER MANAGEMENT RESOURCES BECOME A PARTNER STL250

▶ STL Volunteer Partner Training
▶ Volunteer Center Certification
▶ Volunteer Management Training
▶ Volunteer Recognition
▶ Volunteer Management Libraries

Volunteer Management Resources

United Way's Volunteer Center provides a variety of volunteer management resources to local non-profits. These resources include volunteer management training, best practice libraries and tools to recruit and manage volunteers. To learn more about the available resources as well as how to become a Volunteer Center Certified agency, click on the links below:

- [Volunteer Center Certification](#)
- [Volunteer Center Partner](#)
- [Volunteer Management Libraries](#)
- [Volunteer Management Training](#)
- [Volunteer Recognition](#)

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Hands On Connect

Hands On NETWORKS

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United Way of Greater St. Louis

United Way - Missouri/Illinois
2-1-1
Get Connected. Get Answers.

Certified United Way
Volunteer Program

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Done Internet | Protected Mode: On 100%

Thank You!

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