

Volunteer Tracking

BEST PRACTICES

- Paper trail or filing system within the organization and staff members.
- Database management – consider options for tracking your volunteers electronically whether using existing agency data bases or a simple Excel spreadsheet; also consider other database programs that may be used by various organizations and how to adapt to track volunteers. Consider maintaining three sets of data:
- Basic information:
 - Number of volunteers per year
 - Number of volunteer hours per year
 - Monetary value of volunteer work
 - Number of projects involving volunteers
- Prospect information:
 - Those expressing interest in volunteer positions
 - Dates referred
 - Steps taken
 - Interview information
 - Status
 - Keep this information up to date and follow up with those still not placed, yet interested.
- Retained volunteer information
 - Contact information
 - Contracts/forms on-file
 - Types of projects
 - Dates
 - Volunteer surveys and evaluations (filed either within database or in volunteer's file.)
- Optional information to include in any of the above databases
 - Number of volunteers working on specific projects
 - Diversity of volunteers
 - Range of ages of volunteers
 - Length of volunteer involvement
 - Stories
 - Testimonials
 - Pictures

TIPS:

- Create a file for ongoing volunteers that contains important documents and correspondence.
- It is important that this information is easily accessible through a database search. Volunteer involvement and statistics are valuable facts to offer in grant proposals and organizational material. Maintaining this information electronically helps in instances of staff turnover and protects institutional memory.
- You may want to keep track of volunteer survey responses, especially demographic information, for recruiting purposes.

See Appendix for More Resources:

Senior Tech Center List of Database Management Softwares.....A-8