

ACCOUNTABILITY: FOOD FOR THOUGHT

- o Are volunteer programs more concerned with "accountability" or with "justification"? What is the difference?
- o To whom are we accountable? Who are our "constituents"?
- o What happens when there is conflict between what might be best for an agency vs. what might be best for volunteers? And when might such a conflict occur?
- o Do we submit regular, detailed reports about volunteer activities--even if our administrators do not ask for them?
- o If we, as Directors of Volunteers, do not report the achievements of volunteers, who will?
- o Are volunteer programs forced into being "holier than thou"? What happens if we make a mistake or have a problem? Do problems get reported regularly too?
- o Who shackled us to "total hours served this year" as proof of the value of volunteers?
- o What do "total hours served" really tell us?
- o What alternatives do we have to counting hours and years?
- o How accountable is the rest of our agency?
- o What is the difference between "accountability" and "cost-effectiveness"?
- o If volunteer programs find ways to prove their worth, what effect will this have on volunteer/salaried staff relationships? (Careful-- this is a trick question!)
- o How do we help others to recognize our unique "instant accountability" in terms of volunteer motivation and retention?
- o What is the difference between accountability of a program and accountability of an individual worker (volunteer or salaried)?
- o Are the people to whom we report also accountable to us? Are they accountable to our volunteers?
- o
- o
- o
- o

(Can you come up with your own double-edged questions?! Bet you can...)