MEMBERSHIP BUILDING AND COMMUNITY OUTREACH

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THE CONTEXT AND IMPORTANCE OF VOLUNTEER ENGAGEMENT

Janet Wright and Lindsay Bridges are pleased to be able to provide support to the Carson Valley Trails Association in support of increasing the capacity of the organization through membership building and community outreach. The effectively developed engagement strategy leads to powerful impact in achieving organizational goals. CVTA is already established as an effective organization that has made a significant impact on the community. This module provides additional strategies to consider in furthering that impact and success.

In recent years, a group of individuals representing nonprofits, government, and the private sector came together to examine strategies for maximizing the impact of service and to convert 'good intentions into greater impact.' The resulting model of the Service Enterprise provides a framework within which to examine the effectiveness of a business or nonprofit in maximizing their efforts through the use of volunteers and service. Information about this initiative entitled, Reimagining Service, is available at www.reimaginingservice.org

Key characteristics of the Nonprofit Service Enterprise are on the following page. CVTA can easily assess the degree to which they are maximizing their impact by reviewing those characteristics and answering the following questions:

1. Do you use volunteers across your organization?
   Do you have a strategic plan that defines how volunteers help achieve your mission?
   Use volunteers in programs, administration, and fundraising activities?
   Have partnerships with other organizations to extend your reach?

2. Do you use volunteers for roles that would otherwise require paid staff?
   Have you standardized training for any paid staff and for volunteers?
   Have at least 50 volunteers performed functions that would otherwise require a staff?

3. Do you drive your volunteer priorities based on your strategic plan, not the supply of volunteers?
   Have volunteer tracking systems been used to manage resources?
   Have a clear process for prioritizing initiatives?

4. Per hour of labor, do you invest at least as many resources in managing your volunteers as any paid staff?
   Leverage modern technology to improve communications?
   Have a clear on-boarding and expectations-setting process for volunteers?
   Perform ongoing fundraising to cover the costs of volunteer management?

The Service Enterprise fundamentally leverages volunteers and their skills to successfully deliver on the social mission of the organization. Engaging both the membership of CVTA and the wider community will serve to enhance the impact and success of the CVTA.

Key Characteristics of Nonprofit Service Enterprise
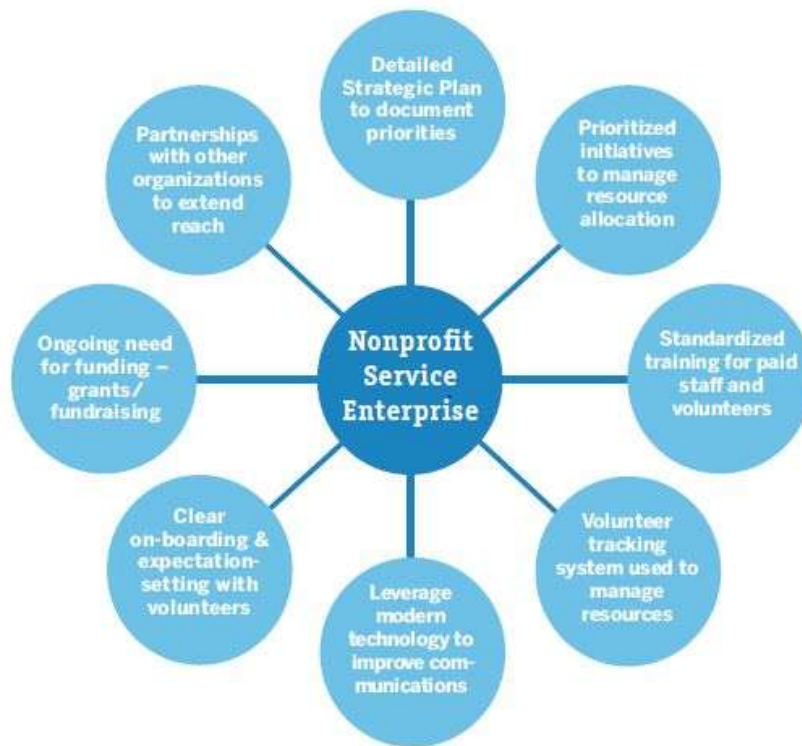
Activity 1: What would a fully-engaged CVTA look like?

