

<b>CALHOUN COUNTY</b>	<b>VOLUNTEER COORDINATOR NETWORK</b>	
8:30 – 9:30 AM Tuesday, January 27, 2015	<i>Meeting Agenda</i>	UWBCKR Board Room 34 Jackson St. W. Battle Creek, MI

<b>Meeting Name</b>	Volunteer Coordinator Network (VCN) Meeting		
<b>Meeting Date</b>	Tuesday, January 27, 2015		
<b>Meeting Time</b>	8:30 – 9:30 AM EST		
<b>Venue</b>	UWBCKR Board Room	<b>City</b>	Battle Creek, MI
<b>Attendees</b>	Abby Lumbard – HandsOn, Amanda Jenkot – SAFE Place, Dawn Craig – VA Medical Center, Heather Coats – The First Tee, Kitty Knoll – Senior Services of Southwest Michigan, Susan Cook – Community Healthcare Connections, Mark Barber – Senior Services of Southwest Michigan, Windi Glessner – HandsOn, Ben Nyhoff – HandsOn, Todd Greenman – VA Medical Center, Chris Tobin – Binder Park Zoo, Kara Werner – Habitat for Humanity, Tom Kubasiak – Habitat for Humanity, Lisa Handlang – Southern Care Hospice, Robin Rogers – Military Family FIRST		

- |                                  |        |      |
|----------------------------------|--------|------|
| 1. Welcome (8:35 AM)             | 1 min  | HOBC |
| 2. HOBC Updates (8:35 – 8:45 PM) | 10 min | HOBC |
- a. HandsOn Staffing Updates
    - i. Ben Nyhoff introduced himself as the new Adult & Family Program Associate at HandsOn Battle Creek
  - b. Youth Day of Caring Kick Off
    - i. Youth Day of Caring is a one day event volunteer event working to engage hundreds of local high school students in service throughout the community.
    - ii. YDOC is tentatively set for May 1, pending information on school scheduling
    - iii. Community Partner Kickoff Breakfast - **Friday, Feb 13 from 9-10am** at UWBCKR Board Room
      1. Please note the change in date from what was presented at the meeting
      2. Informational meeting for agencies interested in participating in YDOC
  - c. Volunteer & Civic Engagement Fair

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- i. February 4 – 11:30 – 2:00pm @ Kellogg Community College
  - ii. There are only a few spots left – contact Kate Degraaf ([degraafk@kellogg.edu](mailto:degraafk@kellogg.edu)) if you'd like to attend or register here: <https://docs.google.com/forms/d/1wvYOTsgWvnU-VRIPwOo31gt9Omxh24mLRPQsWGITYCY/viewform>
  - iii. The event is open to community members as well as college students
- d. State Guidelines for Responsible Driver Fees
- i. Effective January 1<sup>st</sup>, people can substitute 10 hours of service per 1 Driver Responsibility Fee
    - 1. Fees are a result of things like not having proof of insurance, or a valid license
  - ii. Agencies have begun and will continue to hear of callers needing service hours
- e. Non-Profit Alliance Update
- i. NPA is ceasing operations on March 31<sup>st</sup>
  - ii. Trainings will shift to the Lifelong Learning program at KCC
  - iii. Other support such as strategic planning will shift to BCCF
- f. Volunteer Manager Training
- i. HandsOn will be presenting a Volunteer Management training on March 6<sup>th</sup>, 2015
  - ii. Topic will be: *3 R's of Volunteer Management*
    - 1. Recruitment
    - 2. Retention
    - 3. Recognition
  - iii. Training will be hosted by KCC Lifelong Learning
- g. Governor's Service Award
- i. Statewide community service awards due February 27<sup>th</sup>, 2015
  - ii. Discussion took place about using Community Volunteer Award nominees to submit as nominees for Governors Service Awards
    - 1. It was decided to pick out
  - iii. Nominations, even without a win, are a great honor
  - iv. Nomination forms can be found here – <http://www.michigan.gov/mcsc/0,4608,7-137--344020--,00.html>

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h. February Meeting

- i. Volunteer Recognition will be substituted as a VCN topic in February
  - 1. Bring any input for planning Community Volunteer Awards
- ii. Engaging Volunteer Position Descriptions will be merged with Application & Orientation Processes in March

