



➔ Volunteer Management and Engagement Resource Guide

Selected Public-Facing Resources Shared by Volunteer Generation Fund Grant Recipients



VOLUNTEER GENERATION FUND BUNDLED EVALUATION AND CAPACITY BUILDING PROJECT

January 2024

**Prepared by ICF for the AmeriCorps
Office of Research and Evaluation**



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Background

AmeriCorps,¹ the federal agency for national service and volunteerism, provides opportunities for Americans to serve their country domestically, address the nation's most pressing challenges, improve lives and communities, and strengthen civic engagement. As an independent federal agency, AmeriCorps plays a vital role in supporting the American culture of citizenship, service, and responsibility, and is the nation's largest grantmaker in support of many forms of service and volunteering. AmeriCorps engages more than 5 million Americans in service through its AmeriCorps, AmeriCorps Seniors, and Volunteer Generation Fund (VGF) programs.

The VGF program, which was authorized by the Edward M. Kennedy Serve America Act in 2009, invests in volunteer management practices that increase both volunteer recruitment and retention through grants to state service commissions and nonprofit organizations. To learn more about how VGF grants have been implemented and the outcomes of those grants in improving volunteer recruitment and retention, the AmeriCorps Office of Research and Evaluation contracted with ICF to conduct an evaluation of the VGF grant program based on the work of participating grantees awarded in fiscal year (FY)2020.

In FY2020, 14 state service commissions were awarded VGF grants. State service commissions, the state partners of AmeriCorps, are charged with administering AmeriCorps State and National, VGF, and related programs to address critical community needs and engage citizens in service (America's Service Commissions, 2023). These governor-appointed public agencies or private nonprofit organizations serve at the state level to regrant federal national service funds; support other community service agencies at the local, regional, or state levels; and work to support local communities. In total, 9 of the 14 VGF grantees participated in the evaluation. More information about the evaluation and its findings may be found at the [AmeriCorps Evidence Exchange](#).

Over the course of the evaluation, several participating grantees referenced resources they developed or disseminated in their efforts to support volunteer management and engagement in their states. This guide presents several of those and other public-facing resources created by the grantees.

About This Resource Guide

This guide is intended to share a diverse sample of resources developed or disseminated by the subset of FY 2020 VGF grantees that participated in ICF's evaluation and had public-facing resources. In total, eight of the nine grantees that participated in the evaluation had public-facing resources on their respective websites (the list is included on the following page). The guide is not meant to be a definitive collection of resources on volunteer management and engagement. Resources include conference/webinar recordings, guidance documents, tip sheets, and reports.

Resources in this guide are presented according to volunteer management and engagement key topic areas (click each topic below to go to related resources):

- [Diversity, Equity, and Inclusion \(8 resources\)](#)
- [Evaluation \(3 resources\)](#)
- [Leveraging Volunteers \(13 resources\)](#)
- [Position Descriptions \(3 resources\)](#)
- [Recognition \(4 resources\)](#)
- [Recruitment \(3 resources\)](#)
- [Retention \(4 resources\)](#)

¹ AmeriCorps is the operating name of the Corporation for National and Community Service, or CNCS.

- [Supervision \(9 resources\)](#)
- [Volunteering in an Emergency \(3 resources\)](#)
- [Youth \(3 resources\)](#)
- [Other \(e.g., Overall Volunteer Management, Starting a Service Project\) \(10 resources\)](#)

For a comprehensive list of resources developed by each VGF grantee, please visit the following websites:

- Florida Commission on Community Service (Volunteer Florida): [Volunteer Resources](#)
- Iowa Commission on Volunteer Service (Volunteer Iowa): [For Organizations](#)
- Massachusetts Service Alliance (MSA): [Volunteer Management Database](#)
- Minnesota Alliance for Volunteer Advancement (MAVA): [All Products](#)
- North Carolina (NC) Commission on Volunteerism & Community Service (VolunteerNC): [Resources](#)
- Nevada Volunteers: [Resources](#)
- Utah Commission on Service & Volunteerism (UServeUtah): [Resources](#)
- Volunteer New Hampshire (Volunteer NH): [Volunteer Resource Center](#)