Draw, use words, doodle your picture of how members might be more fully engaged or how the organization could be using qualified volunteers?

Discussion:

What functions could be handled by more inclusive involvement of current members or community members?

What additional roles could skilled volunteers play to enhance the growth of the organization in any of the above areas? Are there ways to build on your current success?

An organization needs to have a strong foundation in place before seeking volunteers and implementing the volunteer program. Nevada Volunteers has identified the "*Ten Organizational Standards for Quality Volunteer Management*" of which the first four are considered the Foundational Components. These organizational standards were adapted from The Canadian Code for Volunteering Involvement with some modifications.

Laying the Organizational Foundation for a Volunteer Program:

1. *Mission Based Approach: The board of directors, leadership and staff acknowledge and support the vital role of volunteers in achieving the organizations purpose and mission. Thus creating an organizational culture of volunteer inclusiveness.*
   Board of Directors:
   - Board of directors adopts a statement declaring the vital role of volunteers in achieving the organization's mission
   - The organization's planning process incorporates how volunteers are a resource to the overall mission of the organization
   - The board has approved the overall goals for volunteer involvement
   - Volunteer involvement goals are evaluated regularly by the board of directors
   Staff:
   - Staff is given training and recognition to work effectively with volunteers and are aware of the differences between staff and volunteer roles within the organization
   - Volunteers are included as equal members of the team
   Leadership:
   - A budget is allocated for volunteer involvement
   - Adequate space and equipment are allocated for volunteers to perform their assignments
   - Appropriate insurance is purchased to minimize volunteer and organizational liability
   - Input from volunteers is welcomed and solicited for the organization's planning and evaluation
   - Volunteers are encouraged to grow within the organization
   - Volunteers are included as equal members of the team
   - A written job description for the person designated as the organizations volunteer manager is developed and reviewed regularly

2. *Policies and Procedures (HR): Policies and procedures are adopted by the organization to provide a framework that defines and supports the involvement of volunteers.*
   - Governance and operational policies are in place, reviewed regularly and incorporate volunteer involvement practices
   - Policies and procedures are followed consistently and equitable
   - Policies and procedures are consistent with Federal Volunteer Protection Act of 1997, antidiscrimination laws, and privacy and confidentiality protection laws
   - Records are kept for each volunteer using a confidential, secure system respecting the privacy of personal information
   - The organization keeps informed of new legislation and updates with the Federal Volunteer Protection Act of 1997, antidiscrimination laws, and privacy and confidentiality protection laws
   - Policies relating to screening practices are developed, adopted, and clearly communicated to staff and volunteers

3. *Volunteer Management: The organization has a clearly designated individual with appropriate qualifications responsible for the volunteer program.*
   - The designated person is a member of the management or administrative team
   - A written job description for the designated person is developed and reviewed regularly and includes feedback from both staff and volunteers
   - Professional development opportunities are provided on a regular basis
   - The designated person works collaboratively with staff, the local volunteer center and other organizations to encourage the effectiveness of the volunteer program

4. *Program Evaluation and Continuous Improvement: The impact and contribution of volunteers and the volunteer program are continually evaluated to ensure the needs of the organization are being met in fulfilling its mandate.*
   - Performance goals are established annually for the volunteer program
   - Achievement of performance goals is assessed on an annual basis
   - Volunteer involvement goals are evaluated regularly by the board of directors
   - Opportunities exist for volunteers to give feedback to the organization about their involvement
   - Opportunities exist for the clients/organizations served by the volunteer to give feedback

Discussion:
Which of these are satisfactorily met?
What expansions may need to be considered in order to engage more people in diverse ways?
Is this part of your established Work Plan and, if not, can it be added?
Who needs to take responsibility for these Foundational Elements?
Are CVTA's liability and risk needs addressed adequately?
How is volunteer management currently being handled?
Are new structures needed to enhance your ability to invite additional volunteers into the organization leadership?

