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**WELCOME TO**

**SUCCESSFUL NOT-FOR-PROFIT MANAGEMENT**

**A Division of**

**BORIS FRANK ASSOCIATES**

**WORKING WITH, AND INSPIRING, VOLUNTEERS**

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**Serving Not-For-Profit Organizations Since 1982**

**THE NUMBERS**

57% volunteer - 9% increase over previous year

60% of midwesterners volunteer

68% college grads

72% attend weekly religious services

62% had income of 75,000+

75% moral values

47% gain new experience

42% obligated because they received help from a volunteer

39% new way to meet people

50% believe volunteering more beneficial than donating money; 20% donations more important; 27% equally important

## **VOLUNTEER PRACTICES**

- Serve without pay
- Supplement, not supplant, paid staff
  - Integrate into staff structure
    - Personalized contract
    - Clear commitment
- Provide adequate time and financial resources to train and utilize volunteers
  - Screen appropriately
- Treat volunteers with respect
- Provide professional supervision
- Regularly evaluate and review
  - Provide opportunities for advancement, reassignment
- Apply agency personnel policies, volunteer rights and responsibilities
  - Grievance procedure
  - Insurance
- Provide for special needs

## **RECRUITING VOLUNTEERS**

- 50% are asked
- **50% are not asked**
- Of those who are asked...63% volunteer

**Moral: ASK!**

## **SOURCES OF VOLUNTEERS**

- Internal references; satisfied clients
- Retirees
- Youth
- Families
- Corporations and businesses
- Service clubs
- Churches

## **RECRUITMENT TECHNIQUES**

- Internal
- Volunteer fairs
- Corporate
- Media
- Schools
- RSVP, VAC, volunteer placement organization

### **HOW DID YOU HEAR ABOUT THE OPPORTUNITY?**

- Asked by someone 40%
- From member of the organization 39%
- From family member or friend 28%
- Volunteered on own 19%
- Responded to advertisement 5%

### **WHY PEOPLE SAY “NO”**

- Too busy 51%
- Physically unable 12%
- Lack of interest 10%
- Didn't want to 8%
- Not available when needed 5%

### **WHY VOLUNTEERS LOSE INTEREST**

- Unfulfilled expectations
- Feeling of not making a difference; unrewarding
- Too routine; no variety
- Lack of support
- No chance for growth, advancement
- Not involved in planning and problem solving
- Tension among co-workers, with paid staff; not feeling part of the “team”
- No recognition
- Personal needs not met

### **VOLUNTEER POLICIES AND HANDBOOK**