

Volunteer Management Materials

Creating a volunteer program requires an initial investment of time and planning, but the many rewards of building a sustainable volunteer support team will live on in the lives of the additional Medicare beneficiaries your program will be able to serve.

This manual provides a series of planning materials and replicable volunteer recruitment materials, created by SHIPs, which you can modify and use for your unique program.

“When the story of these times gets written, we want it to say that we did all we could, and it was more than anyone could have imagined.” [Bono](#), U2

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HAP wants to help support your volunteer management efforts!

If you want to discuss implementation ideas or challenges or want to connect with other SHIPs around volunteer program management, we invite you to contact HAP’s volunteer team at shiphelp@hapnetwork.org.

Practically Speaking: Dedicating Resources for Volunteer Management

- Decide who will oversee the volunteers and act as the volunteer coordinator.
- Determine a realistic amount of time the volunteer coordinator is able to dedicate to recruiting, training, managing, and celebrating volunteers.
- Based on that amount of time, set a practical goal for the number of volunteers that can be well-engaged and utilized within the program.
- Create a welcoming space for the volunteer in the office. If space is a problem, consider engaging volunteers remotely (e.g. at a senior center, from home, on site at a hospital).
- Establish the budget for volunteer management activities. Is there money to print flyers, buy appreciation tokens, and pay gas stipends?
- Clarify how staff and volunteers will work together.
- Determine how volunteers will be mentored and supported throughout their commitment.
- Prepare your team for the idea of volunteers by discussing sharing your vision for the volunteer program.

Visualizing Success: Planning for Volunteers

“Those who build great organizations make sure they have the right people on the bus, and the right people in the key seats before they figure out where to drive the bus.” Jim Collins, [*Good to Great*](#)

- Determine the roles volunteers can best fill in your SHIP program.
 - For example, the Ohio Senior Health Insurance Information Program (OSHIIP) uses a role-based volunteer structure called the “CREAM Team.”
 - [Counselor](#)
 - [Recruiter](#)
 - [Educator](#)
 - [Administrator](#)
 - [Marketer](#)
- Prepare a list of skills and knowledge volunteers will need to have for these tasks/roles.
- Prepare for incoming volunteers by establishing policies and procedures including a minimum standard for monthly volunteer hours.
- Create a Welcome to SHIP orientation package

Making it Happen: Recruiting the Right Volunteer for the Role

The volunteer recruitment process begins with identifying program needs that volunteers can fulfill and ends with placing a new volunteer in a position that best suits their skills and interests and best meets the needs of the SHIP program.

Through HAP's website, SHIPs across the country have made available a variety of replicable volunteer recruitment tools that other SHIPs can modify to meet their unique program needs.

- [Nebraska's Trifold Volunteer Recruitment Brochure](#)
- [Nevada's Trifold Volunteer Recruitment Brochure](#)
- [Alabama's Volunteer Recruitment Toolkit](#) created in partnership with HAP during the 2007-2008 Collaborative State Project.
 - [Recruitment Tips](#)
 - [Five Reasons to Volunteer for SHIP](#)
 - [Volunteer Testimonials](#)
 - [Volunteer Application](#)
 - [About SCREAM Team](#)
 - [Volunteer Agreement](#)
 - Volunteer Recruitment Video
 - [Windows Media Player](#)
 - [Real Player](#)
- [Nevada's SHIP Services Outreach Bookmarks](#)

Tips for Success: Interviewing and Assessing Potential Volunteers

Make sure you and the other interviewers are prepared with detailed information on the volunteer position, a list of pre-determined questions, completed applications, and resumes (as appropriate).

- Schedule interviews in advance and as soon as possible after a person has expressed interest.
- Consider if prospective volunteers should be interviewed by the volunteer coordinator or with a team that could include other staff members or volunteers.
- Conduct all interviews in a private space so the potential volunteers feel comfortable discussing their skills and interests.
- Be prepared, courteous, and clear about the expectations of the volunteer.