Once the organizational foundation is in place, the specifics of effective volunteer engagement can be employed. The following six standards relate to those aspects:

Part I: Developing Volunteer Roles and Getting the Right Volunteers

5. *Recruitment: Volunteer recruitment incorporates internal and external strategies to reach out and involve a diverse volunteer base*
   - Recruitment messages are realistic and clear about the volunteer positions and expectations
   - Various techniques are used to recruit volunteers
   - Recruitment messages advise that screening procedures are in place
   - Genuine effort is made to recruit and select volunteers from a broad range of backgrounds and experiences to represent the community served by the organization
   - Selection of volunteers is based on actual requirements and predetermined screening measures

6. *Developing Volunteer Position Descriptions: Volunteer position descriptions address the mission or purpose of the organization and involve volunteers in meaningful ways that reflect the abilities, needs and background of the volunteer and the organization*
   - Volunteer position descriptions have written descriptions that include duties, responsibilities, skills needed, time required and benefits
   - Volunteers and staff are consulted when developing new volunteer positions
   - Volunteer position descriptions are developed to reflect the needs of the organization and the needs of the volunteers
   - Volunteer position descriptions are reviewed periodically with staff and volunteers to ensure relevance and value
   - Volunteers with special requirements and challenges can become involved with the organization
   - The level of risk is assessed and minimized for all volunteer positions

7. *Screening and Interviewing: A clearly communicated screening and interviewing process is adopted and consistently applied by the organization*
   - Screening is considered to be an essential process that continues throughout the volunteer's involvement with the organization
   - Policies related to screening and interviewing practices are developed adopted and clearly communicated to staff and volunteers
   - Screening and interviewing practices are delivered consistently and are based on the volunteer position descriptions to avoid bias or discrimination in the selection of volunteers
   - Required job skills or qualifications are based on the volunteer position descriptions to avoid bias or discrimination in the selection of volunteers

Part II: Creating an Environment where Volunteers Feel they Belong and Want to stay

8. *Orientation and Training: Each volunteer is provided with an orientation to the organization, its policies and practices, including the rights and responsibilities of volunteers. Each volunteer receives training customized to the volunteer's position and the individual needs of the volunteer*
   - Volunteers receive information on the history, mission and structure of the organization
   - Volunteers receive information on the policies and procedures that relate to their position
   - Volunteers are given adequate training for performing their position without [i]putting themselves or others at risk
   - Volunteers are informed of boundaries and limits of their position and the process of reporting grievances

- Volunteers have ongoing training opportunities to upgrade their skills and to learn of changes in the organization

9. *Supervision: Volunteers receive a level of supervision appropriate to the task and are provided with regular opportunities to give and receive feedback*
    - The complexity and risk of each position determines the level of supervision
    - Volunteers are welcomed and introduced to their supervisors at the start of their assignment
    - The performance of volunteers is evaluated on a regular basis
    - Volunteers are given and encouraged to use mechanisms for providing input to the organization
    - Situations requiring reprimand and dismissal follow policies and procedures fairly and consistently while respecting the safety and dignity of all concerned

10. *Recognition and Retention: The contributions of volunteers are consistently acknowledged with formal and informal methods of recognition*
    - Senior management publicly acknowledges the efforts of the volunteers
    - Formal methods of recognition are delivered consistently
    - Informal methods of recognition are delivered in a timely and appropriate manner
    - Management provides regular feedback to volunteers on performance goals
    - Opportunities exist for volunteers to give feedback to the organization about their involvement

Additional resource materials for the various elements are included at the end of this section of the manual.

