

# Building Your Volunteer Tool Kit

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Volunteer

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# Who's Who?

Your name

Your organization

Your role

Percentage of work your  
organization does with volunteer  
labor

# What is attrition?

- A reduction in size, numbers, or strength
- A deliberate or gradual reduction in the number of workers in an organization, as a result of the organization not replacing those who leave or die

## Do you?

- Track your turnover/attrition rate?
- If so, how do you track it?
- What is your organizations attrition rate?
  
- Do you know the average life cycle of your volunteers?

# Do you?

- Have a succession plan for your volunteer positions?
- Do you know your volunteer life cycle?
- Do they start small and go big?
- Do they start big and then fade out?
- Do they stay consistent throughout their volunteer life?

# What do we know about volunteers?

- Bureau of Labor statistics released in February of 2016 that 24.9% of people volunteered for an organization at least once between 9/14 and 9/15.
- Women volunteer at a higher rate than men.
  - 21.8% of men volunteer
  - 27.8% of women volunteer

# Who is the volunteer work force?

35-44 year olds – 28%

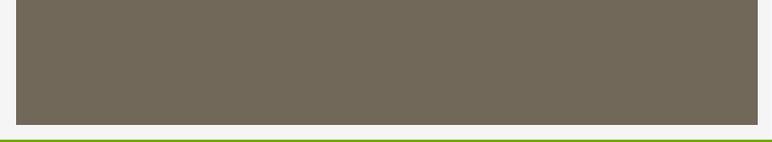
45-54 year olds – 28%

16-19 year olds – 26%

20-24 year olds – 18%

# Value of a volunteer

- In 2016 the value of a volunteer hour was calculated at \$25.60
  - 100 volunteers each month
  - Each volunteer gives 5 hours each month
  - 500 total volunteer hours per month
  - $500 * \$25.60 = \$12,800$  savings each month
  - \$153,600 annual savings!!!!



Why do  
volunteers  
leave?

Why do Volunteers leave?

o Them

o You

# Them

- Aging out
- Haven't inherited the spirit
- Episodic volunteering
- Economic stress
- Time is a precious commodity
- Technology
- Personal security concepts
- Personal liability concerns

# You!

- Don't feel valued
- Not enough training
- Don't feel their impact
- Don't feel valued/recognized
- Wasn't a clear path for continuing
- Long term volunteers don't accept them
- Organization functions under the "this is the way we've always done it"

# What does retention mean

- Keeping volunteers for the amount of time for which they committed at the start of their service
- Some organizations define it as “re-upping”
  - Event committee
  - Board term
  - Annually

# What can we do to keep them?

- Starts with onboarding
- Don't try to fit a square peg in a round hole!
- Get to know them
- Illustrate their impact as often as possible

# Appreciate them!!!!

- How do you show your appreciation to your volunteers?
- How do you recognize them for their efforts?
- How do you communicate to them the impact that they're making?
- How do you build their loyalty to your organization and the clients you serve?

## Ditto!!!

- Give me some ways in which you appreciate your volunteers
- If you do the same thing, or similar thing, “ditto” them!

# Flexibility

- Succession planning!
- Volunteer position modification
- Staff commitment
- Break down larger roles

# Contact me!

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