

STRATEGIES OF VOLUNTEER LEADERSHIP

SUMMER 1982

Instructor: Susan Ellis

RECORD KEEPING AND RECOGNITION

AT BETHANNA

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At our first class I was intrigued by our discussion of the definition of a volunteer. Even though we receive a salary, it is minimal (because we also receive room and board on the property) and it is designated on my husband's job performance. It is expected that I do some type of agency work; the amount and area of work is on a volunteer basis. Because I enjoy being a part of the work I have attempted to fill in gaps in the total program. As a result, other staff members view me as a "volunteer" and seem to appreciate and respect my involvement, knowing that I don't have to be as involved as I am. On the other hand, the many volunteers who work at Bethanna view me as "staff" and relate to me as such. Many times I feel as though I am "sitting on the fence" as was brought out in class. However, I find definite advantages in my dual role in that I can look at our program from both viewpoints and help each side to better understand and relate to the other.

When deciding to do my project I decided to deal with an area of our volunteer program that was a frustration to many of us. Each year at the time of our annual fair, we would struggle with the over-whelming job of finding information on the many volunteers who had helped in the previous years. Such information was scattered throughout the agency among many different individuals. Much of it had never been documented or recorded. A major part of the information was in the memory of the former director and his wife who had been with the agency for nineteen years. (My husband has been with the agency for twelve years as assistant director and now for two years as director. I have been with the agency for only two years.) They had initiated the fair as well as many of the other volunteer programs carried on throughout the year.

The class on record keeping gave me a means in which to document our volunteer program. The first step I needed to take was to search out the many different staff members who involved volunteers in their work. Some groups (refer to sheet on Volunteer Programs) I am directly involved with; such as the Women's Auxiliary, Mailing, Quilting, Area Directors, Church Contacts. After recording these names I then needed to contact our three social workers to secure the names of visiting families and of 4-H volunteers. The Girl Fridays and the Board of Directors I secured from the office manager. The kitchen volunteers I learned from the cook. The Birthday Cake Bakers' information I secured from an auxiliary member who heads up this program. One of the largest groups to document was that of the Bonanza- the yearly fair. Through the work of an efficient and organized typist who worked with the chairperson of the fair I had lists of those involved. Before I began this project I had guessed we used about one hundred volunteers in our total program. To my surprise the final count would be 217!!

As I began to formulate my card file many fascinating things stood out. I was amazed at the many different areas in which some volunteers served. The one area in which there seemed to be only the individual serving in one capacity was that of the Birthday

Cake Bakers. I feel this is because it gives minimal involvement to a group who simply wants that; whether because of schedules, age, distance, or abilities.

Another interesting fact I discovered was the relationship between those who volunteered and those who contributed financially. Part of my area of responsibility is the opening and acknowledging of contributions. I soon began to recognize names of volunteers as being the same as many of those who contributed on a regular basis. As a result of this we plan to add a code letter to those contributors who are also volunteers so that a particular mailing can be addressed to them personally and their names will be pulled from the total list of contributors.

It was also interesting to observe the couples who were involved in volunteering. Some couples chose to volunteer and serve together, such as the visiting families or Bonanza workers, and then others choose to volunteer very independently of their spouse. I know of many of the couples involved in volunteering as a couple, but those volunteering independently came as a surprise to me when I learned that they had a spouse who also was volunteering.

As I continued putting names on file I saw the need to have a section for the many groups that volunteer. As I arranged names of groups I was able to observe how some churches more than others have many groups involved in the agency. In seeing the total number of churches involved I feel it is necessary during the coming year to personally contact these groups and bring them up-to-date on the agency as well as thank them for their involvement. In order to accomplish this task I wrote a letter (refer to September 5th letter) stating this and asking to be involved during their meetings in the coming year. A total of 96 groups were found to be involved in volunteering at Bethanna!

In order to document all the information needed I formulated a questionnaire (refer to Volunteer Questionnaire and cover letter) which will be sent out to each individual volunteer. As these are returned I will be able to add the needed information to their card file, to the master log, and to their individual work record. I held off setting up the volunteer folders until such information returns for better ease in documentation.