Discussion:

What needs of the organization could be met with additional volunteer support—either general or skill specific?
Who will make the decisions about the new position descriptions and be responsible for defining them in alignment with the mission and goals of the organization?
In order to provide adequate screening, training, and supervision, are new structures or roles needed? Who will provide those functions?
How will communication be kept clear and positive when new volunteers come on board?
In what ways will current highly-invested volunteers need to adapt to welcome new ones?

COMMUNICATION AND OUTREACH

The focus of this section includes communication and outreach to members and prospective volunteers. Since the membership pool is a natural group from which volunteers will surface, communication and outreach to them is essential. Public awareness, while not the focus of the section, is an important element in attracting new members and increasing knowledge about the organization and its mission. The CVTA may want to develop a public awareness plan to enhance what is already being done to bring in new members.

"The single biggest mistake made in volunteer programs is recruiting participants without a clear idea of what they will do once they report to volunteer." Susan Ellis made this declarative statement in her role as one of the top volunteer management trainers in the country. Imagine the implications—frustration for new volunteers and existing ones alike, de-motivation, confusion, reputation, attrition. Defining your needs and specifically how volunteers can help you meet your needs is essential. The needs can include everything from fundraising to event planning, fiscal responsibilities, legal and risk needs, education programs, outreach, etc. The key is to start with your priorities and needs and build the program from there! A quick review of the annual work plan yields multiple opportunities for member or volunteer roles such as curriculum development, liaison with key partners, land use advocates, political watchdogs, public relations, volunteer coordinator(s), evaluation and impact expert, database development, grant writing, donor development specialists, etc.

Templates for writing position descriptions are included at the end of the section along with strategies for identifying ways and places to find the volunteers/members that you need.

Once those needs are defined attention can be focused on the next stages in recruiting and managing new volunteers/members—recruitment, screening, training/orientation, supervision and feedback, and recognition. Materials are provided that focus on each of those essential elements. Always the goal of clear and effective communication is paramount in attracting and retaining satisfied volunteers and reaching the goals of the organization.

The existing CVTA board structure lends itself well to the possibility of incorporating new volunteers to work in teams under the leadership of existing Board members. The current structure is built on positive relationships among the board members and, as more people become involved, it will be an asset to continue the focus on relationship building—be it in person or virtually. Keep in mind, too, that volunteers are more likely to give financially to the organizations with whom they volunteer than non-volunteers. So volunteer engagement can yield returns in the area of donor giving as well.

CVTA has multiple ways of reaching out and communicating with members including a website, newsletter, and Facebook page. In addition to showcasing who you are and what you are about, each of these strategies is an opportunity to let members know how they can become more engaged—what your current needs are. It may be productive, once the needed areas are identified, to review the content on your membership form and website to update the opportunities and communicate clearly how members can become part of the organization at a deeper level. Let them know what you need and how they can help if they have that particular interest or expertise.

TRACKING AND MEASURING IMPACT

Measuring and tracking impact of the organization hinges greatly on what the information will be used for and to whom it will be presented.   Many organizations focus on presenting information to the Board, yet other audiences such as potential donors, partners, grant funders, or the public may be equally important. Measuring impact of a volunteer program typically revolves around the number of volunteers, the number of volunteer hours, the monetary equivalent of the volunteer work provided, or the number of projects that involved volunteers.

In addition to such basic information, and depending on how the information may be used, volunteer surveys, stories, registration forms, screening information, and referral forms can be used for tracking and impact measurement. When volunteers are providing direct services, the outcomes of their work can be used; i.e. miles of trails built or maintained, number of people who received information at a community presentation, number of follow-ups from volunteer referrals.

Generating a report based on the information and data collected can be used effectively to communicate the impact of your program. Sample reports are included at the end of this section as well as a planning sheet for determining the data and strategies you will use to collect the data you need.

