

Individual/Program POW Logic Model Template

Name of Program: Volunteer Interdisciplinary Work Team

CSREES Goal: CSREES Goal 5: Enhance economic opportunity and quality of life for Americans and CSREES Goal 4: Greater harmony between agriculture and the environment.

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Situation Statement: NH Volunteers have a key role in the delivery of UNH Cooperative Extension educational programs to citizens statewide. Currently Cooperative Extension utilizes 4500 volunteers in 4-H Youth & Family Development, Forestry, Agriculture and the Marine and Water Resource program areas to meet the needs of NH people in the communities in which they live.

Volunteers extend the reach of the University and Cooperative Extension by linking NH citizens with research based information with the purpose of strengthening youth, families and communities, sustaining natural resources and improving the economy.

Volunteer outreach & education provide benefits to the people and communities they serve. In addition, the person giving of their time and talent has an opportunity to gain confidence, self-fulfillment, expand their personal knowledge and social network as well as their connection to community. Volunteer time and effort represents a valuable financial resource akin to a monetary donation. The independent sector estimates the value of volunteer time in New Hampshire at a rate of \$16.77 per hour. In times of shrinking budgets Cooperative Extension Volunteer programs need to maximize the service contributions and corresponding impacts by improving the organizations volunteer management system

In a publication "A Guide to Investing in Volunteer Resources Management Improve Your Philanthropic Portfolio" the United Parcel Service in conjunction with The Association for Volunteer Management and the Points of Light Foundation, links their business success to having an effective human resource management system which empowers their employees to provide excellent customer service. The UPS Foundation believes the same principle of improving an organizations volunteer management system can successfully maximize volunteer contributions and corresponding impact. The goal of the interdisciplinary extension volunteer management work team will be to improve the organizations volunteer management systems.

External Factors:

- Issues related to must be identified, reviewed and adopted where appropriate to Extensions volunteer programs.
- Continually changing laws impacting volunteer programs
- Increased competition for competent and qualified volunteers among agencies

Assumptions:

- There are NH citizens interested in volunteering their time &/or talent
- That improvements made to UNH Cooperative Extensions volunteer management system will improve its efficiency
- All volunteers will want to participate in educational opportunities to improve their abilities to carry out their volunteer role
- Uniform elements of a Cooperative Extension Volunteer Management System will make it easier for staff to implement and carry out policy related to volunteers
- Extension administration understands the time necessary to manage an effective volunteer management system.
- Volunteers will have impact on the people they work with.

Barriers:

- Potential and current Extension volunteers will not recognize the need for training related to risk management.
- Extension staff at varied levels do not recognize/appreciate or understand the need for or time necessary to implement an effective volunteer management system
- Time and expertise necessary to modify, create and put the pieces of an extension wide volunteer management system in place.

Inputs:

- Staff time
- Volunteer time
- Financial resources
- Web & other resources
- External Volunteer Management Resources and Expertise
- Nation wide extension system
- External partners & collaborators

Participants:

- UNHCE staff, including administrators
- External partners & collaborators
- UNH legal services
- Resources & expertise

Activities:

1. Create or revise volunteer position descriptions for identified extension volunteer roles describing the following
 - Volunteer position description
 - Program goals
 - Skills needed to be a successful volunteer
 - Expected training accomplishments
 - Volunteer expectations and responsibilities
 - Time commitment
 - Continuing education opportunities

2. Update UNHCE Volunteer manager web pages (Intra Net)
3. Review, Evaluate & Revise in accordance with current volunteer management best practices so it is useful, accessible and to include and not be limited to:
 - Volunteer orientation
 - What every extension volunteer should know
 - Standardized forms
 - Recruitment methods
 - Application process
 - Interview/screening techniques
 - Volunteer Supervision
 - Volunteer Recognition
 - Outside Resources
 - Volunteers will be informed on appropriate handbook policies & procedures
4. Teach UNHCE staff about the content of the revised Volunteer Management Handbook
5. Find and refer UNHCE staff to educational events for volunteer managers
6. Develop consistent and linked volunteer program impact data collection methods.
7. Develop consistent impact reporting strategies
8. Develop a combined extension volunteer opportunity brochure
9. Plan continuing education offerings ahead of time to allow for collaboration of programming
10. Collaborate on continuing education offerings to allow for broader and more efficient program efforts

Objectives:

1. 6 volunteer position descriptions will be developed or revised
2. Update the internal Volunteer Management section so it contains more than the certificate of liability insurance and provide useful information for extension staff working with volunteers
3. Revise and update the Extension Volunteer Management Handbook
4. 10 UNHCE staff increase their knowledge and understanding of policies, recruitment, orientation, training, continued support, recognition and value of volunteers.

5. Increase the awareness of extension staff to professional development opportunities on Volunteer Management related topics.
- 6.&7 A volunteer impact data collection and reporting method will be developed and utilized by extension staff.
8. A brochure will be developed to promote Extension Volunteer opportunities
9. & 10. To plan and promote continuing education opportunities that are beneficial and attended by volunteers in multiple programs.

Learning Outcomes:

1. Extension Volunteers and Volunteer managers will have a common understanding of the program goals, skills needed, expected orientation & education requirements, position expectations, and responsibilities, and time commitment.
2. The internal volunteer management web site section will include the Transportation policy, activity driver form, confidential reference Questionnaire and UNH volunteer policy as they appeared on the old extension website. Sections of the handbook will be added.
3. Team members will review the current manual and decide which sections need to be updated, information to be added, and teams will work on different sections
- 4., 5, 9 &10. Extension staff and volunteers will increase their knowledge & understanding of volunteer management topics including, but not limited to:
 - policies & rules
 - recruitment, orientation, training, support & recognition of volunteers
 - time & resources needed to build, maintain and grow strong volunteer programs
 - increase volunteer capacity
 - funds available to support volunteer development
- 6 & 7. Volunteer Managers learn how to gather and report programmatic outcomes & impacts.
8. NH Citizens will become aware of the broad range of volunteer opportunities within UNH Cooperative Extension.

Action Outcomes:

1. UNHCE staff & key volunteers are recruiting, screening, training, supervising and recognizing volunteers in their work.

2. Extension staff & volunteers, understand & implement common policies and rules.
3. Team members will research and review pertinent information to be included in an Extension Volunteer Management Handbook.
- 4,5,9 &10 - Volunteer management policies and rules are understood and are followed
 - Extension volunteers are recruited, oriented, trained, supported and recognized for their contribution.
 - Extension staff are encouraged to plan, dedicate time & identify resources to implement each step in a Volunteer Management System
 - Volunteers are learning, improving and applying appropriate practices/behaviors needed to be successful as an extension volunteer.
 - funds are identified, raised and utilized to support volunteer development opportunities
 - Extension staff are jointly planning, promoting and implementing continuing education opportunities appropriate for more than one audience.
- 6 & 7 Volunteer managers are gathering and reporting data on the outcomes and impacts of volunteer efforts
8. A brochure promoting volunteer opportunities within extension is available and being utilized by extension staff & volunteers

Impact:

Volunteers are delivering effective programs on behalf of UNHCE, reaching a greater number of clients

Volunteer efforts align and support the goals of the program in which they volunteer

Extension volunteers are improving environmental conditions, economic well being, civic participation, and the quality of life of NH residents

UNHCE has information about the impacts realized from volunteer activities to support & request funding needed to sustain, enhance or expand effective extension volunteer programs