Effective interviews will accomplish the following goals:

- Assess the applicant's abilities, skills, and motivation for working as a SHIP volunteer.
- Determine their understanding and acceptance of the SHIP's mission.
- Provide an opportunity to review and discuss volunteer roles.
- Encourage the prospective volunteers to ask questions and express concerns.
- Determine if the applicants have a conflict of interest that prevents assignment as a SHIP counselor.
- Provide a referral to another agency if there is not a good "fit."

There are a number of questions that are illegal to ask during an interview:

- Race, national origin, or birthplace
- Age, height, or weight
- Marital status
- Child care arrangements or pregnancy
- Religious affiliation
- Arrest record
- Military discharge
- Credit card information or home ownership
- Length of community residency
- Personal health
- English language skill



In general, it is best to ask questions that relate directly to the applicant's ability to perform the volunteer work. For example, if a position requires a specific physical task and the requirement is listed on the position description, you can ask the applicants if they can meet that requirement.

Interview Form

Date:	Position:	Interviewer:
Prospective Volunteer's Name:		Phone Number:
		Email:
1. Why do you want to volunteer with the SHIP? What inspired you to contact us?		
2. Tell me about how your experience prepares you for SHIP work?		
3. Describe your ideal working environment.		
4. What do you expect from someone who supervises you?		
6. What would you like to get out of this volunteer experience?		
7. If you were asked a question by a beneficiary and you were not sure of the answer, how would you proceed?		
8. Do you have any questions about the requirements and responsibilities of the position?		

Assessment Form

Characteristic or Attribute	Y/N	Need More Info	Notes
Motivated to work with others, especially seniors and people with disabilities			
Demonstrated good people skills			
Demonstrated active listening skills			
Has worked with seniors and/or people with disabilities			
Comfortable with computers			
Has experience in field of health care			
Has experience with the Medicare and/or Medicaid programs			
Has experience with large bureaucracies			
Has experience in trouble-shooting and problem-solving for others			
Demonstrated the ability to explain complex information in simple terms			

Characteristic or Attribute	Y/N	Need More Info	Notes
Demonstrated the ability to write clearly			

Special Skills:

I am excited about this candidate because:

I have the following concerns about this candidate:

This person would be a good candidate to help SHIP with:

- Medicare Counseling
 Program Support
 Community Outreach
 Other _____

This candidate can volunteer _____ hours per month. Preferably (circle):

Monday am/pm Tuesday am/pm Wednesday am/pm Thursday am/pm
Friday am/pm Saturday am/pm Sunday am/pm

If selected, this candidate can participate in the next orientation session on _____.

SAMPLE: SHIP Welcome Letter

Date

Dear [Name of Volunteer]:

Thank you for your interest in volunteering with the SHIP. It was a pleasure to meet and learn more about you. I am pleased to offer you a position as a [volunteer counselor, recruiter, educator, administrator, marketer, or special volunteer].

Before you begin volunteering, we want to make sure you understand how you fit into the SHIP program and what you can expect from us. We invite you to attend an orientation session for new SHIP volunteers (details to the right). During the session, we will—

- Review policies and procedures,
- Staff and volunteer responsibilities, and
- Operational issues such as reporting [or other issues related to the volunteer's position].

In addition, we will also schedule a content and skills-based training to help prepare you for your work as a volunteer [counselor, educator, etc.]. This [sixteen hour, three-day, five-day] training will provide an in-depth overview on the following topics:

- Original Medicare program,
- Medicare Advantage plans,
- private insurance options,
- Medicare drug plans,
- Programs for low-income people,
- And much more...

We do not expect you to have all the answers at the end of this initial training. The [agency name], a SHIP sponsor site, will support your work as a volunteer by providing ongoing opportunities to learn and strengthen your skills through [monthly, quarterly] update sessions and regular interactions with veteran volunteers and SHIP staff.

I've enclosed a volunteer agreement form. Please review, sign, and bring it with you to the orientation session. Thank you very much for signing up to volunteer with SHIP and [name of agency]. I look forward to working with you in service to our community.

Sincerely,

Regional SHIP Coordinator

Welcome to the SHIP Team!

