

Volunteer Engagement
for
Sustainability & Movement
Building

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In this presentation:

- Introduction to Maitri & History
- Volunteer Program Snapshot
- Volunteering Roadmap
- Best Practices in Volunteer Engagement
- Sustainability & Movement Building
- Small group brainstorming
- Q&A

Maitri's Philosophy

The best human relationships are characterized by mutual respect, open communication and individual empowerment.

Maitri's activities are designed to help our clients make an informed choice of the lives they lead.

Maitri's New Vision & Mission

Maitri History & Milestones

1991

1991 – 1994:

Helpline

Core team of Volunteers

Community Outreach

1995 – 1998 :

1st Employee

Car donation program

1st fundraiser

1st client grant

1st newsletter

1999:

Maitri TH program

2001

2002-2004:

1st Foundation grant

Joined Santa Clara DV
Advocacy Consortium

2005 – 2009:

Legal Advocacy program

Yahoo Groups

2009:

TH purchase

2009 - 2011:

1st Federal Grant

2011

2012 – 2015:

BIA Accreditation

EOP formalized

Anjali Transitional House

2014:

Maitri Boutique

2016:

1st DV 40 hour Training

Mental Health Program

Fiscal Manager for
collaborative pilot

2017-2018: Vision & Mission
exercise

Maitri Programs

- Helpline
- Peer Counseling
- Legal Advocacy
 - Immigration Assistance
- Mental Health Support
- Transitional Housing
- Economic Empowerment
- Volunteer Engagement
- Community Outreach & Prevention
- Development
- Maitri Boutique

Achievements

- 49,578 + helpline calls
- 5,417+ crisis calls
- 4,698+ survivors empowered
- 1,983+ survivors assisted with legal issues
- 328 women and children transitioned from the Transitional home to new beginnings
- \$534,005 client grants & loans for legal bills
- \$487,231 client grants & loans for medical, housing, education, emergency, & empowerment purposes

(as of December 2018)