Diversity, Equity, and Inclusion (DEI)

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
<i>Co-Creating Racial Equity in Volunteer Engagement</i>	Report	MAVA's work until this point has focused mostly on nonprofit organizations and culturally-led community groups. We have worked closely with a diverse task force of volunteer engagement leaders, representatives from culturally-led organizations, and community members. While we have engaged with individual volunteers, we had not yet had the opportunity to evaluate volunteer engagement systems from the perspective of BIPOC [Black, Indigenous, and People of Color] individuals. This project allowed us to convene the necessary voices - the community members most affected - to learn more about systemic inequities in volunteer engagement and imagine new systems of volunteerism. This is the final report that came out of this project.	MAVA	https://www.mavaneetwork.org/content.aspx?page_id=586&club_id=286912&item_id=13510	\$20.00
<i>Deconstructing Bias with an Intersectional Lens</i> (Courtney Parker West)	Conference/ Webinar Recording	Webinar from VolunteerNC's Volunteer Coordinator Summit	VolunteerNC	https://www.youtube.com/watch?v=9Pyqn3qU_lo	Free
Engaging Volunteers from Diverse Communities	Guidance Document	This guidance document provides eight strategies for creating a more inclusive volunteer program.	MAVA	https://www.mavaneetwork.org/content.aspx?page_id=586&club_id=286912&item_id=6906	\$20.00
<i>Engaging Everyone: Best Practices for Accessible Volunteer Management – 2021 Governor's Conference</i>	Conference/ Webinar Recording	This is a hands-on workshop where participants will learn how to accommodate people with disabilities in many roles. We will explore tips for working with people with all kinds of	Neighborhood Access	https://volunteernh.org/resource/engaging-everyone-21-conference/	Free

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
<i>on Volunteerism</i> (Jules Good)		disabilities, and participants will work together to brainstorm accessibility solutions for their organizations.			
Obstacles and Solutions: Rural Volunteering	Tip Sheet	A short tip sheet outlining potential barriers and solutions about rural volunteering.	UServeUtah	https://userve.utah.gov/wp-content/uploads/2019/10/Rural-Obstacles-and-Solutions.pdf	Free
Readiness Checklist for Engaging Boomer Volunteers	Guidance Document	Materials developed by a [MAVA] Task Force of Boomer Volunteers in September 2014. Matrix that allows you to evaluate where your organization stands in the following areas: <ul style="list-style-type: none"> • Organizational Culture • Volunteer Positions • Initial Contact and Placement • The Organization Has In Place • Training, Support, and Recognition 	MAVA	https://www.mavaneetwork.org/content.aspx?page_id=586&club_id=286912&item_id=5256	\$5.00
Volunteers with Disabilities	Guidance Document	A webpage sharing how to volunteer as a person with a disability.	Volunteer Iowa	https://volunteer.iowa.gov/volunteering/individuals/volunteers-disabilities	Free

Evaluation

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
Assessment of Volunteer Programs (Administration)	Tip Sheet	A short sheet to help evaluate volunteer programs, filled out by administration.	UServeUtah	https://userve.utah.gov/wp-content/uploads/2018/06/AdminAssessment2.pdf	Free

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
Assessment of Volunteer Programs (Volunteer)	Tip Sheet	A short sheet to help evaluate volunteer programs, filled out by volunteers.	UServeUtah	https://userve.utah.gov/wp-content/uploads/2018/06/H-11.4-Volunteer-Assessment_U.pdf	Free
Assessment of Volunteer Programs (Staff)	Tip Sheet	A short sheet to help evaluate volunteer programs, filled out by staff.	UServeUtah	https://userve.utah.gov/wp-content/uploads/2018/06/StaffAssessment.pdf	Free