Orientation Details

Where:
When:
Time:

Please review and bring a signed copy of the enclosed volunteer agreement to orientation.

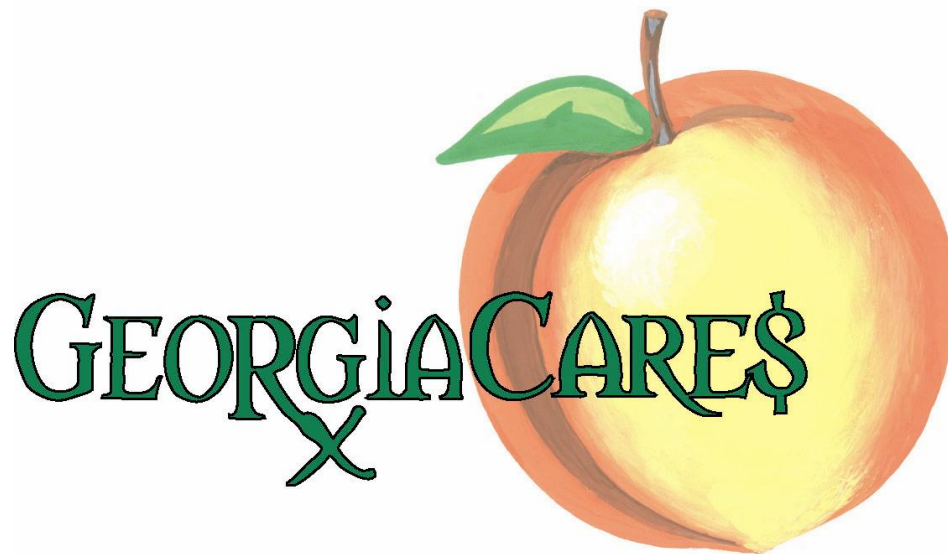
Orienting New Volunteers

Why orientation? New volunteers come with many questions about SHIP and its local sponsor organization or agency. Aside from the questions they may have about Medicare and related health programs. They also want to know about your expectations, office procedures, when and where they will volunteer, and what they can expect from the volunteer coordinator.

Orientation addresses these questions, separate from training, which deals separately with the knowledge and skills that volunteers need in their counseling or outreach work.

Here are some topics to consider when planning an orientation for new SHIP volunteers.

- SHIP goals, objectives, and accomplishments nationally and locally
- SHIP values, for example, client-centered service and responsiveness
- Background and history on SHIP
- Relationship between local SHIP and state SHIP
- Expectations for client service, for example:
 - How many times should a volunteer try to call back a beneficiary before closing out the case?
 - Will counselors make house calls? Under what circumstances?
- Client confidentiality
- Staff and volunteer responsibilities. In the counseling context, are there some types of cases that volunteers should refer to paid staff?
- Methods for resolving volunteer problems and grievances
- Procedures for reimbursing volunteer expenses
- Process for assigning cases and scheduling work
- Reporting forms and procedures
- Introductions to other veteran volunteers to promote mentoring
- Introductions to other staff in the organization
- Review of SHIP publications and information resources
- Staff support, outlining what volunteers can expect from the coordinator in terms of time and attention
- Facility tour to point out phones, copiers, computers, and resource materials



Volunteer Orientation and Registration Packet

December 2002



Volunteer Opportunities

Hotline Counselor Volunteer

- ✓ Provides information on health insurance, prescription assistance and/or health insurance waste, error or abuse. Also provides health insurance counseling and assistance to Medicare/Medicaid beneficiaries and/or their representatives who place the calls.

Community Education Volunteer

- ✓ Responsible for making public presentations for *GeorgiaCares* to Medicare beneficiaries and their representatives as well as other concerned groups regarding public/private health insurance issues, including fraud, error, abuse, supplemental and long term care insurance, etc.

Publicity and Outreach Volunteer

- ✓ Responsible for publicizing the *GeorgiaCares* program and informing appropriate groups and citizens in their community about services and volunteer opportunities in *GeorgiaCares*.

Data Entry Volunteer

- ✓ Responsible for entering required data for the *GeorgiaCares* program into the computerized Aging Information Management System (AIMS).

