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 – 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
  - EEP 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

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of volunteers</td>
<td>64</td>
</tr>
<tr>
<td>Annual volunteer hours</td>
<td>5028</td>
</tr>
<tr>
<td>Languages spoken</td>
<td>20</td>
</tr>
<tr>
<td>Monetary value</td>
<td>$90,504</td>
</tr>
</tbody>
</table>
Volunteer program roadmap: Recruitment

1. Email
2. Application
3. Phone screening/in-person screening
4. Volunteer agreement & welcome email
Volunteer program roadmap: Training

- 40 hour DV Advocacy Training
- 4 hours Maitri Client Advocacy Training
- Mentorship
- Volunteer Meeting Trainings
- Program specific trainings
- Program Rotations
Multiple hats of a volunteer!
Volunteer Roles

Board of Governance; Mentorship

Client Advocacy: Peer Counseling, Legal Accompaniments, Economic Empowerment Mentoring, Language help

Outreach & Maitri Boutique; Fundraising Events roles; Projects based on Need
## Best practices

<table>
<thead>
<tr>
<th>Regular meetings</th>
<th>Clarity around commitment</th>
<th>Flexibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Enhances team spirit</td>
<td>• Lays groundwork for longer term commitment</td>
<td>• Enables different levels of commitment</td>
</tr>
<tr>
<td>• Builds commitment to cause &amp; movement</td>
<td>• Provides role clarity</td>
<td>• Promotes roles based on strength</td>
</tr>
<tr>
<td>• Provides training &amp; brainstorming opportunities</td>
<td>• Promotes role flexibility</td>
<td>• Accommodates stage of life &amp; experience</td>
</tr>
<tr>
<td>• Reenergizes team</td>
<td></td>
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### 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)

<table>
<thead>
<tr>
<th>Program rotation</th>
<th>Team building</th>
<th>Regular follow-up &amp; record-keeping</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Provides clarity around different</td>
<td>• Keeps volunteer preferences in mind for appreciation</td>
<td>• Uses technology</td>
</tr>
<tr>
<td>program roles</td>
<td>• Keeps channels open for feedback</td>
<td>• Maintains a current active list</td>
</tr>
<tr>
<td>• Accommodates change in programmatic</td>
<td>• Strengthens a non-hierarchical framework</td>
<td>• Showcases awesome work put in by volunteers</td>
</tr>
<tr>
<td>volunteer needs</td>
<td>• Focusses on relationship building</td>
<td>• Motivates volunteers</td>
</tr>
<tr>
<td>• Utilizes volunteer strengths</td>
<td></td>
<td>• Facilitates program growth</td>
</tr>
</tbody>
</table>
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!

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