Leveraging Volunteers

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
14 Steps to Start a Volunteer Program	Guidance Document	From an article by Mary Quirk, MAVA, written for the newsletter <i>Nonprofit Tools You Can Use</i> . Whether your organization is big or small, here are fourteen action steps from MAVA for developing a top-notch volunteer program.	MAVA	https://www.mavanetwork.org/content.aspx?page_id=586&club_id=286912&item_id=5277	\$5.00
10 Tips on How to Volunteer Your Business Skills to a Nonprofit	Tip Sheet	Nonprofit organizations are highly driven in realizing their social missions, but often they do not have the capacity to address their strategic, operational and financial challenges. Skills-based volunteerism matches business skills and experience with nonprofit needs, in order to increase their impact on the community. Following are 10 tips to help you volunteer your skills to a nonprofit in need.	Deloitte	https://userve.utah.gov/wp-content/uploads/2018/06/TOOL_How-to-volunteer-business-skills-at-a-nonprofit.pdf	Free

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
<p><i>Aligning Volunteer Goals with Programmatic Outcomes – 2022 Governor’s Conference on Volunteerism (Toniann Desousa)</i></p>	<p>Conference/ Webinar Recording</p>	<p>Volunteers are often the backbone of an organization through sharing our mission and values, being involved on boards and committees, and bringing our work to local communities. To effectively accomplish our goals and provide the greatest service to these communities, volunteer efforts must align with programming outcomes and overall organizational objectives.</p> <p>This presentation, aimed at volunteer managers and nonprofit leaders, will encompass successes, best practices, and lessons learned in the pursuit of enhancing the volunteer experience while gaining organizational efficiencies. We will discuss how the process of building a framework to align volunteer passion with needs and deliverables, as well as increasing accountability, can motivate volunteers to expand their contributions and feel valued.</p>	<p>Volunteer NH</p>	<p>https://volunteernh.org/resource/aligning-volunteer-goals-2022-conference/</p>	<p>Free</p>

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
<i>Building Back Better: Leveraging the Power of Volunteers – 2021 Governor’s Conference on Volunteerism</i> (Beth Steinhorn)	Conference/ Webinar Recording	<p>The volunteer sector has evolved over generations to leverage the changing landscape of volunteerism, but this past year has certainly delivered more change than ever before. Not only do social, economic, and generational trends affect how individuals volunteer, but the pandemic transformed how organizations attract, engage, and retain qualified volunteers.</p> <p>What lessons can we learn from the challenges imposed by the pandemic and what role will you, as a leader of volunteers, play in harnessing volunteer power in the months ahead?</p> <p>From online training and virtual volunteering to new approaches to retention and community-building across a hybrid workforce, join Beth Steinhorn in this exploration of how you can lead the way to build back better in this ever-changing world.</p>	VQ Volunteer Strategies	https://volunteernh.org/resource/building-back-better-21-conference/	Free
<i>Corporate Volunteering: The Business Case</i>	Report	References for building the case for corporate volunteering.	Volunteering Victoria	http://docplayer.net/10780508-The-business-case-references-for-building-the-case-for-corporate-volunteering-corporate-volunteering.html	Free

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
Deloitte Volunteer Impact Research (collection of reports)	Report	For several years, the Deloitte Volunteer Impact Research series has focused on measuring important aspects of corporate community engagement.	Deloitte	https://www2.deloitte.com/us/en/pages/about-deloitte/articles/citizenship-deloitte-volunteer-impact-research.html	Free
Developing New Volunteer Opportunities	Guidance Document	A chart to help organizations brainstorm new volunteer positions.	UServeUtah	https://userve.utah.gov/wp-content/uploads/2018/06/H-2.6-Develop-New-Volun-Opportunities-1.pdf	Free
Host an AmeriCorps Program or Member	Guidance Document	A web page sharing a guide and a number of resources for organizations on how to host an AmeriCorps project or member.	Volunteer Iowa	https://volunteer.iowa.gov/ameri-corps/host-ameri-corps-program-or-member	Free
<i>Is it Always a Soup Kitchen?</i>	Conference/ Webinar Recording	A short webinar sharing unexpected ways volunteers can serve their community.	Volunteer Florida	https://www.youtube.com/embed/CqIthN8gfOw?autoplay=1	Free
<i>Post-pandemic Volunteerism Full Report 2023</i>	Report	Trends and Strategies for Volunteer Engagement in 2023 and Beyond.	MAVA	https://www.mavanetwork.org/content.aspx?page_id=587&club_id=286912	\$20.00
<i>Purpose-Driven Volunteer Impact</i>	Conference/ Webinar Recording	A webinar exploring the value of volunteerism. From the Volunteer Engagement Leadership Series.	Volunteer Florida	https://www.youtube.com/watch?v=cjJncQDFqgY	Free
Readiness Assessment for Shorter-Term Volunteers	Guidance Document	Developed as part of the [MAVA] initiative to build resources to address volunteer making shorter commitments. One-page Matrix to assist in assessing the readiness of an organization to use shorter-term volunteers.	MAVA	https://www.mavanetwork.org/content.aspx?page_id=586&club_id=286912&item_id=5302	\$5.00