Office Administration Volunteer

- ✓ Provides administrative and clerical support to the *GeorgiaCares* program.

Key Screening Questions: Potential *GeorgiaCares* Volunteers

1. Ask for Name, address, phone number, e-mail address, and/or fax number.
2. Explain *GeorgiaCares* and ask questions about the volunteer's commitment level.
 - a. Training components include at least 12 hours of classroom training and quarterly updates at a minimum.
 - b. Time commitment includes at least
 - i. 6 months
 - ii. 2 hours per week
 - c. Monthly reporting---client data turned into local AAA.
3. Show and discuss the list of Volunteer Opportunities that are available under *GeorgiaCares* to see if they are interested in any of these roles.
4. Ask, "Why do you want to be a *GeorgiaCares* Volunteer?"
5. Ask about previous volunteer experiences.
6. Ask about previous and current employment experience.
7. At the end of the interview ask, "Do you still want me to send you an application and introductory packet to *GeorgiaCares*?"



Volunteer Registration

Please list the volunteer opportunity you are interested in.

Where did you hear about our volunteer opportunities?

Are there any accommodations you need to perform your volunteer activity?

Yes _____ No _____ If yes, Please explain

How many hours are you available for this assignment?

Number of _____ hours per week _____ or Number of _____ hours per month _____

Are you willing to commit at least 6 months to your volunteer assignment?

Yes _____ No _____

Please provide two personal or professional references:

Name	Phone Number	Relationship
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Have you been convicted of a felony in the past five years? Yes _____ No _____

If yes, please explain on back of this sheet. _____

I hereby attest the above information is true to the best of my knowledge.

Signature: _____ Date: _____

Thank you for completing this form.

Sample letter from Regional Coordinator

Dear

Thank you for your interest in becoming a *GeorgiaCares* volunteer. We welcome you to the program and we hope you will be involved in many ways. Enclosed in this packet are the following:

- Short summation on of the *GeorgiaCares* program and its accomplishments,
- Standardized Volunteer Opportunity Description,
- List of Opportunities, with a paragraph describing each,
- Volunteer Code of Ethics,
- Volunteer Rights and Responsibilities,
- Volunteer Agreement, and
- Volunteer Registration.

Please fill out the Volunteer Registration Form if you wish to enlist in training to become a *GeorgiaCares* volunteer.

Most sincerely,

GeorgiaCares Coordinator



CODE OF ETHICS

As a volunteer, I realize that I am subject to a code of ethics similar to that which binds others in the field in which I work. Like them, I assume certain responsibilities and expect to account for what I do in terms of what I am expected to do. I recognize and adhere to the following points of volunteer ethics and as a volunteer will endeavor to:

1. Participate in efforts to maintain and promote the integrity and credibility of the program.
2. Recognize the boundaries of my own level of training and skills and consult with appropriate staff when needed.
3. Maintain competence in relevant areas.
4. Provide services with respect for human dignity unrestricted by considerations of age, social or economic status, personal characteristics or lifestyle choices.
5. Continually safeguard the confidentiality of program participants and not divulge any information obtained in the course of program activities without proper written consent.
6. Act in accordance with the standards and practices of the *GeorgiaCares* program and with respect to the policies of the sponsoring organization.
7. Avoid any conflict of interest or appearance of conflict of interest, including financial gain, in the provision of services.

I will do my utmost to uphold this Code of Ethics, as I understand the effectiveness and credibility of this program depends, in part, on the way I carry out my responsibilities.

Signature _____

Date: _____



VOLUNTEER RIGHTS AND RESPONSIBILITIES

The Right To:	The Responsibility To:
Be treated with respect.	Adhere to host agency policies.
A meaningful assignment.	Alert director when you are unsatisfied with your assignment.
Appropriate orientation and ongoing training.	Attend all meetings and training provided for volunteers.
Effective training and direction.	Ask questions.
Grievance without threat of retribution.	Speak up when things are not right.
Be heard as an agency team member.	Speak out in a constructive and effective manner.
Recognition.	Make it clear how you wish to be recognized.
A safe and professional atmosphere in which to work.	Report safety hazards and unprofessional behavior in a professional manner.
Changes in or termination of your volunteer assignment.	Be honest and speak up when your needs change or your ability to volunteer changes.