Volunteer Position Description Template

Job Title:

Purpose:

Location:

Key Responsibilities:

-
-
-
-

Reports to:
- Supervisor phone #
- Supervisor email

Length of Appointment:
Time Commitment:
Qualifications:

-
-
-
-
-

Support Provided:

-
-
-
-
-

Other Categories (as needed) or Benefits to volunteer:

Volunteer Recruitment Planning Exercise

Position for which volunteers are being sought:_____.

What are the skills/attitudes/traits needed to do this job?

(i.e., if we draw a picture of the type of person who could do this job, and would enjoy doing this job, what would they look like? Cover age, sex, hobbies, possible occupations, related, interests, and whatever else better illustrates the picture.)

1._____.

2._____.

3._____.

4._____.

5._____.

6._____.

Based on this picture, where can we find these types of people?

(Think about work setting, educational institution, leisure time organizations and activities, publications they might read, part of town in which they are likely to live, etc.)

1._____.

2._____.

3._____.

4._____.

5._____.

6._____.

What motivations of this person can we appeal to in our recruitment effort?

(Self-help, job enhancement, socialization, learning new skills, career exploration, leadership testing, giving back to the community, keeping productively involved, meeting new people, act.)

1._____.

2._____.

3._____.

4._____.

5._____.

6._____.

Volunteer Coordinator – Competencies

The position of volunteer coordinator/manager/leader requires knowledge, skills, and attitudes: knowledge of the volunteer world and best practices, knowledge of the nonprofit organization, skills in project leadership, management, and communication, project design and execution, and attitudes related to being a visionary thinker, empathetic, and optimistic. (Adapted from Boston College, Carroll School of Management, Center for Corporate Citizenship—July 2009)

According to Susan Ellis, <u>From the Top Down: The Executive Role in Successful Volunteer Involvement</u>, volunteer coordinators/managers/leaders should possess the following qualifications. Where are your strengths?

_____ Ability to articulate a positive point of view about volunteers: why they are important, what their potential might be in the organization, etc.

_____ Vision, both for what volunteers can accomplish and of where your agency might go in the future, and the ability to get others in the organization to share that vision.

_____ Understanding the expanding scope of the field of volunteerism including community resources that have emerged.

_____ Strong management skills.

_____ Strong interpersonal skills: warmth, charisma, friendliness, conflict resolution.

_____ Enthusiasm and energy.

_____ Written and oral communication skills, including using the internet.

_____ Ability to apply the principles of adult education in building the competency of paid staff to partner with volunteers and prepare volunteers to join the organization.

_____ Welcoming presentation style and public speaking ability.

_____ Familiarity with resources in the local community.

_____ Skill in task analysis to divide work into manageable parts.

_____ Ability to handle and juggle details such as scheduling and tracking systems.

_____ Willingness to adapt good ideas from other settings to the special needs of your organization.

How To

Volunteers are vital to the success of most community and social programs and as a result, a Volunteer Coordinator is essential for the operation of a successful volunteer program. This tool is designed to help you understand the importance of a Volunteer Coordinator and what to look for. The role of the Volunteer Coordinator can vary from group to group. It is crucial your Volunteer Coordinator satisfy the needs of your organization. Consequently, one the largest roles played by Volunteer Coordinators is that of recruiter. Coordinators use a variety of recruiting techniques such as networking, advertising and volunteer fairs to recruit volunteers. These individuals may also be responsible for the overall management of volunteer programs including screening, managing and training of volunteer staff.

What Is a Volunteer Coordinator?

Volunteer coordinators are employed by groups such companies, health care facilities, service providers, social service agencies and other organizations that need volunteers on a regular basis. Coordinator positions typically are either full-time or part-time, and sometimes a Volunteer Coordinator job includes coordinating special events.

Purpose of a Volunteer Coordinator

Volunteer coordinators are employed by a number of organizations and are responsible for the overall management of volunteer programs including recruiting, screening, managing and training a volunteer staff.

