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# Volunteer Management: Using a Logic Model

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# Webinar Instructions



# Volunteer Management: Using a Logic Model



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# Webinar Goals

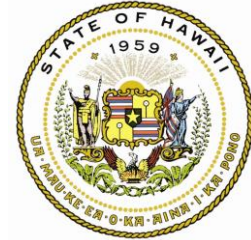
- Introduce a logic model
- Discuss how to use the logic model as a tool to strengthen your volunteer program
- Tee up our work together in Virginia on November 5<sup>th</sup>



# Introductions



Funded through the Texas Department of Aging and Disability Service  
Alamo Area Council of Governments



SOWEGA Council on Aging



Office of the State Long Term Care Ombudsman

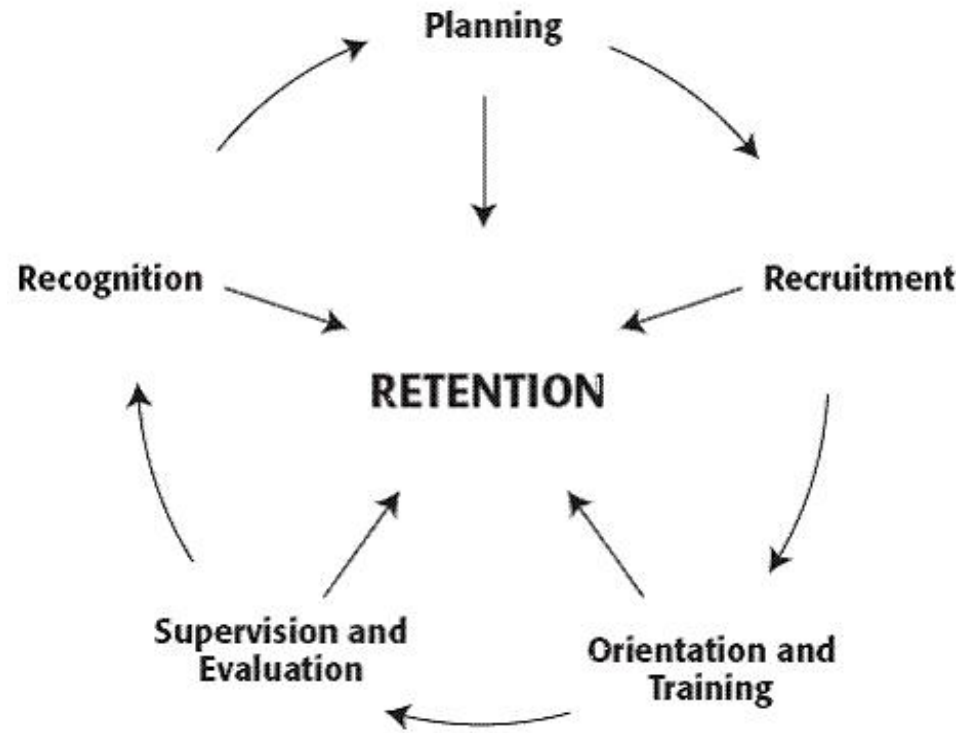


# The Changing Nature of Volunteerism

- Engagement
- Impact
- Collaboration
- What else?



# Volunteer Program Management



# Why a Logic Model?

- Lays out assumptions
- Helps with planning and implementation
- Connects to higher level strategy
- Can be used for evaluation





# Logic Model Template

<b><i>Resources/ Inputs</i></b>	<b><i>Activities</i></b>	<b><i>Enabling Conditions /Goals</i></b>	<b><i>Desired Outcome</i></b>
Resources and skills you have or will need to operate your program	What you will do that will lead to the enabling conditions	What needs to happen to reach your desired outcome	The change you expect in your program, organization, community, or societal system



