



LTCO Volunteer Management Network: October 2012 Questionnaire Results

To determine LTCO volunteer management needs and evaluate the success of current NORC activities and materials, State and Local LTCO were asked to respond to a questionnaire. NORC will use the input received to create resources and training opportunities regarding volunteer management. This brief provides an overview of the questionnaire results.

- 102 Long-Term Care Ombudsmen responded to the questionnaire representing 34 states:
 - 11 State LTCO
 - 71 Local LTCO
 - 10 State LTCO Office Staff
 - 10 Other (volunteer LTCO, retired LTCO, volunteer coordinators)
- 75% of respondents (77) said they've had a volunteer LTCO program for more than 10 years with 6 having a volunteer program for less than 2 years.
- 60% of respondents (61) said Local/Regional LTCO provide the initial certification training for volunteers and 20% of respondents (20) said state LTCO staff provide the initial training. The remaining 20% of respondents (20) selected "other" with several stating it is a combination of Local/Regional LTCO and State LTCO staff providing training.
- 90% of respondents (89) use a volunteer certification/designation curriculum and/or manual created by their state office.
- 14% of respondents (14) have a staff person that manages their volunteer program and does not have other LTCO responsibilities. The majority of respondents (71%) manage volunteers and have other LTCO duties.
- 88% of respondents (85) require facility visits as part of the volunteer training and certification process.
- 90% of respondents (88) use mentoring and/or job shadowing during the volunteer training process.
- When asked to prioritize information needed regarding LTCO volunteer management, the respondents identified the following priorities:

1	Volunteer Recruitment
2	Volunteer Training
3	Volunteer Management Skills
4	Volunteer Retention
5	Volunteer Recognition
6	Evaluating Volunteer Performance
7	How to Start a Volunteer Program

**Not all respondents answered each question*

NORC LTCO VOLUNTEER MANAGEMENT RESOURCES

Several respondents requested additional LTCO volunteer management information and resources. NORC has a webpage devoted to LTCO Volunteer Management: <http://www.ltombudsman.org/ombudsman-support/volunteer-management>. The chart below identifies some of the respondents' requests and related resources currently available.

INFORMATION REQUESTED	AVAILABLE NORC RESOURCES
Recruitment	<ul style="list-style-type: none"> • Tips for Successful Volunteer Recruitment (webinar) and Ombudsman Volunteer Recruitment: Focus on Rural Recruitment Strategies (call notes and PPT): http://www.ltombudsman.org/ombudsman-support/volunteer-management/coordinator-network • NORC Compendium (Chapter 1: Recruitment) and appendices (recruitment messages): http://www.ltombudsman.org/library/ombudsman-compendium • Examples of LTCO recruitment plans: http://www.ltombudsman.org/ombudsman-support/volunteer-management/getting-started#Recruitment • Examples of recruitment materials (marketing, job descriptions): http://www.ltombudsman.org/ombudsman-support/volunteer-management/getting-started#Marketing • LTCO Program Promotion: http://www.ltombudsman.org/ombudsman-support/program-promotion
Screening and Interviewing Potential Volunteers	<ul style="list-style-type: none"> • Examples of interview questions and screening materials: http://www.ltombudsman.org/ombudsman-support/volunteer-management/getting-started#Hiring • NORC Compendium (Chapter 1: Recruitment) and appendices (position descriptions, interview questions, reference forms): http://www.ltombudsman.org/library/ombudsman-compendium
Training	<ul style="list-style-type: none"> • Long-Term Care Ombudsman Certification Survey (overview of certification process for state LTCOPs): http://www.ltombudsman.org/sites/default/files/ombudsmen-support/volunteer-management/NASOP-Training-and-Certification-Survey-Report.pdf • Examples of volunteer program management forms: http://www.ltombudsman.org/ombudsman-support/volunteer-management/program-management • NORC Compendium (Chapter 2: Training) and appendices (training agendas, tools, materials): http://www.ltombudsman.org/library/ombudsman-compendium • Best Practices: Training Programs for Ombudsmen: http://www.ltombudsman.org/ombudsman-support/training • LTCO Training Resources and Materials: http://www.ltombudsman.org/ombudsman-support/training • Volunteers in the LTCO Program: Training, Certification and Liability Coverage: http://www.ltombudsman.org/sites/default/files/norc/Volunteer-in-LTCOP-1999.pdf • Examples of training programs: http://www.ltombudsman.org/ombudsman-support/volunteer-management/training-programs
Retention	<ul style="list-style-type: none"> • Quick Tips: Volunteer Program Assessment, Retention and Program Expansion: http://www.ltombudsman.org/sites/default/files/norc/quick-tips--program-assessment%2C-vol-role.pdf • NORC Compendium (Chapter 3: Retention) and appendices: http://www.ltombudsman.org/library/ombudsman-compendium • Volunteer Evaluations: A Tool for Retention (call notes and handouts) and Retaining Effective Ombudsman Volunteers (call notes): http://www.ltombudsman.org/ombudsman-support/volunteer-management/coordinator-network
Recognition	<ul style="list-style-type: none"> • LTCO Volunteer Recognition: http://www.ltombudsman.org/ombudsman-support/volunteer-management/recognition

**Not all respondents answered each question*