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
<i>Value of Volunteer Time</i>	Report	A report detailing the monetary value of volunteers.	Independent Sector	https://independentsector.org/resource/value-of-volunteer-time/	Free

Position Descriptions

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
Volunteer Position Job Description – Sample	Guidance Document	An example of an effective volunteer position description.	UServeUtah	https://userve.utah.gov/wp-content/uploads/2018/06/H-2.2-Sample-Volunteer-Job-Description.pdf	Free
Developing Position Descriptions for Volunteers	Guidance Document	A short guide explaining how to write an effective volunteer position description.	Nevada Volunteers	https://nevadavolunteers.org/wp-content/uploads/2013/06/Effective-Position-Descp.pdf	Free
Volunteer Position Description	Guidance Document	First, write one or two sentences that give a compelling overview of the position and can be used in recruitment efforts. Then, use this tool to draft your position description.	Volunteer NH	https://volunteernh.org/resource/volunteer-position-description/	Free

Recognition

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
139 Ways to Say "Thank-You" and Recognize Volunteers	Guidance Document	A guide sharing a long list of volunteer recognition strategies.	Nevada Volunteers	https://volunteernh.org/resource/volunteer-position-description/	Free

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
Recognition Programs	Guidance Document	A web page sharing examples of volunteer awards in the state of Iowa.	Volunteer Iowa	https://volunteer.iowa.gov/about/recognition-programs	Free
Tips for Volunteer Recognition	Tip Sheet	A short guide on how to recognize volunteers.	Nevada Volunteers	https://nevadavolunteers.org/wp-content/uploads/2013/06/Recognition-Tips-for-volunteer-recognition.pdf	Free
<i>Volunteer Recognition and Encouragement: 2021 Governor's Conference on Volunteerism</i> (Heather Turner)	Conference/ Webinar Recording	How does your organization recognize volunteers and give them appreciation? Is it through tangible gifts or swag? Do your volunteers know that they are valued for their time and effort? Learn how you can create meaningful and thoughtful ways to show your volunteers that they're appreciated. Consider new strategies to connect with volunteers so they will want to continue volunteering for your organization.	Volunteer NH	https://nevadavolunteers.org/wp-content/uploads/2013/06/Recognition-Tips-for-volunteer-recognition.pdf	Free

Recruitment

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
Reasons to Recruit Family Volunteers	Tip Sheet	A tip sheet sharing the advantages of using family volunteers.	UServeUtah	https://userve.utah.gov/wp-content/uploads/2019/05/Benefits-to-Org-Family-1-1.pdf	Free

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
Reasons to Recruit Senior Volunteers	Tip Sheet	A tip sheet sharing the advantages of using senior volunteers.	UServeUtah	https://userve.utah.gov/wp-content/uploads/2018/06/Five-Reasons-to-Recruit-Senior-Volunteers.pdf	Free
Reasons to Recruit Underrepresented Groups	Tip Sheet	A tip sheet sharing the advantages of using underrepresented groups as volunteers.	UServeUtah	https://userve.utah.gov/wp-content/uploads/2022/08/Recruiting-Underrepresented-Groups.pdf	Free