The on-site attendance forms are something which I will gradually incorporate into the agency. The Mailing ladies already sign in each month and I can begin the same policy with the Quilting ladies. During the Women's Auxiliary and Bonanza meetings I can simply take roll as I am required to attend. The Girl Friday and Kitchen Help are listed on the daily communique and I can record this information when I take other information (children's medical appointments) weekly from it. I will need to secure a list of Board Members attending meetings when the office manager types up their minutes. The 4-H leaders can sign in on a sheet left with the Social Worker responsible for this outreach and I'll

collect it monthly. The volunteer who heads up the Birthday Cake Bakers does it on a monthly basis and so when she makes her calls each month I'll have her give me that list to record. The hardest group to record will be the Visiting Families because of the irregular times that they visit. However, each Social Worker is aware of such visits and I can have them record visits and collect monthly. The Area Directors and Church Contacts do their volunteering off-site.

The other major area of my paper deals with the recognition of volunteers. I couldn't properly recognize volunteers until I had begun researching and recording who the volunteers were.

In our October Mailing we plan to use most of the space to honor two volunteers who have spent over twenty years at the agency. We plan to high-light their activities and involvement as well as what others are doing and where we still need help. During the next month our mailing consultant and I will work on this publication.

However, I didn't want our volunteers to feel it was necessary to serve a life-time before they would receive any recognition. As a result, I made a list of each volunteer assignment and designated a particular month to recognize that individual group. (Refer to Yearly Volunteer Recognition sheet). I then put a place in the card file to record these events of recognition on a monthly basis and to evaluate the results. I also knew that to put such a plan into operation I would need help and so I asked two other staff members to work along with me.

In the future I will need to be aware of new volunteers coming on board and will contact the leaders regularly and add such to my list. As the questionnaires return I will also gather if my present list is accurate and perhaps some volunteers will be moved to an in-active status.

In the gathering of information for my project I felt a lot of cooperation from the staff members I contacted. After explaining what I was doing they could see where such a record keeping system would also be helpful to them. They also were pleased to know that the volunteers they were using would be recognized in a proper manner.

My only regret in taking this course and doing such a project was that I did not do it the first year I came to the agency!! The project proved to be a valuable orientation tool for me. I now feel that I know so much more about those who volunteer and am able to work with them more effectively. I appreciate the information given in class and have already used much of it and will go back to it again and again.

Volunteer Programs at Bethanna

Area Director- responsible to a geographical area of churches and will pass on information about events at Bethanna to the church contacts. This person then gets back to the agency as tickets sold, etc. Work involves mostly phone calling and is called upon in the spring and fall.

Church Contact- receives information about Bethanna from the area director and passes it on to members of that local congregation.

* 4-H Leader- meets at the agency on Tuesday evenings for about two hours with a small group of children and conducts the group. The individual uses their interests or abilities to form such an activity; such as cooking, rabbits, crafts, etc. Meets year-round.

* Visiting Family- (Big Brother/Sister) Meets with a child once or twice a month, holidays, etc. and provides a family atmosphere and a visit for them. Usually done over the weekend for a day, or an overnight. A strong commitment is asked for so that the child doesn't have another rejection to face later on.

Birthday Cakes- The making of a birthday cake for a particular child and delivered to the agency on the day of that child's birthday. Usually called upon once a year.

Kitchen help- Working in the kitchen once a week, or once a month.

* Girl Friday- Does office work and/or the driving of children to appointments. Works one day a week.

Board of Directors- Those involved with the policy making, the stewardship of funds, and have the legal responsibility to manage an agency. Meet once a month, with committee meetings in between.

* Women's Auxiliary- A group involved in fund-raising activities mainly to purchase the furnishings for the individual cottages. Meetings are held once a month, the first Monday of the month- 1:00-3:00.

Mailings- Meet once a month, the second Monday of the month in the morning and do the stuffing, sealing, and sorting so that each mailing may be sent out.

* Quilting- Meet once a week on Fridays, between 9:30- 4:00, coming and going as suitable. These quilts are then used in the Bonanza auction as a fund-raising item. No previous experience is necessary to come to quilt.

* Bonanza- The committee meets monthly from September to June. The event is held the second Saturday in June and many are needed for various jobs during May and June, and especially the day of the event.

*- areas of greatest needs

September 5, 1982

Dear

How grateful we are for your interest and continued involvement in Bethanna's outreach to boys and girls. It is because of your faithfulness that we are able to meet the physical, emotional and spiritual needs of those entrusted into our care.