Our Volunteer Program: a snapshot

Number of
volunteers

64

Annual
volunteer hours

5028

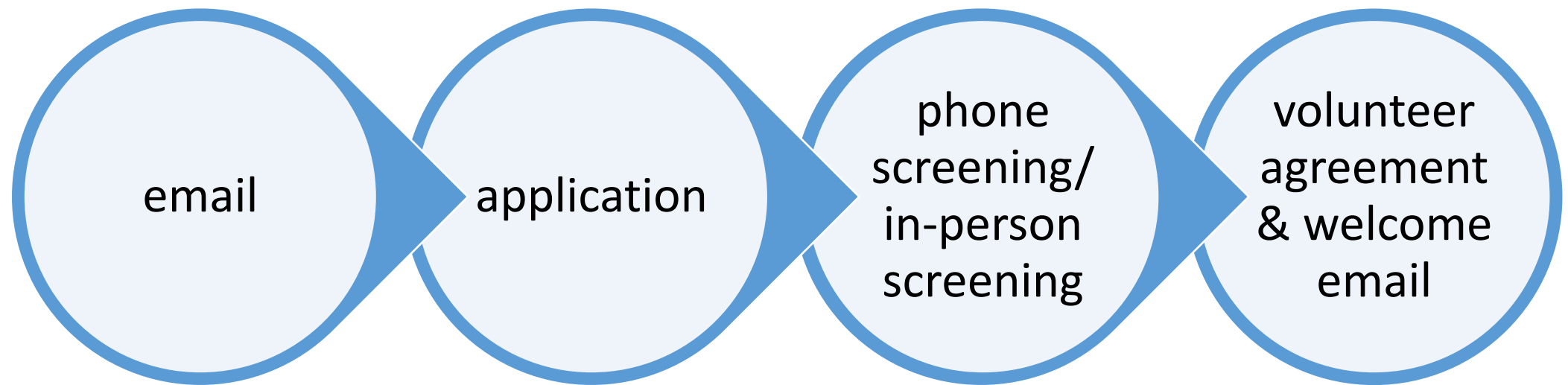
Languages
spoken

20

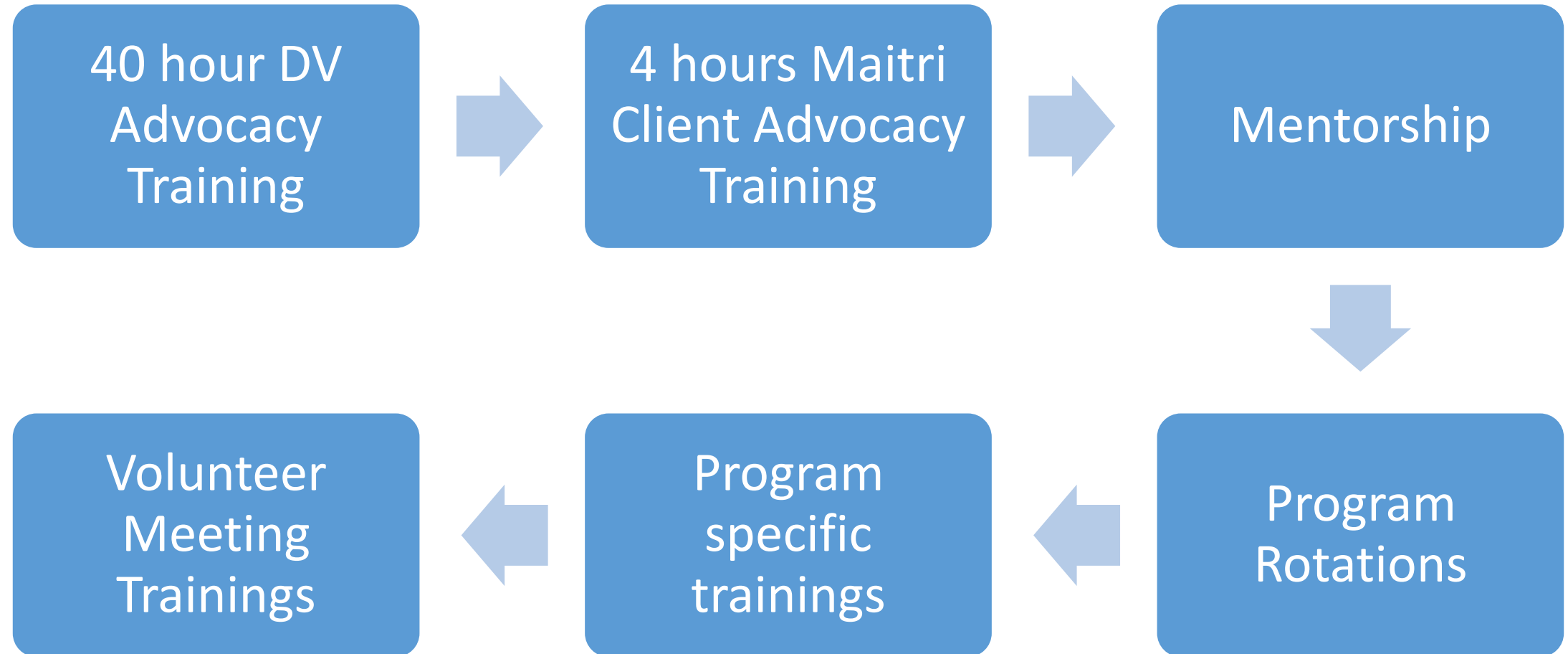
Monetary value

\$90,504

Volunteer program roadmap: Recruitment



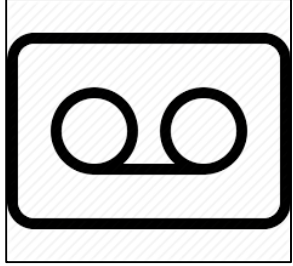
Volunteer program roadmap: Training



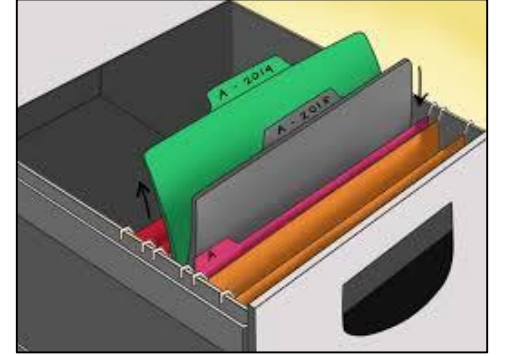
Volunteer program roadmap: Engagement



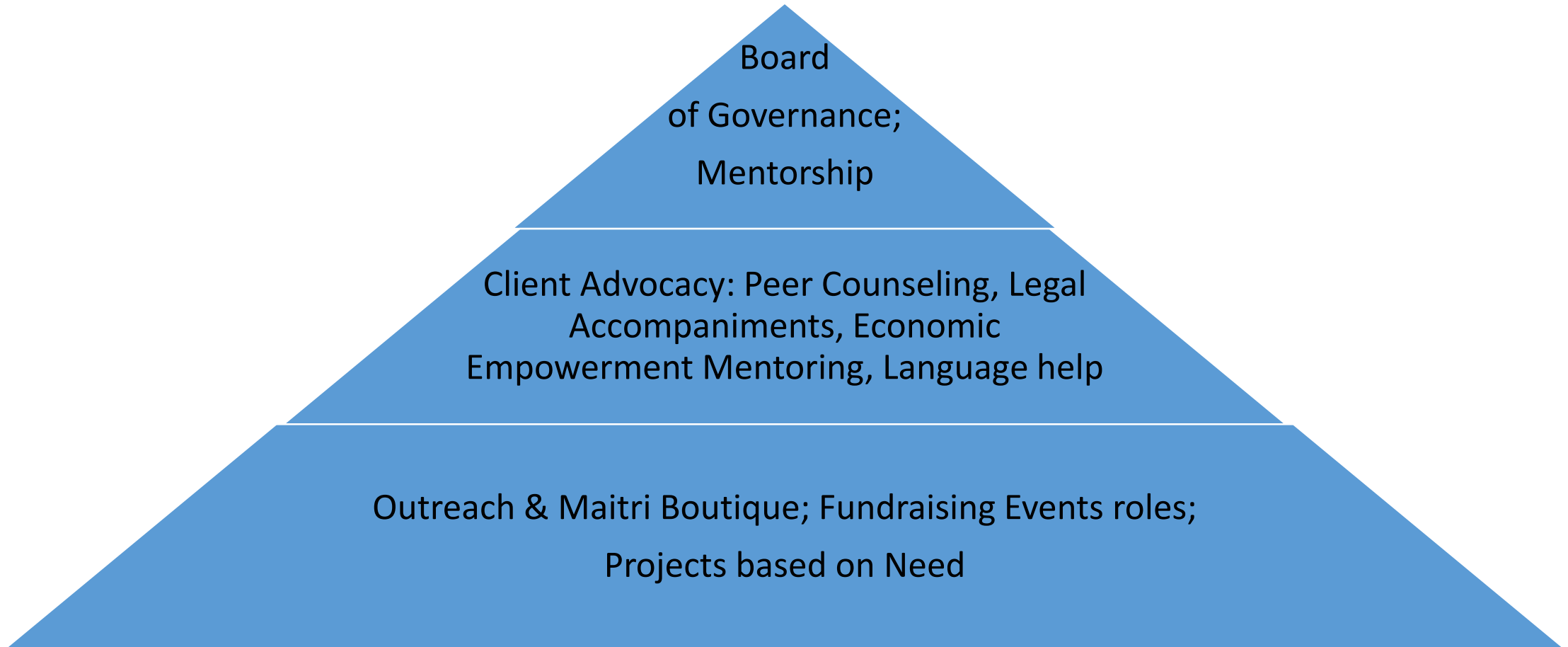
Multiple hats of a volunteer!



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Volunteer Roles



Best practices

Regular meetings

- Enhances team spirit
- Builds commitment to cause & movement
- Provides training & brainstorming opportunities
- Reenergizes team

Clarity around commitment

- Lays groundwork for longer term commitment
- Provides role clarity
- Promotes role flexibility

Flexibility

- Enables different levels of commitment
- Promotes roles based on strength
- Accommodates stage of life & experience

Best practices (continued)

Optimal communication

- Allows for shared listserv
- Targets multiple modalities
- Customizes based on individual style
- Serves as reminders
- Strikes balance
- Shares a common communication etiquette

Continuous training

- Ensures minimum standard of care
- Updates on recent changes in fields
- Introduces intersectionality
- Familiarizes local resources
- Aids growth of new programs

Mentorship

- Builds one on one relationships
- Facilitates crisis management
- Helps provide customized case management
- Provides growth opportunity for volunteers

Best practices (continued)

Program rotation

- Provides clarity around different program roles
- Accommodates change in programmatic volunteer needs
- Utilizes volunteer strengths

Team building

- Keeps volunteer preferences in mind for appreciation
- Keeps channels open for feedback
- Strengthens a non-hierarchical framework
- Focusses on relationship building

Regular follow-up & record-keeping

- Uses technology
- Maintains a current active list
- Showcases awesome work put in by volunteers
- Motivates volunteers
- Facilitates program growth

Sustainability & Movement Building

- Prevention
- Staff pipeline
- Board pipeline
- Addressing marginalization & intersectionality
- Community ambassadorship (outreach, fundraising, workplace, policy advocacy)
- Involvement of family & intergenerational involvement
- In-kind value
- Maitri family
- Full circle: client involvement

Small group brainstorming

- Designate note taker and speaker
- Group chooses a challenge in engaging volunteers one of the group members is facing in their organization
- Group brainstorms some strategies to address the situation
- Report back key learnings to larger group

Questions?

Thank you!

Contact

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