Retention

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
<i>It's What Keeps Them Coming Back: My Five-Year Journey with Long Term Volunteers</i> (Kristan Phillips)	Conference/ Webinar Recording	Webinar from VolunteerNC's Volunteer Coordinator Summit about retaining long-term volunteers.	VolunteerNC	https://www.youtube.com/watch?v=m9LCLNVOFQc	Free
Intake Techniques for Long Term Volunteer Engagement	Tip Sheet	This tip sheet is geared to organizations with centralized volunteer intake. The volunteer is then referred to the site, department or supervisor that is appropriate for their role.	Massachusetts Service Alliance	https://assets-global.website-files.com/6415e35cb5ad315dfeeb9d5f/64bac48b9fc2f34f91546efa_Tip%20Sheet%20%23%20Intake%20Techniques%20for%20Successful%20Long%20Term%20Volunteer%20Engagement.pdf	Free

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
<i>Volunteer Journeys: Increase Engagement and Retention – 2022 Governor’s Conference on Volunteerism</i> (Beth Saunders)	Conference/ Webinar Recording	You offer your volunteers interesting one-off activities and possibly onboarding and training. Even with all this effort, do your volunteers feel part of a larger team with new and different opportunities to look forward to? Come design journeys that enable your volunteers to contribute at different levels – giving time, knowledge, skills, and leadership. Together, we will start the process by creating your Volunteer Engagement Pyramid, a framework that lines up what is being asked of a volunteer (your need) with the mindset (the volunteer’s motivation) and ultimately helps increase retention and engagement.	Volunteer NH	https://volunteernh.org/resource/volunteer-journeys-2022-conference/	Free

Supervision

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
Best Practices for Volunteer Orientation	Guidance Document	A short guide on orienting volunteers to their new role.	Volunteer Hub	https://volunteerhub.com/blog/best-practices-for-volunteer-orientation	Free
<i>But They’re “Just” Volunteers: What You Need From Volunteers and What They Need From You – 2021 Governor’s Conference on Volunteerism</i> (Corri Wilson)	Conference/ Webinar Recording	Why do you need volunteers? Why do people volunteer? What do they want and expect from their experience? How do you recruit volunteers and ensure a fit between them and your organization? What are your expectations and how do you make sure that your volunteers meet them? In this interactive workshop, we will discuss the motivations, needs, and expectations of volunteers and learn how	Volunteer NH	https://volunteernh.org/resource/what-you-need-from-volunteers-21-conference/	Free

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
		you can provide an atmosphere and experience that provides the best possible experience for your volunteers while meeting the needs of your organization. We will explore the theories and realities of why people volunteer and seek to answer the above questions as they apply to you.			
Motivational Analysis Quiz	Guidance Document	A sheet to help identify volunteers' motivations and working styles.	UServeUtah	https://volunteernh.org/resource/what-you-need-from-volunteers-21-conference/	Free
<i>Selfhood and Service: Infusing Our Identities into Our Service – 2021 Governor’s Conference on Volunteerism</i> (Arria Hauldin)	Conference/ Webinar Recording	This session will focus on the individual and how their identities impact the internal and external connections built throughout service. Geared towards both volunteers and volunteer supervisors, we will start with the concept of identity and expand into how individuality affects each volunteer’s service and their connection to a community.	Campus Compact New Hampshire	https://volunteernh.org/resource/selfhood-and-service-21-conference/	Free
Stress-Free Volunteer Supervision	Tip Sheet	Supervising volunteers is not just the volunteer coordinator’s job—it’s everyone’s job! Share these tips with site, department or program staff, volunteer team leaders, and others who directly oversee service activities. Following these tips will increase the likelihood that staff members view volunteers as a way to ease their workload, not add to it. This, in turn, will increase requests for volunteers and make the volunteer coordinator’s job easier!	Massachusetts Service Alliance	https://volunteernh.org/resource/selfhood-and-service-21-conference/	Free

