

MONTHLY REPORT GUIDELINES

I. STATISTICS:

- Be sure your statistics represent your program fairly and clearly.
- Try not to "lump" statistics together; show specific categories and the flow of data from one month to the next.
- Explain any changes in statistics, especially a large rise or fall in numbers of volunteers in any given month or in any given department.
- Give your program—and yourself—credit for such data as:
 - * number of interviews of prospective volunteers
 - * number of tours or other community relations conducted by your Office
 - * number of requests from administration handled by the volunteers
 - * number and type of consultation given to other staff (such as to department heads, the p.r. person, etc.)
 - * number of times someone from the community calls to ask you for information, help, to speak, etc.—this shows your worth!

II. NARRATIVE:

- Always use the self-assessment tool of asking "SO WHAT?"
- Have someone else read your narrative before submitting it.
- Always clarify a project with such information as: how many volunteers are involved? what types of volunteers (ages, backgrounds, etc.)? has this been done before? will it be done again? who requested it? what is the expected outcome? what agency staff have been involved?
- Give credit, by name, to volunteers and agency staff who do an extra special job. This is recognition.
- DO NOT BE AFRAID TO ADMIT PROBLEMS, providing you explain them and describe your proposed plan of attack to solve them.
- "Other" possible things to include in your narrative:
 - * publicity received during month
 - * appendix of unsolicited letters of thank you to the program
 - * information on your publications, such as a newsletter
 - * your interrelationship with the rest of staff, such as serving on an agency committee.
 - * evaluation results, both formal and ongoing, informal
 - * needs assessments
 - * recognition received (awards, etc.)

III. ADDITIONAL USES;

Be alert to additional uses for your report. Some ideas include:

- * Share with the volunteers
- * Share with all department heads
- * Share with key community organizations
- * Share with funding source
- * Send to local newspaper
- * Compile into an annual report

VOLUNTEER PROGRAM MONTHLY REPORT NARRATIVE

(1) _____ has been an exciting month for our Volunteer Program. During the past weeks, we launched: *(one or more new projects involving volunteers, or a special event, or a new recruiting campaign, etc.)*

(2) As can be seen from our statistical summary on the cover sheet of this report, much activity occurred this month. Of special interest is: *(anything "out of the ordinary" such as a high number of new volunteers or volunteers leaving the program, or an explanation of a new volunteer job title/category)*

(3) Last month, this report mentioned that a number of projects are being developed. All progressed further this month, especially:

(4) Volunteers are initiating several ideas, still in the planning stages. These include: *(and progress will be reported next month)*

(5) Having highlighted the new things that are going on, we would like to note that the assignments and projects already underway continue to provide a high caliber of service to our consumers and agency. As an example:

(6) Though things are generally moving along at a fine pace, the program is experiencing some difficulty with: *(brief description of a problem and why it is troublesome)*

To solve this problem, we intend to: *(outline a strategy, including help needed)*

(7) The Volunteer Office provided orientation and training this month in a number of ways: *(summarize types, size of group, length of sessions, which staff were involved, etc.)*

Volunteer Program staff also benefitted from participation in volunteerism training seminars this month: *(describe topics, sponsor, value to you)*

(8) Our statistics document services to agency consumers, but this month we also responded to requests for assistance from agency staff. Such requests--and our method of help--included:

(9) Program coordinators and volunteers were in touch with many community organizations and individuals this month. Some of our most productive contacts included:

(10) *(Your choice--as applicable--from the "other" list.)*

(11) In looking ahead to next month, the Volunteer Program plans to concentrate on these major priority areas, and might need to call upon the resources of the agency in the following ways:

Enthusiastically submitted,

Director, Volunteer Program