Volunteer Coordinator Position Description

Volunteer coordinators recruit volunteers to help with the organization's goals, and they make sure all events that need volunteers are covered. Often a volunteer coordinator job is part-time or includes another main job requirement, such as coordinating special events. The Volunteer Coordinator role can include creating descriptions of volunteer work that needs to be covered, the recruiting of new volunteers through local media and community meetings and the organization and operation of training sessions.

Recruiting Volunteers

Volunteers are vital to the success of most community and social programs. Consequently, one the largest roles played by volunteer coordinators is that of recruiter. Coordinators use a variety of recruiting techniques such as networking, advertising and volunteer fairs to recruit volunteers.

Training Volunteers

Volunteer Coordinators can also be responsible for coordinating volunteer orientations and training sessions. Coordinators should be responsible to ensure adequate training is provided for volunteer and responsibilities, rules and regulations are explained.

Screening Volunteers

As a part of the recruiting process, Coordinators also screen volunteers. This process might include interviewing candidates, conducting background checks and verifying references.

Volunteer Meetings

Regular meetings with volunteers typically are conducted by Volunteer Coordinators to discuss upcoming events and ongoing needs.

Supervisory Duties

Volunteer Coordinators also can act as supervisors for all volunteers and if suitable, can serve as the liaison between volunteers and paid staff.

Managing & Scheduling of Volunteers

Volunteer Coordinators should also ensure appropriate placement of volunteers and can oversee their work and performance. A primary part of the of the Coordinator's job duties is creating schedules and contacting volunteers regarding available opportunities, upcoming events and ongoing activities.

Events

Volunteer coordinators make sure coverage is provided for special events and typically attend those events. For large events, they may create separate committees. They also schedule volunteers to represent the organization at expos, seminars and other community programs.

Record Keeping

It is important to keep track of volunteers. Volunteer Coordinators should maintain a database of volunteers, their duties and their hours of work. They may administer a rewards program where volunteers logging a certain number of hours or participating in a large event receive formal or informal recognitions.

Reports

Volunteer Coordinators can be empowered to create reports for management and to provide recommendations and changes that would be beneficial for the volunteer program and organization.
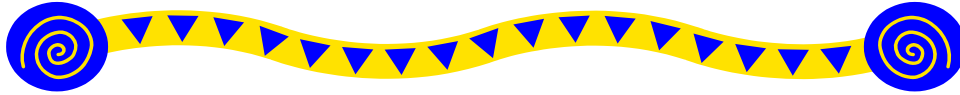
Tracking and Reporting Volunteer Impact

Why Bother Collecting Data?

-
-
-
-
-

The "Why Bother" helps define How and What—

What do I want to use this information for?

What data do I need? Or what would be most valuable?

How can I best collect valid data?

Who needs to be 'on board' to make this work? (The role of the Board, the volunteer, the staff)

The **Economic Impact Of Volunteers Calculator** created by the Points of Light Institute makes this possible. It estimates the appropriate wage rate for volunteer time based on what the person does, the value of specific tasks according to market conditions as reported by the US Department of Labor. Organizations can use the Calculator to determine the value of the time their volunteers give doing a wide variety of volunteer jobs.

To use the calculator, search for the job description using the drop-down box. Then enter the number of hours given by all volunteers performing that particular task. Repeat this task until all volunteer positions have been entered. The system automatically calculates the totals for each job category and for the total across all volunteer jobs.

http://www.handsonnetwork.org/tools/volunteercalculator

Independent Sector provides information about the value of volunteer time nationally and by state. While these are averages, it is a handy way to estimate the volunteer contribution.

http://www. independentsector.org/programs/research/volunteer_time.html

Volunteer Program Tracking Systems

Most volunteer programs have a large computer database with addresses, hours served, awards presented and other vital information. The most direct means by which computers can streamline the management process is with the use of a volunteer database, which can be created from software programs such as Microsoft Access, Microsoft Filemaker Pro, Microsoft Excel or Lotus Approach.