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
Volunteer Discipline Procedures	Guidance Document	A short guide explaining how to discipline volunteers who may fail to follow organizational procedures.	Nevada Volunteers	https://volunteernh.org/resource/selfhood-and-service-21-conference/	Free
Volunteer Safety Checklist	Guidance Document	When planning to deploy volunteers the following checklist can be used to identify priorities for safety planning. This list is intended to be used as a guide and may be modified to meet your planning needs.	Nevada Volunteers	https://volunteernh.org/resource/selfhood-and-service-21-conference/	Free
Volunteer Support Plan	Guidance Document	Complete this chart to ensure that each volunteer has a designated support person and a plan for checking in regularly.	Volunteer NH	https://volunteernh.org/resource/volunteer-support-plan/	Free
Volunteer Training Plan	Guidance Document	Developing a volunteer training plan helps you to identify: <ol style="list-style-type: none"> 1. What volunteers need to know to be successful. 2. Effective and efficient ways to communicate this information and build the necessary skills. 3. How to put these pieces together into an effective training program. 	Volunteer NH	https://volunteernh.org/resource/volunteer-training-plan/	Free

Volunteering in an Emergency

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
<i>Crisis Cleanup Demo for Volunteer Organizations</i>	Conference/ Webinar Recording	This webinar is presented by Aaron Titus, creator of Crisis Cleanup and coronacommunity.org. Aaron provides an interactive demonstration on how to sign up and/or redeploy your volunteer organization to help connect to the needs of our communities during the Covid-19 response.	VolunteerNC	https://docs.google.com/forms/d/e/1FAIpQLSd-OYs6dZFwHQFDcYW3aRjya9c5j-Lg2nvG-OpQIWZPRU6ufQ/viwwform?vc=0&c=0&w=1	Free

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
<i>Disability Preparedness Resources for Disasters</i>	Conference/ Webinar Recording	Join Cheri Dean, Disability Integration Specialist with NCEM, Donna Platt, Emergency Preparedness Coordinator and Meredith DeNaples, Deaf Services Specialist with the Division of Services for the Deaf and Hard of Hearing, DHHS for a conversation about best practices for disasters for those with disabilities.	VolunteerNC	https://www.youtube.com/watch?v=lpYqVYTmEjM	Free
<i>Shepherding an Effective Volunteer Program in the Virtual World: 2012 Governor's Conference on Volunteerism</i>	Conference/ Webinar Recording	Three seasoned AARP NH Volunteers and their staff liaison (Marc Boyd, Karen Ulmer Dorsch, Mary Roberge, Jeannie Tucker) will share their successful experiences creating an effective virtual volunteer program during the pandemic.	AARP NH	https://volunteernh.org/resource/effective-virtual-volunteer-program-21-conference/	Free

Youth

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
Reasons to Recruit Youth Volunteers	Tip Sheet	A tip sheet sharing the advantages of using youth volunteers.	UServeUtah	https://userve.utah.gov/wp-content/uploads/2019/05/Five-Reasons-to-Recruit-Youth-Volunteers.pdf	Free
Retaining Student Volunteers	Guidance Document	The best way to increase your student volunteer base is to retain your current volunteer leaders. Retention is a matter of making students feel good about themselves and their service. Keeping students engaged will take work throughout the entire project, and will result in more interested active volunteers, more likely to volunteer again in the future.	CNCS	https://userve.utah.gov/wp-content/uploads/2018/06/Retaining-Student-Volunteers.pdf	Free

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
Youth Volunteering	Guidance Document	A web page sharing resources for and the benefits of youth volunteerism.	Volunteer Iowa	https://volunteer.iowa.gov/volunteering/individuals/youth-volunteering	Free

Other (e.g., Overall Volunteer Management, Volunteering as a Family)

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
<i>6 Steps to Plan Amazing Virtual Volunteer Opportunities</i> (Amber Smith)	Conference/ Webinar Recording	Webinar from VolunteerNC's Volunteer Coordinator Summit – Amber Smith, Executive Director, Activate Good gives an informative presentation detailing steps to plan your next amazing virtual volunteer expo.	VolunteerNC	https://www.youtube.com/watch?v=u12zeZBbtCM	Free
Days of Service Project Planning Kit	Guidance Document	A sheet sharing how to put on a Day of Service, a short-term volunteer event.	Volunteer Iowa	https://volunteer.iowa.gov/media/37/download?inline	Free
Job Seeker Volunteer Toolkit	Guidance Document	Recognizing the growing importance of job seekers as volunteers, MAVA started an initiative in 2010 to develop tools and resources to assist organizations in recruiting and supporting job seekers as volunteers. The focus of the work was in Central Minnesota. Bringing together thinking from workforce preparation organizations and leaders of volunteers was critical to creating resources to strengthen and support how volunteerism can build employability.	MAVA	https://www.mavanetwork.org/content.aspx?page_id=586&club_id=286912&item_id=5332	\$20.00
Starting Your Own Project	Guidance Document	A guide to starting your own service project.	UServeUtah	https://userve.utah.gov/start-your-own-project/	Free