Volunteer Agreement

I, _____, a volunteer for GeorgiaCares agree to do the following as part of my participation:

1. To perform activities as assigned;
2. To maintain strict confidentiality about any person(s) and or agencies acting on behalf of any person seeking help for problems under this program;
3. To make referrals to appropriate agencies as specified in the Program Manuals and/or other procedural guidance provided by the State Division of Aging Services;
4. To maintain required forms, logs and reports;
5. To provide appropriate monthly data and reports to the *GeorgiaCares* Coordinator in a timely manner;
6. To participate in required training, attending at least 3 in-service trainings per year; and
7. To educate/inform individual and groups about *GeorgiaCares* at every opportunity.

The Division of Aging Service, *GeorgiaCares* Coordinator agrees:

1. To provide training and technical assistance;
2. To furnish all forms, revised/updated reports and materials as they become available;
3. To supply volunteers with current materials; and,
4. To formally recognize the contribution of *GeorgiaCares* volunteers annually.

I also declare that I will not sell or endorse any insurance product as a volunteer for the program and I am not currently employed as an insurance agent.

It is understood that the State Division of Aging Services **does not** provide automobile liability coverage. Therefore, we expect that you will not provide transportation to the beneficiaries. It is mutually agreed and understood that you are an independent volunteer and not an employee, agent, partner or independent contractor or otherwise engaged in a joint venture with the Division of Aging or any contracting agency under this agreement.

A copy of this agreement will be given to you upon signature. The Division of Aging Services, *GeorgiaCares* Program Coordinator will retain the original.

Volunteer Signature _____ Date _____

Coordinator Signature _____ Date _____



New Volunteer Information Form

This form should be used at the end of the training session or when the volunteer is certified.

Name _____ **Date** _____

Address _____

Phone _____ **Fax** _____

E-mail _____

1. How do you want the Coordinator to communicate with you?
2. During what hours of the day/night are you most easily reached? If possible, please indicate a specific day of the week you could be available to the *GeorgiaCares* staff to answer calls at home or in the office.
3. Please report any dates for planned vacations/trips that you know about for the next three months.
4. What areas of volunteer service for *GeorgiaCares* do you think will be your selection(s) for volunteer activity? Please indicate geographic preferences, if you have any.

Volunteer Training Materials

Original Medicare

- [Manual](#): *Accessing the Care in Medicare: A Guide for Kansas City Caregivers*

Medicare Advantage

- [Presentation](#): *What is Medicare Advantage?* An 11-slide powerpoint presentation on the basics of Medicare Advantage, which may be customized for your SHIP.
- Alabama's [Medicare Protection Toolkits](#), each toolkit contains:
 - Questions for seniors to ask salespeople
 - Facts on healthcare benefits options
 - Things to look for when considering a healthcare plan
 - Four steps seniors can take to safeguard their Medicare

Please contact the Alabama SHIP Coordinator and Senior Medicare Patrol Director, Robyn James, at Robyn.James@adss.alabama.gov with questions about this toolkit.

- A guide to Navigating Medicare Advantage
 - [Booklet](#): *Making Informed Decisions*, includes all of the following tools:
 - [Tool](#): Special Needs Plans (SNP)
 - [Tool](#): Preferred Provider Organization (PPO)
 - [Tool](#): Private Fee-For-Service (PFFS)
 - [Tool](#): Medicare Health Maintenance Organization (HMO)

Part D

- [Toolkit](#): Medicare Part D Training Manual
- Reference Sheets: User-friendly Materials Designed to Assist Counselors Quickly Access Key Part D Information
 - [Flowchart](#): Part D Exceptions
 - [Tool](#): Extra Help for Low-Income Subsidy (2008)
 - [Tool](#): Medicare Part D Marketing
 - [Quick Guide](#): Special Enrollment Periods
- Enrollment Tools
 - [Flowchart](#): Should I Enroll in a Medicare Prescription Drug Plan?
 - [Tool](#): How do I Enroll in a Medicare Drug Plan: A Step-by-Step Guide

Nevada SHIP Flex-Training Resources

Refer to the following materials to read a description of Nevada's BEAM team tiered volunteer program and the Boot Camp sessions that train each "deck" of volunteers.