3. Agency Introductions (8:45 – 8:55 AM) 10 min All

- a. Name, Agency, Role
- b. Upcoming events / Volunteer Needs
  - i. Todd Greenman, VA
    - 1. Week of Feb 8<sup>th</sup>, National Salute to Veteran Patients
    - 2. Feb 11<sup>th</sup> – dueling piano group at 6:30pm
    - 3. Feb 12<sup>th</sup> – comedian speaker at 2:30pm
    - 4. Feb 13<sup>th</sup>-15<sup>th</sup> – students from CMU Volunteer Program visiting to complete service projects
  - ii. Mark Barber, Meals on Wheels
  - iii. Kitty Knoll, Meals on Wheels
    - 1. President's luncheon Feb 10<sup>th</sup> from 12:00-1:00pm
      - a. All are welcome – free lunch and program overview from president of Senior Services Agency
      - b. Please RSVP with Kitty at 269-762-2680
    - 2. New volunteer route in Albion beginning in February
      - a. Route will be supported by service learning at Albion and faculty
      - b. Rotary and businesses
  - iv. Chris Tobin, Binder Park Zoo
    - 1. Zoo is currently closed
    - 2. Cleanup starting when weather breaks – ideally in March
    - 3. Currently raising funds for new lion exhibit
  - v. Kara Werner, Habitat for Humanity
    - 1. Valentine Date for Habitat on Feb 14<sup>th</sup> w/ Barista Blues
      - a. Menu features spaghetti & meatballs or chicken alfredo
      - b. Entertainment provided
      - c. Seating at 3, 5 & 7pm
    - 2. ReStore now open at 595 North Ave

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- a. Dorm at ReStore is being completed for collegiate challenge groups
- b. Habitat is exploring the possibility of opening the dorm for other community groups for small donation
  - i. Kitchen, great room, beds
- c. Will schedule open house upon completion
- d. Habitat considering a registry at Target to replace items lost in fire
- vi. Thomas Kubasiak, Habitat for Humanity
  - 1. Tom was introduced by Kara as the new Volunteer Coordinator at Habitat
  - 2. Will be future representative at Volunteer Coordinator Network
- vii. Heather Coats, First Tee of Battle Creek
  - 1. First Tee still operates in the inter teaching healthy habits and core values in schools
    - a. Currently 7 schools, 3 more coming in the Battle Creek Area
    - b. 10-12 teachers float between schools
  - 2. Golf activities in gym classes
    - a. Need volunteer assistance for classes
  - 3. Come by for an open house in May!
- viii. Lisa Handlang, Southern Care Hospice
  - 1. Hiring RN Case Manger and weekend on call RN
- ix. Windi Glessner, HandsOn Battle Creek
  - 1. Posts items on Facebook and Twitter
  - 2. Please send Windi an items you'd like posted or shared
- x. Kate Degraaf, KCC
  - 1. Posts items on KCC Facebook
  - 2. Please send Kate items you'd like posted or shared with the college community
- xi. Amanda Jenkot, SAFE Place
  - 1. SAFE Place is a Calhoun County domestic violence shelter
  - 2. SAFE Place is in great need of volunteers to support busy staff
    - a. 24/7 volunteers needed
    - b. 1<sup>st</sup> volunteer in history took at 10pm-1am shift recently
  - 3. May 8<sup>th</sup> – Celebrity Server @ Firekeepers Casino
    - a. Need volunteers – can work from home making calls and mailings
    - b. Live and Silent Auction Event
- xii. Susan Cook, Community Healthcare Connections
  - 1. New facility open downtown



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2. Have other staff visit orientation to say hello and welcome
3. Included volunteers, especially long-term, with staff as much as possible
  - a. i.e. Invite them to birthday potluck for staff
- v. General newsletter with upcoming and recap
- vi. Figure out what you're going to be consistent about & execute it well
  1. Some things change, but others you can set to be organized
  2. This helps volunteers know what to expect
- vii. Orientation – emphasize an open policy about volunteering
  1. Many hands make light work
  2. Each volunteer will have different commitment levels – all are valued
  3. Volunteers with more longevity/time can intimidate other volunteers
    - a. Train them to be welcoming and lead the others
- c. Recognition
  - i. Simple appreciation goes a long way
  - ii. Example: offer breakfast to Meals On Wheels driver before they go out on their route
  - iii. Recognize birthdays of volunteers
    1. Send email blast each month
  - iv. Send consistent appreciate, both big and small
- d. Biggest Challenges
  - i. Emergencies/last minute bad planning
    1. Example: A student needs 15 hours of service and waits until end of semester
    2. You have to be honest about what you can accommodate
  - ii. Constant retraining of new volunteers
  - iii. Getting non-volunteerism-staff buy-in with volunteerism
    1. People want to volunteer but staff say they can't use one
    2. Suggestion: have conversations to co-create opportunities together
- e. Greatest Successes
  - i. Volunteer shadowing
    1. Have someone watch a trained volunteer for a day

See you February 24, 2015!