Steps to ensure an effective database
- Create a Records Advisory Team. This can include volunteers who use the database or have knowledge about databases.
- Create a written process for working with the database. Written documents about database instructions reduce errors.
- Assign a record-keeping king or queen. While several people might be updating records, one person should take the lead and report to the volunteer coordinator.
- Train, train, train. Volunteers using the record-keeping database are less likely to make mistakes if they are trained. As the program improves, provide upgrade training for volunteers using the database.

- Limit database access. Only trained volunteers and trained staff members should have access. It is easy to do this by using the security parts of the program in the database. The record-keeping king or queen should be in charge of access.

- Clean up. Many volunteers serve in more than one capacity, making it likely for them to appear more than once in the database. There should be a regular system for eliminating duplicates in the records and checking the accuracy of the information you have.

- Stay on top of Input. Keep the database viable by timely input of data. This job is ideal for teens or college students in computer classes—under the supervision of the record-keeping king or queen. A good database is only useful when updated regularly.

- Produce a maintenance schedule. Most databases systems have ways to identify problems. Establish a check-up system.

- Think disaster. Organize a disaster plan. Back up records once per month in an off-site location, e.g., ask your software vendor for suggestions and/or involve technologically savvy volunteers in this planning. [Originally published by the Points of Light Foundation in 2004 Revised by HandsOn Network in 2010]

Tracking Volunteer Time to Boost Your Bottom Line: A Complete Accounting Guide

This is an excellent article describing multiple ways to consider 'counting' the value of volunteers including a look at how/if their contributions can be included in financial statements.

http://www.blueavocado.org/content/tracking-volunteer-time-boost-your-bottom-line-complete-accounting-

Volunteer Self-Tracking and Reporting

Some volunteers may want to track their own volunteer time to have a record for tax purposes, career development, or just personal satisfaction. The Nevada Volunteers system, based on VolunteerMatch, allows any volunteer to track their volunteer experiences.

http://www.nevadavolunteers.org

A Consumer's Guide to Software for Volunteer Management

The industry standard examines various options in the world of software for volunteer management. This is not an exhaustive review but does identify considerations when thinking about purchasing a system.

http://www.techsoup.org/learningcenter/volunteers/13029_volunteer_management_guide.pdf

A short article with options to learn more about various software systems for volunteer management.

http://www.techsoup.org/learningcenter/volunteers/page13029.cfm

Resources for Fingerprinting and Background Checks

For Volunteer Programs

Compiled July, 2011

Acxiom
www.acxiom.com
For volunteer background checks the minimum cost is $20 per person and the price increases depending on how many states/counties the volunteer has lived in. We do not do background checks that require fingerprinting.
Bartel, Beth [Beth.Bartel@uhsinc.com]

Reno Police Department

Workcards division offers fingerprinting for individuals at $10/card.

The card is given to the individual who then submits it to the State of Nevada or FBI and the results are sent to the prospective employer. RPD does not offer background check services.

Eunice Peterson [petersone@reno.gov]

MCSS
www.mcssltd.com
Please note that we are certified and licensed by the State of Nevada to submit background checks the Nevada Department of Public Safety and access the same fingerprint based criminal records by using a Social Security number and personal identifiers. Reports are normally completed in one day for Nevada only searches and average 72 hours for all other States in the US. We also hold the State of Nevada contract for background investigations (1707) and serve most of the government agencies in the Truckee Meadows. We are the background check provider for United Way of Northern Nevada as well as City of Reno and Washoe County volunteers. Volume and package pricing discounts are also available.
Jim Weston [jweston@mcssltd.com]
Paholke, Julie [JPaholke@washoecounty.us]
Marlene Reynolds [marlene.reynolds@sbcglobal.net]

Nevada Dept. of Public Safety
Records & Identification Bureau
8333 West Nye Lane, Ste. 100
Carson City, MN 89706

I have attached some information on fingerprint locations and procedures. Our volunteers currently pay for fingerprinting - it is approximately $10. However, there are a couple locations that provide free of charge (see attached list). Once volunteer has completed their fingerprints, we send the prints (they get two fingerprinted sets - one goes for the State and one for FBI) to the above address.

