



## Belonging and Recognition Process Summary

Process Owner: Tracy Mann

Issue Date: January 3, 2019

<p><b>PROCESS PURPOSE AND PRODUCTS</b></p> <p><i>Why is it important that this process exists?</i></p>	<ul style="list-style-type: none"> <li>Volunteer retention through participation, recognition and engagement.</li> </ul>																								
<p><b>CUSTOMERS AND REQUIREMENTS</b></p> <p><i>The names of the people who receive the products/services of the process and their requirements.</i></p>	<ul style="list-style-type: none"> <li>Volunteer Manager, House Managers: don't waste volunteer "investment" by having people drop out early.</li> <li>Volunteers: no role surprises.</li> </ul>																								
<p><b>PROCESS STEPS</b></p> <p><i>Outline timing and involved people of key steps.</i></p>	<table border="1"> <thead> <tr> <th>Key Steps</th> <th>Frequency/Timing</th> <th>Who</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>Write newsletter including policy &amp; process changes, other roles, Reset successes, volunteer recognitions.</li> </ul> </td> <td>Quarterly</td> <td>Vol Mgr with input from House Mgrs</td> </tr> <tr> <td> <ul style="list-style-type: none"> <li>Thank you notes</li> </ul> </td> <td>1-2x/year</td> <td>House Managers or Residents</td> </tr> <tr> <td> <ul style="list-style-type: none"> <li>Christmas Party for Residents and Volunteers</li> </ul> </td> <td>Annual</td> <td>House Managers</td> </tr> <tr> <td> <ul style="list-style-type: none"> <li>Volunteer recognition event, e.g. Florence Freedom game</li> </ul> </td> <td>Aug-Sept</td> <td>Vol Mgr</td> </tr> <tr> <td> <ul style="list-style-type: none"> <li>Banquet (recognize a volunteer)</li> </ul> </td> <td>Spring</td> <td>Board Member</td> </tr> <tr> <td> <ul style="list-style-type: none"> <li>Quarterly contacts (preferably in-person but could be by phone or e-mail)</li> </ul> </td> <td>Quarterly</td> <td>Vol Mgr with support from others</td> </tr> <tr> <td> <ul style="list-style-type: none"> <li>Year-in-review...what's working, what's not</li> </ul> </td> <td>Annual</td> <td>Vol Mgr</td> </tr> </tbody> </table>	Key Steps	Frequency/Timing	Who	<ul style="list-style-type: none"> <li>Write newsletter including policy &amp; process changes, other roles, Reset successes, volunteer recognitions.</li> </ul>	Quarterly	Vol Mgr with input from House Mgrs	<ul style="list-style-type: none"> <li>Thank you notes</li> </ul>	1-2x/year	House Managers or Residents	<ul style="list-style-type: none"> <li>Christmas Party for Residents and Volunteers</li> </ul>	Annual	House Managers	<ul style="list-style-type: none"> <li>Volunteer recognition event, e.g. Florence Freedom game</li> </ul>	Aug-Sept	Vol Mgr	<ul style="list-style-type: none"> <li>Banquet (recognize a volunteer)</li> </ul>	Spring	Board Member	<ul style="list-style-type: none"> <li>Quarterly contacts (preferably in-person but could be by phone or e-mail)</li> </ul>	Quarterly	Vol Mgr with support from others	<ul style="list-style-type: none"> <li>Year-in-review...what's working, what's not</li> </ul>	Annual	Vol Mgr
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<p><b>MEASURES</b></p> <p><i>What measures are used to know if the process is performing and that customer requirements are being met?</i></p>	<ul style="list-style-type: none"> <li>Average length of service.</li> <li>Early dropouts (within 6 months of start of service).</li> </ul>																								
<p><b>ASSESSMENT OF SYSTEM PERFORMANCE</b></p> <p><i>How is the process performing?</i></p>	<ul style="list-style-type: none"> <li>Good, few dropouts. Women's House does a better job with recognition.</li> </ul>																								
<p><b>IMPROVEMENT PLAN</b></p> <p><i>What is the plan to improve the effectiveness of the process?</i></p>	<ul style="list-style-type: none"> <li>Quarterly newsletter.</li> <li>Volunteer committee.</li> </ul>																								