



“Volunteer Evaluations: A Tool for Retention”
Best Practices and Resource Guide
December 16, 2009
3:00-4:30 ET

BEST PRACTICES:

- Provide continuous support for ombudsman staff and volunteers
- Acknowledge, both formally and informally, the importance of Volunteers and the work that they do
- Implement Routine Performance Evaluations which include input from the Volunteer
- Establish program policies and procedures that support and uphold Ombudsman Core Values
- Monthly or Quarterly Volunteer meetings
- Report Volunteer Activities in National Ombudsman Reporting System (NORS)
- Use Evaluations to weed out those Volunteers who do not meet Ombudsman Program Standards

NORC RESOURCES

- **Ombudsman Compendium Chapter III Retention:** Ombudsman Program leaders share best practices for Ombudsman and Volunteer programs.
<http://www.ltombudsman.org/sites/default/files/library/documents/Compendium-Retention.pdf>
- **Ombudsman Volunteer Program Webpage: Getting Started:** Examples of Job descriptions, policies and procedures and marketing information.
http://www.ltombudsman.org/ombudsman-support/volunteer-management/getting-started#Policies_and_Procedures
- **Guide Lines to Adult Learning:** This guide identifies how adults learn new information. Utilizing this information will improve your ability to train Ombudsman and Volunteers.
<http://www.ltombudsman.org/sites/default/files/library/documents/Guidelines-Adult-Learning.pdf>

Additional Resources:

The Call recording and handouts will be available on the NORC website
www.ltombudsman.org

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