



Volunteer Development Project

Interim Progress Update

Date: April 21, 2016

Work Group: Volunteer Recognition and Awards

Work Group Members:

- Ariella Rogge, Chair, ACA, Rocky Mountain
- Kurt Simer, ACA, Northland LCOL Member
- Daniel Shore, ACA, Virginias
- Betsy Smith, ACA, Rocky Mountain
- John Dovic, ACA, Southeastern LCOL Chair
- Cathy Scheder, ACA, Wisconsin
- Sarah Shea, ACA, Rocky Mountain
- Jazmin Albarran, Staff Liaison

Assigned Tasks:

- Develop association-wide (and customizable locally) volunteer recognition opportunities
- Online ways to thank volunteers
- Consider ACA volunteer SWAG

Progress: Items We're Ready to Make Recommendations About:

1. There should be a position that oversees recognition and awards in each field office. It is recommended that it fall under the duties of the Membership Chair or Volunteer Development Chair (may vary for each field office).
2. There should be awards that recognize the volunteer at their level of involvement – casual, connected or committed. These awards can mirror the National Awards.
3. It is recommended that on a quarterly basis a volunteer be recognized in the local newsletters and *ACA Now*. Nominations can be made through each field office webpage.
4. It is recommended that a tool-kit be made available on-line for volunteers to access resources such as a peer to peer recognition letter and a volunteer recognition letter for employers.
5. It has been proven that after receiving the same award more than once it starts to lose its appeal. It is recommended that the engagement/recognition efficacy is measured bi-annually.

Progress: Items We Are Still Working On:

1. It is still to be determined what items would be awarded for each milestone (coffee cups, camping gear, t-shirt)
2. We are in the process of creating the peer to peer recognition letter and the recognition letter for employers.

Progress: Items That Have Surfaced That Will Be Directed Elsewhere For Consideration

1. The development of a volunteer resource center on the website. There is a need to have one location where volunteers can access information to support the Volunteer Development Project being done in each field office.
2. Learning how CRM (ACA database) can be used to track the years of volunteering. This will help in nominating and awarding based on the following years of involvement: 5, 10, 15, 20, 25, 30

Other Comments:

Attachments:

None