- [Q&A](#): Sharon Goldstrohm is the Outreach and Volunteer Coordinator
- [Tool](#): Shipmates Boot Camp Training Worksheet

Volunteer Appreciation Ideas

Simple and Low-cost

- Print out "Thanks for being a lifesaver!" on mailing labels in your office and adhere them to rolls of Lifesavers to pass out to your volunteers. [ENERGIZE, Inc.](#)
- Highlight volunteers in your program's newsletter, include a picture of the volunteer. Great example: Nebraska's quarterly publication [SHIIP News](#)
- Email your volunteers a Thank You eCard. Some eCards support causes, such as [Make-A-Wish](#), [Conservation](#), and [Civic Engagement](#) just by using their service.
- Leave [Pocket Praise cards](#) for your volunteers. These cute cards are available at a low cost from *Baudville, Putting Applause on Paper*. (VA SHIP Idea)
- Create a personalized Award Certificate using a [Free Microsoft Certificates](#) template.
- Buy packets of flower seeds and include a "Thank You for Helping Us Grow!" note. [ENERGIZE, Inc.](#)
- Host a Volunteer Appreciation Lunch or picnic, where staff brings pot luck items for lunch and the site is decorated with low-cost items from the Dollar Store. Welcome the volunteers to invite their family and friends. Take a few moments to thank each volunteer.
- Order "You make the difference" [mouse pads](#), so every time a volunteer uses the computer they know their time and energy is appreciated. Available for less than \$1/mouse pad at [discountmugs.com](#).
- Create "Thanks for all that you do" laminated bookmarks with images of [children's art](#), notes of thanks from beneficiaries or staff, or pressed flowers. [ENERGIZE, Inc.](#)
- Become a "Certifying Organization" and nominate your qualifying volunteers for the [President's Volunteer Service Awards](#).
- Give volunteers a little thank you package of goodies, could include candies (possibly sugar-free), cookies, fudge, [homemade bath salts](#), a candle, tea bags.
- Collect favorite recipes from each volunteer and put them together into a booklet, and email each volunteer a Customized Cookbook. [ENERGIZE, Inc.](#)
- Ask local media to run a week-long series that recognizes a different volunteer for each day of National Volunteer Week. [Points of Light Foundation](#)



Alabama State Health Insurance Assistance Program Volunteer Satisfaction Survey

Date ____ / ____ / ____

Please take a few minutes to complete this survey. We would like to know if your volunteer experience is meeting your expectations, and what we can do to improve it. Your responses to this survey will be anonymous so please be open and honest.

1. In which of these SHIP volunteer roles do you serve?

- Specialized volunteer*** - provide topic-specific information, assistance, and referrals
- Counselor*** - provide one-on-one assistance in person or by phone
- Recruiter*** - help identify candidates for volunteer positions
- Educator*** - give presentations and deliver training programs
- Administrator*** – help with administration tasks such as data entry and mailings
- Marketer*** - help promote the SHIP program within your community

2. How long have you served as a volunteer with the Alabama SHIP?

- Less than 1 year 1- 2 years 2-5 years
- 5-10 years More than 10 years

3. What kind of training has SHIP provided to help you prepare for your volunteer work? (Please check all that apply.)

- Medicare 101 Initial Training
- Quarterly Update Trainings
- Observing an Experienced Staff Member or Volunteer
- Self-study (e.g., take-home readings, Internet resources, etc.)
- I did not receive any special training
- Other (please explain) _____

4. How often do you attend the quarterly update trainings provided by SHIP?

- I always attend the quarterly updates (4 per year)
- I attend most of the quarterly updates (3 per year)
- I attend some of the quarterly updates (2 per year)
- I rarely attend the quarterly updates (0-1 per year)

If you answered that you rarely attend the quarterly updates, please describe the factors that affect your attendance.

