Peer Recovery Support Services Community of Practice
Recruiting, Retaining, & Recognizing Volunteers – Successes, Challenges & New Possibilities
February 28, 2018 – 9:30AM-12:30PM

RECRUITING VOLUNTEERS		
SUCCESSES: What's Working (past and present)?	**LESSONS:** What's Not Working (past and present)?	**NEW POSSIBILITIES**
• Community service hours • Collaborative partners • Social media • In by-laws • Scholarships → Professional Development • Website volunteer app • Hosted trainings • Weekly/monthly meetings • Advertising RCAs • Solid reputation • Well connected in community • Collaborative efforts in community • Two orientations a week • Social media • Float • Outreach: IOPs, jails, hospital, shelters, college • Walk-ins • Word of mouth • Events – selective, capacity • Looking outside the box • Employers • Training – outreach • Phone calls • Memberships • Trainings • Events • CRSW incentives • Networking • Community collaboration • Community service • Presentations • Projects • Specified recruitment • Meetings	• No set schedule • Meetings during day • Having only 1 "on" • Under/over scheduling • No daily task list • Tunnel vision to one pathway • Limited time and resources • Volunteer fatigue – from center to self-care and scheduling for agency not volunteer • Limited finances to get certified • Having enough to do for volunteers • Messaging outreach • Social media • Selective • Capacity • Unknown limitations • Harvesting from members • Harvesting from old training • Echo chamber • Boredom • Lack of support and leadership	• Sharing/collaboration • Expanding media/outreach to schools/businesses/colleges/churches • Laundry list • Connecting and advertising with local businesses • Everyone picks things to do • Drawing on strengths of volunteers • Pairing people by strength to help others • Having "opportunity" meetings • Being creative with volunteer opportunities • Recognizing what gets looked over • More training for volunteers • Asking if volunteers read policies and procedures/resources • Advertise trainings with chamber • Family practice • Street business • Open house • Community days • Med. providers

RETAINING VOLUNTEERS		
SUCCESSES: What's Working (past and present)?	**LESSONS:** What's Not Working (past and present)?	**NEW POSSIBILITIES**
• Listening • Funding/scholarships for CRSW • Trainings/support • Recognize skill sets • Online application and hours available • Meet community's needs • Meet volunteer needs • Continuing education (trainings) • Daily recognition • Advancement • SWAG (e.g. badges, t-shirts) • Satisfaction • A part of ownership • Positive recovery environment • Safe space • Programming • Coffee • Volunteer Hub • Intern opportunities • Position • Camaraderie • Follow ups • Call backs • Treat volunteers as staff from day one • Weekly volunteer meeting • Validating volunteer worth • Open door policy • Train on multiple tasks • Advertise free trainings/education not just at RCO • Keeping in contact w/all volunteers • Volunteer coordinator • Clear pathway for advancement • Scholarships for RCA, ethics, etc. • Incentives • Treat volunteers like "family"	• Dynamics • No growth opportunities • Hours • Personality conflicts • No limits/guidance • Not getting feedback • Funding/scholarships • Gossip • Hurt feelings (volunteer of month) • Lack of engagement • Uneducated volunteer • Lack of supervision • Lack of tasks • Boundary issues • Too many non-defined hours • Inconsistent messaging • Gossip/bashing center and volunteers • Applying for appropriate funding • Initial engagement – not having enough • What can I do/when can I do it – job descriptions/ expectations • No accountability • Downtime	• Built into annual celebration (recognition) • In-person interviews to orient/answer questions • Members and volunteers be voting members • Spotlight • Engagement • Programming • Policies • More incentives (gas cards, gift cards) • Field trips • Raffles/drawings • More active leadership/decision making for volunteering • Peer reviews • All inclusive • Volunteer appreciation • Skilled development • Swag/perks • Community engagement • Being a part of the solution • Recovery movement • Making a difference • Paying it forward • Positive atmosphere • Respect

RECOGNIZING VOLUNTEERS		
SUCCESSES: What's Working (past and present)?	LESSONS: What's Not Working (past and present)?	NEW POSSIBILITIES
- Certifications/scholarships - Letters of recognition - Thanks at events - State-level recognition - Support personal achievements - Newsletter spotlight/media - Inclusion - Field trips (movies, etc.) - Affirmations - Opportunity from volunteer to paid staff - Daily/weekly praise - Feeling values are supportive - SWAG)e.g. pens, keychains, mugs) - Recognize & displaying talents (paintings, drawings, etc.) - Field trips - Volunteer spotlight - Pizza parties/food - BBQ Recognition-> for volunteers only - Perks - Training scholarships - Thank you – awards - Recognition achievements - Saying "thank you" - Badges - Spotlight - Cookout - Outings - Social Media - Newsletter - Faces of recovery - Incentives (t-shirt) - Thank you (notes) - Smile - Connecting - Letter of reference - Introduction	- Doing nothing - Setting precedence - Favoritism - Exclusion - Not taking time to say "good job" - Not enough attaboys/attagirls - Relying heavily on one person (taking advantage of not saying "no" - No "compliment sandwich" - Not giving ownership - Volunteer of the month - Favoritism - Taken for granted - Unstructured giving	- Balanced/recognition - Recognition policies - Collaborative funding opps - Outings - In-kind donations/seeking outside sponsorship - Asking volunteers how to appreciate them - Celebrating milestones (recovery milestones, education, personal, making sure they have practical application on what they learned in trainings) - Sharing education/ Takeaway from trainings to share w/others not at training - Perks/gift cards/small reward - More recognition events - Volunteer hub - Structured coins, pins milestones