# AK Office of LTC Ombudsman Logic Model Template

<b><i>Resources/ Inputs</i></b>	<b><i>Activities</i></b>	<b><i>Enabling Conditions /Goals</i></b>	<b><i>Desired Outcome</i></b>
<p>Post notices at gathering places Post in Senior Voice Ask vols to identify friends Contact partners in targeted communities</p> <p>Plan for joint visit and evaluation during annual visit</p> <p>Deputy LTCO will draft evaluation with regional staff for each vol</p>	<p>Identify communities quarterly where vols are needed and develop a recruitment plan for those communities</p> <p>Staff will meet in person with each vol annually and visit facility together</p> <p>Staff will go over evaluation with vol in person</p> <p>Utilize monthly training meeting</p> <p>Get vol feedback during evaluation</p>	<p>Recruit and screen at least 10 vols for each new LTCO vol training</p> <p>Evaluate each LTCO vol annually</p> <p>Provide opportunities for LTCO vols to create improvements in the LTCO program at least quarterly</p>	<p>To maintain a team of 50 (100?) volunteers who are effective, skilled, enthusiastic, and satisfied</p>



# West Central Texas AAA logic model for Ombudsman Volunteer Recruitment

**Outcome:** Increased volunteer numbers, preferable to have volunteers in each county that has a nursing or assisted living facility. Volunteers will be well trained with support as needed to meet goals of program

## **Goals:**

Establish relationships within the community to build awareness of the Ombudsman program  
Build support and outreach for individuals in the community to WANT to volunteer for the program.  
Maintain contact with current volunteers to encourage participation in activities and provide support.