5. The training I have received from SHIP has been useful for the work that I do, or the services I deliver, as a volunteer.

Strongly Agree Agree Neutral Disagree Strongly Disagree

6. What should be done, if anything, to improve training for SHIP volunteers?

7. I have access to the materials, equipment, or other resources that I need to do my work as a SHIP volunteer well.

Strongly Agree Agree Neutral Disagree Strongly Disagree

8. I have access to the backup support that I need from SHIP staff to do my work as a SHIP volunteer well.

Strongly Agree Agree Neutral Disagree Strongly Disagree

9. What if, anything, should be done to improve the resources or backup support that you need to do your work as a SHIP volunteer?

10. I feel confident that I have the training and support that I need to meet my responsibilities as a SHIP volunteer to provide accurate information and effective help.

Strongly Agree Agree Neutral
 Disagree Strongly Disagree Does Not Apply

11. There is a positive climate of teamwork among staff and volunteers.

Strongly Agree Agree Neutral Disagree Strongly Disagree

12. I am satisfied with my workload as a SHIP volunteer.

Strongly Agree Agree Neutral Disagree Strongly Disagree

13. I am willing to take on additional work or responsibilities as a SHIP volunteer.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

If you agreed with the statement above, please take a moment to describe your interest in more work or responsibilities. What would you like to do?

14. I am satisfied with the variety of activities and service opportunities that the Alabama SHIP provides for volunteers.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

If you disagreed with the statement above, please explain. What kinds of volunteer opportunities do you think we should add to the program?

15. I am satisfied with how staff shows their appreciation for my volunteer work.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

If you disagreed with the statement above, please explain your response and, if possible, offer suggestions for improvement.

16. Would you recommend SHIP to a friend who is looking to volunteer? Why or why not?

17. Please feel free to provide other comments or suggestions that would enable us to enhance your experience as a SHIP volunteer or improve our services to clients.

Thank you for sharing your feedback! Please return this survey to your coordinator.

Volunteer Management Trainings

Online Training Programs: (from Idealist.org)

- (\$20) [Are You Ready for Volunteers?](#) - University of North Texas
- (\$60) [Basics in Volunteer Management](#) - North Carolina Association of Volunteer Administration
- (FREE) [Beyond Recruitment](#) - Volunteer Ottawa
- (FREE) [Hands On Network Webinar Series](#) - The Corporation for National and Community Service
- [The National Training Network](#) - Center for Intergenerational Learning, *Help Build a Movement to Harness the Energy of People 50+*
- (\$69) [Training Staff to Succeed with Volunteers: The 55 Minute Series](#) - Betty Stallings, M.S.W

Volunteer Recruitment Resources

Places to post volunteer opportunities:

- [1-800-Volunteer.org – Points of Light Foundation](#) & Volunteer Center National Network (VCNN) mobilization partnership (FREE)
 - Go to <https://www.1-800-volunteer.org/1800Vol/SearchVCForOrganization.do>
 - Search for your local Volunteer Centers
 - Contact the most appropriate Volunteer Center to register for an account – <http://www.1-800-volunteer.org/1800Vol/OpenCreateAccountAction.do>
 - Your chosen Volunteer Center* will notify you via e-mail once your account information has been approved.
 - Begin using 1-800-Volunteer.org to post volunteer opportunities.
- [Idealist.org](#) (FREE) - <http://www.idealist.org/if/as/uvol>
- [Volunteer Solutions - United Way](#) -
 - Go to http://www.volunteersolutions.org/agency/select-metro.tcl?return_url=%2fagency%2fsignup.tcl
 - Register with a Volunteer Center
 - List your organization and opportunity.
- [VolunteerMatch](#) - <http://www.volunteermatch.org/post/register/np/overview.jsp>

*Volunteer Centers link people who want to help -- individuals, families, students, businesses and their employees, and civic, community, and faith-based organizations -- with places where volunteers' time, talent, and interests can be utilized effectively.