

## Corrective Actions:

These actions correspond to the sections reported in the Volunteer Exception Report. They are documented at the beginning to facilitate on-line access. The sections will only appear on the report if there are any MCIDs that qualify.

**There are \_\_\_ volunteer MCIDs with NO reported volunteer time in the expiration period.**

This section of the report should be printed out and provided to the Center Operations Committee (COPS) to review and approve reclassification of any/all of MCIDs listed to a non-volunteer status.

Reclassification steps must be performed by an administrative user and consists of adding 'Inactive' to the mailing lists of the MCID record then changing the Member Status and Member Type fields of the supporter record to a member or donor designation. Other mailing lists selected should be left for future reference.

**There are \_\_\_ non-volunteer MCIDs that HAVE reported volunteer time during the expiration period.**

All MCIDs listed in this section of the report should be reclassified as a volunteer by changing the Member Status and Member Type fields of the supporter record to a volunteer designation.

**There are \_\_\_ volunteer MCIDs that are marked as 'Inactive'.**

The MCIDs listed need to be reviewed and an administrative user must either remove the 'Inactive' flag from the Lists of the volunteer OR change the Member Status and Member Type fields of the supporter record to a member or donor designation.

**There are \_\_\_ volunteer MCIDs that are not on ANY email list.**

Any MCID listed in this section should be assumed to have withdrawn from being a volunteer. These MCIDs should be reclassified by changing the Member Status and Member Type fields of the supporter record to a member or donor designation.

## Inactive Volunteers Facility

### Background

Volunteers are the backbone of the work force. A huge amount of time and effort is put into recruitment, training and mentoring those who donate their time to the organization.

As part of the administrative process, each volunteer is asked to report the amount of time they contribute. This allows tracking and reporting of the work effort required to operate the facility.

Data entry of the time served for each volunteer is entered into the membership database. The entry of individual time records includes the volunteer who served, the date, category and length of service provided, as well as any mileage incurred. Various informative reports are available to provide operational insight into the amount and types of volunteer support provided.

Currently all volunteers are required to be members and, as such, are entered into the membership database. When appropriate training has been undertaken the supporter will begin to serve in a volunteer capacity and report their service time for entry into the volunteer database. A member is re-classified as a 'volunteer' when service time starts to be logged. At that time, the volunteer is also registered on one or more email lists.

Information is made available to volunteers via email. Notices are sent to the various email lists depending on need. In addition, a distribution of the volunteer newsletter is made to all volunteers, usually on a monthly

basis.

When a supporter no longer wants to contribute volunteer service time, their membership record should be appropriately updated to remove them from volunteer status.

## Implementation

The ability to remove a volunteer from the roster is implemented by:

1. providing a system defined 'special' mailing list named 'Inactive' that is visible only to administrative users of the membership system volunteer interface.
2. update the supporter's email lists to add the mailing list 'Inactive' (thus identifying the supporter as a prior volunteer),
3. reclassify the supporter as a 'non-volunteer' – i.e., as a member or donor.

Doing these steps will: 1. remove inactive supporters from the volunteer roster (they will no longer receive email notices or newsletters) and, 2. identify those supporters that had once trained and served as volunteers in case, for example, extra, trained, qualified volunteers were needed in an emergency.

For admin users, a link on the 'Send Mail' page is provided to allow sending of an email message to all supporters that have been designated as 'Inactive' regardless of their member status.

## Identification of Inactive Volunteers

The primary source of information that could be used to assess the candidacy of a volunteer to be classified as inactive is the 'Volunteer Exception Report'. Volunteers that have not reported service time within the reporting period (now set at 60 days) are listed. Additionally, volunteers that have been marked as 'Inactive' but still have a member status of 'volunteer' are listed.

All sections of the Volunteer Exception Report should be previewed and assessed by Center management staff periodically and those that are confirmed as inactive should have their supporter records updated as previously outlined.

It is a volunteer admin function to modify a supporter's record to set the volunteer to 'Inactive'. At the same time, the supporter record should be updated to indicate that the supporter is now a 'member' or a 'donor'. The inactive setting on a volunteer record will prevent the volunteer from having any service time entered for them.

In addition, those reporting volunteer time that are not classified as volunteers are also listed.

## Inactive Volunteer Listing

In the case that there is ever a need, there is the ability to identify and send an email message to all former volunteers. This facility is embedded in the regular 'Send Email' function of the volunteer system but is only available to system users that are registered as administrative users.

While it might not be immediately obvious, the need for such a facility might arise in the event of a shortage of qualified, trained volunteers to assist with an extraordinary or emergency situation. It is assumed that all supporters that have provided volunteer effort in the past will still have the knowledge and skills that could be used in adverse situations.