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
<i>The Essentials of Volunteer Management</i>	Conference/ Webinar Recording	Our guest speaker, Tray Deadwyler, Founder of Think for Good & The Service Nerd Collective presents key elements to designing and implementing an effective service experience including planning, strategies for recruitment, managing, and recognition.	Think for Good & The Service Nerd Collective	https://www.youtube.com/watch?v=yHJynv7WONg	Free
<i>The New Volunteer Workforce</i>	Report	Nonprofits rely heavily on volunteers, but most CEOs do a poor job of managing them. As a result, more than one-third of those who volunteer one year do not donate their time the next year—at any nonprofit. That adds up to an estimated \$38 billion in lost labor. To remedy this situation, nonprofit leaders must develop a more strategic approach to managing this overlooked and undervalued talent pool. The good news is that new waves of retiring baby boomers and energetic young people are ready to fill the gap.	Stanford Social Innovation Review	https://ssir.org/article/s/entry/the_new_volunteer_workforce/	Free
<i>Volunteer Management Basics Part One: Strategic Planning, Recruitment, Orientation</i>	Conference/ Webinar Recording	The first half of a webinar series teaching a crash course in volunteer management.	Volunteer Florida	https://www.youtube.com/embed/eKdvwg uH-FM?autoplay=1	Free
<i>Volunteer Management Basics Part Two: Supervision, Recognition, Retention, Evaluation</i>	Conference/ Webinar Recording	The second half of a webinar series teaching a crash course in volunteer management.	Volunteer Florida	https://www.youtube.com/embed/iU3GdJkShBM?autoplay=1	Free
What's Your Why Service Project Toolkit	Guidance Document	Volunteer Iowa and its youth volunteers have created this toolkit to help young people discover their potential to create change through designing and implementing their own service projects. This toolkit will walk individuals through investigating a need, planning a service project and building partnerships,	Volunteer Iowa	https://volunteer.iowa.gov/news-media/toolkits/whats-your-why-service-project-toolkit	Free

Resource Name	Resource Type	Description	Authoring Organization	URL	Cost
		implementing their service project through diverse ways, reflecting and assessing their experience and demonstrating what they've learned and developed with others.			
Why Should I Volunteer With My Family?	Tip Sheet	A tip sheet with 10 benefits of volunteering as a family.	UServeUtah	https://userve.utah.gov/wp-content/uploads/2018/06/Why-Should-I-Volunteer-With-My-Family.pdf	Free

About AmeriCorps

AmeriCorps, the federal agency for national service and volunteerism, provides opportunities for Americans to serve their country domestically, address the nation’s most pressing challenges, improve lives and communities, and strengthen civic engagement. Each year, the agency places more than 200,000 AmeriCorps members and AmeriCorps Seniors volunteers in intensive service roles and empowers millions more to serve as long-term, short-term, or one-time volunteers. Learn more at [AmeriCorps.gov](https://www.americorps.gov).

About the Office of Research and Evaluation

The [AmeriCorps Office of Research and Evaluation](#) assists AmeriCorps and its partners in collecting, analyzing, and disseminating data and insights about AmeriCorps programs and civic life in America.

About ICF

ICF (NASDAQ:ICFI) is a global consulting and digital services company with over 7,000 full- and part-time employees, but we are not your typical consultants. At ICF, business analysts and policy specialists work together with digital strategists, data scientists and creatives. We combine unmatched industry expertise with cutting-edge engagement capabilities to help organizations solve their most complex challenges. Since 1969, public and private sector clients have worked with ICF to navigate change and shape the future. Learn more at [icf.com](https://www.icf.com).

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