Once we submit the prints to the State, they coordinate the background checks. We pay for both State and FBI checks. As a non-profit, we get a discounted rate, according to Statue NRS 179A.210. You will need to get a fee schedule from them. Sometimes, it can take 2-3+ months before we get background reports back entitled: "Criminal History Records Repository Applicant Fingerprint Response" back. There will be a report for both State and FBI. It depends on their backlog. State tends to batch them and send together.

To begin the process, you need to establish an account with the State. They will send you fingerprint cards, on which you will affix a label under the "Employer and Address" section (see attached fingerprint card as example). You will note the last two lines of the Employer label on the fingerprint card should state in the "Reason for Fingerprinting" box: "Volunteer with Children" and under that the Statue: "NRS 179A.210" (see attached sample). All relevant information must be filled out on the Fingerprint card before submitting to the State as this will cause delays in processing. Please reference notification letter from Gov. Sandoval. There is contact and website information on it. The fingerprint technician completes personal identifying information, including SS# and DOB. The volunteer needs to sign, verify information. Volunteer then brings it back to their supervisor, who verifies information is accurate and ensures our account number is shown.
Nancy Wagner [offmgr@crisiscallcenter.org]

Oxford Documents

http://www.oxforddoc.com/services.html

For religious groups

Dan Edwards [dan@episcopalnevada.org]

UNR PD
We send our volunteers to UNR PD to get the fingerprint cards done - they do it for free for all volunteers.

We have an account established with the State of Nevada Department of Public Safety, which we use to submit those fingerprint cards for criminal history reports. The number for NV DPS Records & Technology is 684-6262. They can answer any questions regarding how to establish an account with them, obtaining fingerprint cards, cost for each history run, etc.

Gabrielle Totton [gabrielle@tipnnv.org]

Fingerprinting Express
We use a service called Fingerprint Express and they are located in Shoppers Square, at 209 East Plumb Lane, upstairs (above My Favorite Muffin). They charge us $20.00 for prints. Their hours are 9:30 a.m. to 6:00 p.m., Monday thru Friday and Saturdays 11:00 a.m. - 3:00 pm. The turnaround time is about two to three weeks.

Gayle Farley [gfarley@bgctm.org]

The Volunteer Long-Term Care Ombudsman Program requires a federal and state background check. We use Fingerprinting Express in Shopper's Square on Plumb. They charge about $46 dollars per volunteer and are willing to bill our fiscal dept. rather than collect money at the time that the print is taken. The prints are completed and the results are back to us within 48 business hours.

Heather K. Korbulic [hkkorbulic@adsd.nv.gov]

Fingerprinting Pros
The Volunteer Center of Southern Nevada utilizes Fingerprinting Pros...we send the volunteers; they print and send the results to us.
Also check 'My Background Check' www.MyBackgroundCheck.com

Robin Kelley [RobinK@uwsn.org]

Web-based Resources for Volunteer Engagement

- www.nevadavolunteers.org *[posting volunteer opps, list-serv, resources]*

- http://www.nationalserviceresources.org/ *[tools, training]*

- http://www.volunteeringinamerica.gov/ *[up-to-date volunteer rates, data]*

- http://www.energizeinc.com/ *[excellent newsletter, free subscription]*

- www.reimaginingservice.org/ *[resources/data nonprofit and corporate]*

- http://www.volunteermatch.org/nonprofits/learningcenter/match.org *[excellent resources for volunteer recruitment and]*

- www.greatergiving.com [Excellent article on "Retaining Volunteers—Managing a Mission-Critical Resource" part of the Fundraising Excellence Series

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