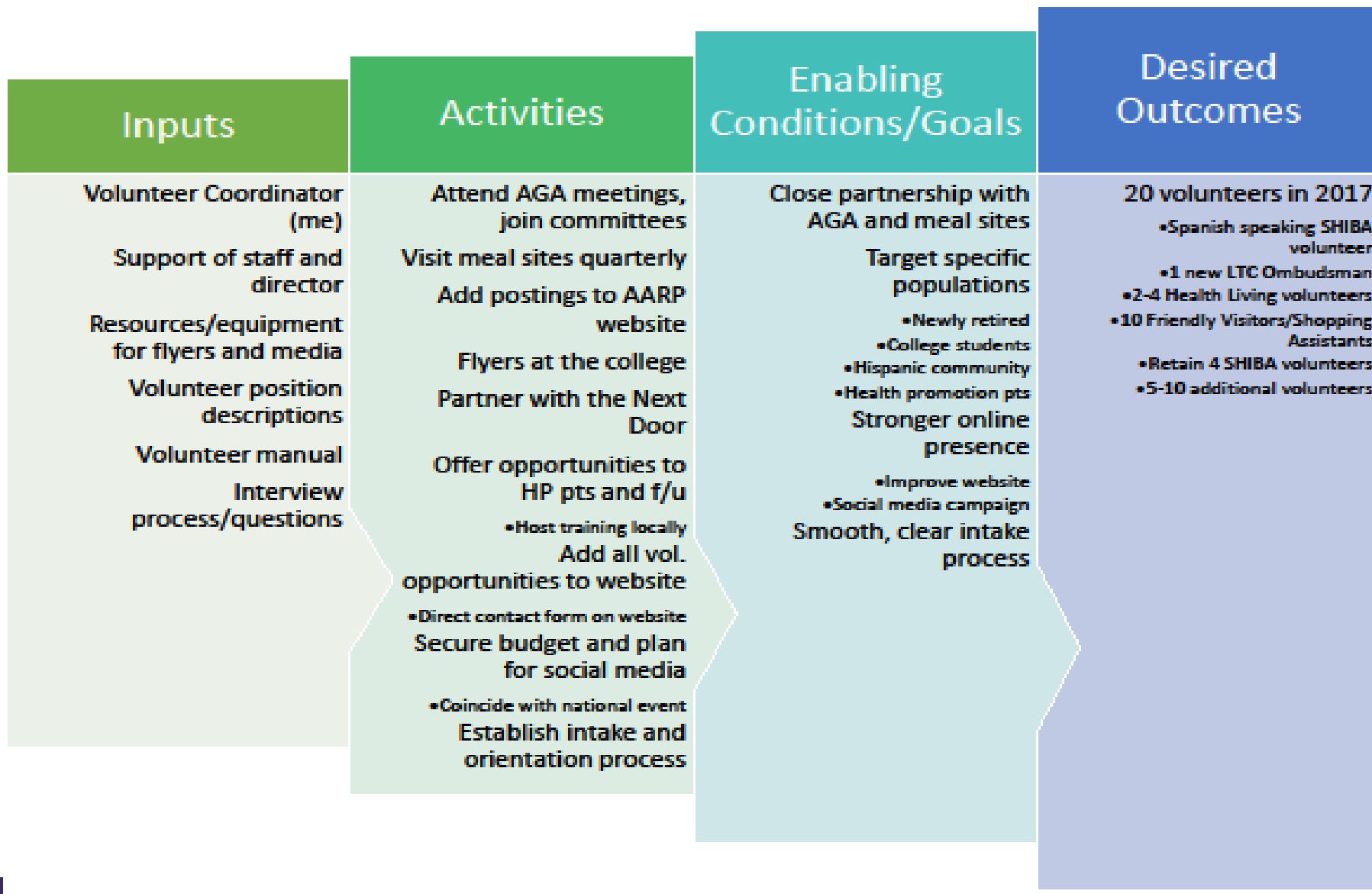
## **Activities:**

Speak to civic groups, local universities, and chamber of commerce's in the communities to identify how best to gain support and increase awareness.  
Provide information to the local newspapers on the Ombudsman program to gain exposure of the program. Do radio news stories in areas where this is available.  
Contact current volunteers on a monthly basis to ensure that they are taking care of their visits and doing activities.

## **Resources:**

A list of locations to contact to visit about speaking at their groups. List to include Lion's club, Kiwanias club, chamber of commerce's, faith based organizations, colleges and universities, etc.  
PSA approved by local office and state office to send out to newspapers, list of newspapers and radio stations  
Phone numbers and contact information for all volunteers.

# Logic Model Template



# Logic Model

Inputs	Activities	Outputs	Initial Outcomes	Int. Outcomes	L-T Outcomes
Older adults/Families	Volunteering	Total Number of Volunteer Stations	Older adults remain active, become engaged in the community, improve the lives of others.	Older adults participate in meaningful activities.	Older adults are healthier and more active in the community.
OAS Volunteer Advisory Committee	Volunteer Stations	Number of Volunteers	Older adults remain strong, healthy, and engaged in the community.	Older adults increase their connections in the community which will build a larger support system for them and those they serve.	Older adults health will improve and the need for services in the OAS will decrease.
OAS Advisory Council	Volunteer Descriptions	Number of days volunteered per month	Older adults are able to attend needed out of county medical appointments.	Older adults are able to access better healthcare resulting in healthier older adults.	<u>System</u> Quality Management/ Quality Assurance is on-going and useful.
Volunteer Stations	<u>System</u> Budget Monitoring Quality Management Advisory Committee	Number of Out of County Transportation Trips	<u>System</u> On-going Quality Assurance/Quality Improvement Activities	<u>System</u> Increased community connections	<u>System</u> Older adults have a broader support system in the community.
Volunteers	Continuous Performance Improvement				
Service & System Leadership					
Funding Sources: OAS-Dept. of Aging					
Community Partners: Churches					
Older Adult System of Care					



# Logic Model Template



# What's Your Desired Outcome?



- Program/agency or state level outcome that will strengthen volunteer engagement
- Volunteer experience/satisfaction
- Recruitment or retention



# Assignment

- Draft a logic model for your volunteer program and email it to [peter@n4a.org](mailto:peter@n4a.org) by Thursday, November 2<sup>nd</sup>
- Read *New Kinds of Volunteers Demand New Kinds of Recruiting Strategies*

<http://plus50.aacc.nche.edu/documents/Respectability.pdf>

***See you in Virginia on November 5<sup>th</sup>!***

