Volunteer Tactic 2 Project Status Report

Period Ending: September 30, 2021
Strategy Leader: Katie
Project Start Date: June 17, 2021
Project Status: Green (OK)(going off the assumption that more time (Q4 21) has been granted)

What items were completed this period? On schedule, ahead of schedule, behind schedule?

- We had asked for more time with the combination of having a hard time gathering the strategy team because of the team's summer schedule *and* we had uncovered two significant problems after conducting the ministry leader survey. I'm hoping and assuming we'll be back up to speed by Q4 21.
- A smaller subset of our team met September 14, 2021 to come up with a strategy for helping to streamline a new volunteer onboarding process at Hope. (this was a direct suggestion from our last team meeting)
- We're modeling the process off of this one we found while researching: https://servehq.church/the-ultimate-guide-to-volunteer-onboarding/
- Our team met September 23, 2021 to go over what faux onboarding will look like and how we will tackle the first half of tactic two (identifying first serve opportunities) while doing our observations.

What obstacles are in your way?

- Schedules. But we're working with it and feel confident with a new timeline.
- As always, ministry leader schedules while trying to coordinate with them could be the most obvious obstacle if it's not a priority.

What have you spent money on? Are you over/under budget?

- No money has been spent

What risks are you monitoring?

- Based on Ministry Leader Interviews we saw 2 "risk review" items:
    - Saw a lack of administrative support
    - Lack of onboarding process

** These risks are what we're immediately addressing by doing this "faux onboarding" and trying to clean up the process of being a new volunteer in each ministry area.

What's coming up next?

- Whole team does the first round of "faux onboarding" and takes notes of what the new volunteer process is for the specific ministry team- or lack there of (you can find the note page for this process that strategy team members are using in the volunteer strategy folder, titled ""Onboarding_Observing Questions"
- Debrief each faux onboarding with Becky and Katie within 48 hours while still fresh on the mind
- One team member (Becky DiSanto) will do the technical writing so it all sounds the same and then we will meet with ministry leaders to get all of their input for their ministry area. Then we'll tackle how to increase first serve opportunities
- Next Team Meeting October 28, 2021 – zoom- 7-8:15pm
    - Review onboarding process and evaluate first half of tactic two with plans to discuss second half of faux onboarding and second half of tactic 2