In the same respect that your group has been available to Bethanna, we as an agency want to make ourselves available to you. We would like you to be kept current on the activities of Bethanna but many times there isn't sufficient time to share with you personally at the agency because of the work being accomplished on site.

The fall is often the time that many groups plan their yearly calendar. Should your group need a speaker and would like to have an up-date on Bethanna's ministry, we would be more than glad to meet with you. Please fill in the bottom portion of this letter and return or call directly, 355-6500.

It has been a real pleasure to work along with you and to see the Lord bless.

Gratefully,

Cynthia Weaver

CW:tm

Name of Group

would like to have a speaker and up-date of Bethanna's ministry. Please call _____ at _____ to set up a suitable time.
Leader of Group Phone No.

Dear Friend:

How thankful we are, as an agency, to have you working along with us in our outreach to Bethanna children. We appreciate greatly your services on a regular basis so that we might meet the many needs that an agency such as ours requires.

During the summer months, I have been enrolled in a course directed at effectively working with volunteers in order to best use their time, talents and energies so that, in turn, the agency might benefit and move ahead in their total program. It has been a fascinating course and a very appropriate one as Bethanna makes use of many more volunteers in total numbers than actual staff.

In order to document all that our volunteers do, I have enclosed a short questionnaire for you to fill out and return in the self-addressed envelope. By so doing, you will be helping us to cover all the areas in which you serve. We will be able to get a total picture of not only the service but the areas that need to be filled. Other, more technical areas for such a survey, are for insurance purposes, for volunteer tax deductions and, at times, some foundations will match funds in accordance for volunteer hours given. Such a survey will provide us with a wealth of information and a history of the vital part volunteers have played.

I value your input and the time spent in completing the questionnaire.

Thank you again for all your hours of volunteering to Bethanna's children. The giving of yourself with "no strings attached" is an inspiration and challenge to me personally as I serve daily.

Gratefully,

Cynthia Weaver

CW:tm
Enclosures

QUESTIONNAIRE FOR VOLUNTEERS

Name: _____

Address: _____

Phone: Day _____ Night _____

Birth Date: Month _____ Day _____ Year _____

Spouse First Name: _____

In Case of Emergency Contact:

Phone _____

Number of years that I've volunteered at Bethanna _____.

My present area of volunteering at Bethanna is _____

Number of hours of work I spend monthly at agency _____ at home _____.

Other areas and/or committees in which I've volunteered and when:

Areas of Bethanna ministry in which I'd like to become involved in the future:

My Hobbies/Skills _____

Name of Church Affiliation _____

Church or civic groups affiliated with:

YEARLY VOLUNTEER RECOGNITION

1982-83

- September- Area Directors and Church Contacts. Recognition at the Women's Fall Luncheon and gift of small pocket phone/address book.
- October- 4-H Volunteers. Have each groups' picture take in their particular activity, framed, and given to the volunteer leader at the annual 4-H skating party which entire agency attends.
- November- Visiting Families (Big Brother/Sister). Have the child involved give a thank you card and a scrapebook with their picture inside. Others pictures and articles can be included and added as the year goes on and the child and family can work together on it.
- December- Open month because of the busy time this season brings to the agency.
- January- A calender year tax deduction record sent out to all volunteers in a mailing with a thank you and update on the agency.
- January- Board of Directors. A covered dish supper at the agency for them and their spouses.
- February- Girl Friday. Framed picture of the children that they take on apts. at an informal luncheon at directors home with ofc. staff also invited.
- March- Kitchen Help. Recipe card file and thank you letter.
- April- Quilters. A fancy thimble, if possible with that years date on it at a covered dish luncheon on a quilting day.
- May- Staff Babysitters. A picnic with parents and the children that they have sat for during that year.
- June- Bonanza volunteers. A covered dish dinner a week after the event.
- July- Mailing Ladies. An informal luncheon at the agency and the presentation of a certificate.
- August- Womens Auxiliary. A small, framed picture of the children around new furniture, or a new van that the auxiliary raised money to purchase.
- Throughout the year- Birthday Cake Bakers. Each volunteer recieves a personel thank you through the mail from the birthday child.

INDIVIDUAL WORK RECORD

Volunteer's Name: _____

Month/year	Assignment(s) carried	Total Hours	Notes/Comments

INDIVIDUAL WORK RECORD

Volunteer's Name: _____

month/year	Assignment(s) carried	Total Hours	Notes/Comments