THE CAPACITY R/EVOLUTION:

Strategic Volunteer Engagement in ACA Enrollment Programs

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15 February 2019

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LEGAL SERVICES

Health Justice
Volunteer Model

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VOLUNTEERISM AT PISGAH LEGAL SERVICES

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NEED TO KNOW

DON'T NEED: AMAZINGNESS

DO NEED: EVIDENCE

- 2018 Appointments: Over 800
- Volunteers – 30+ with several different roles
- High self-reported job satisfaction
  - Retention
  - Freedom to do other things

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IT'S NOT MAGIC

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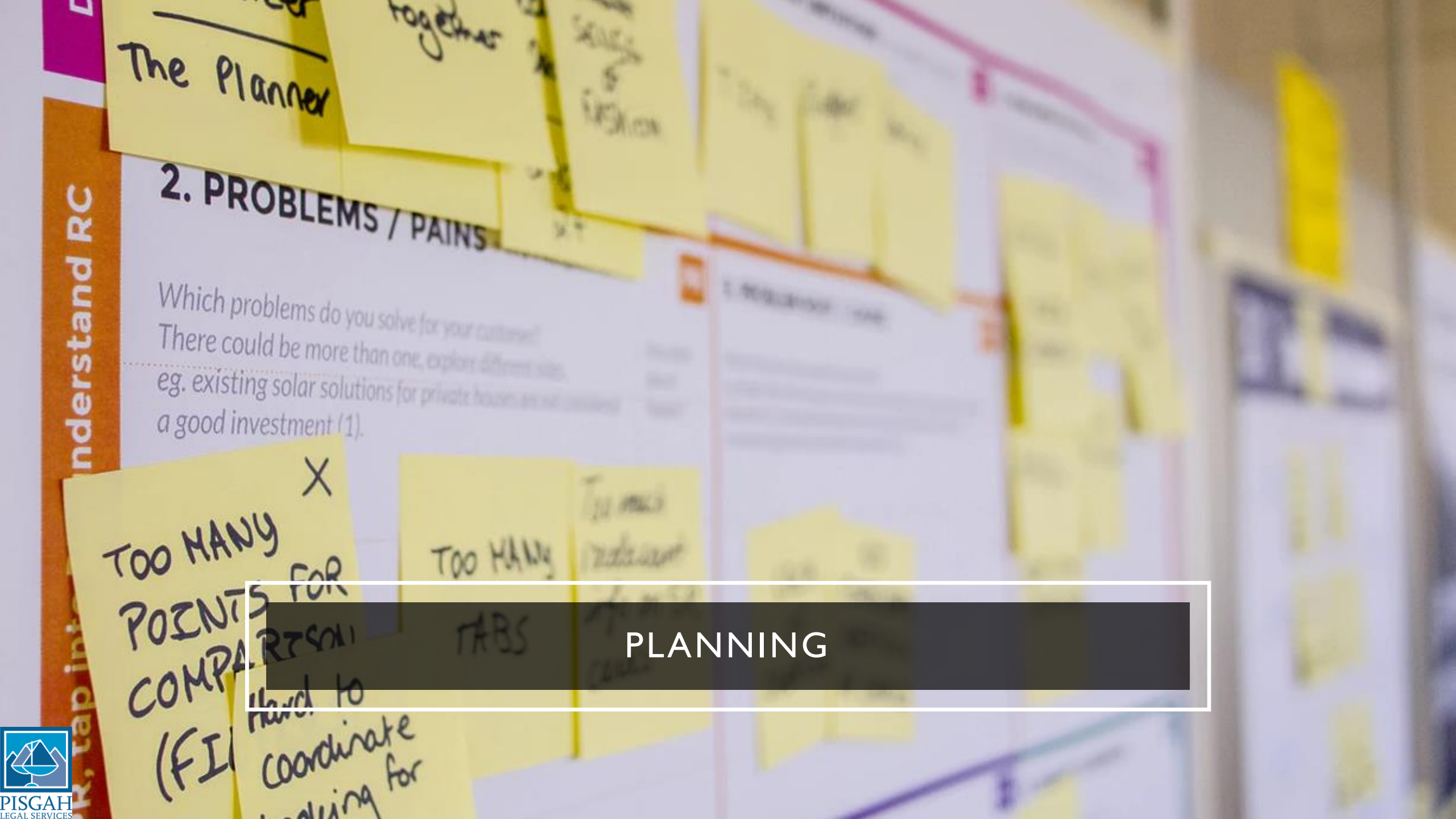

PLANNING

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PLANNING

- Recruitment
- Consistent communication
- Variety of job roles
- Connecting to people
- Structure and systems
- Ongoing training

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AND PERSEVERANCE

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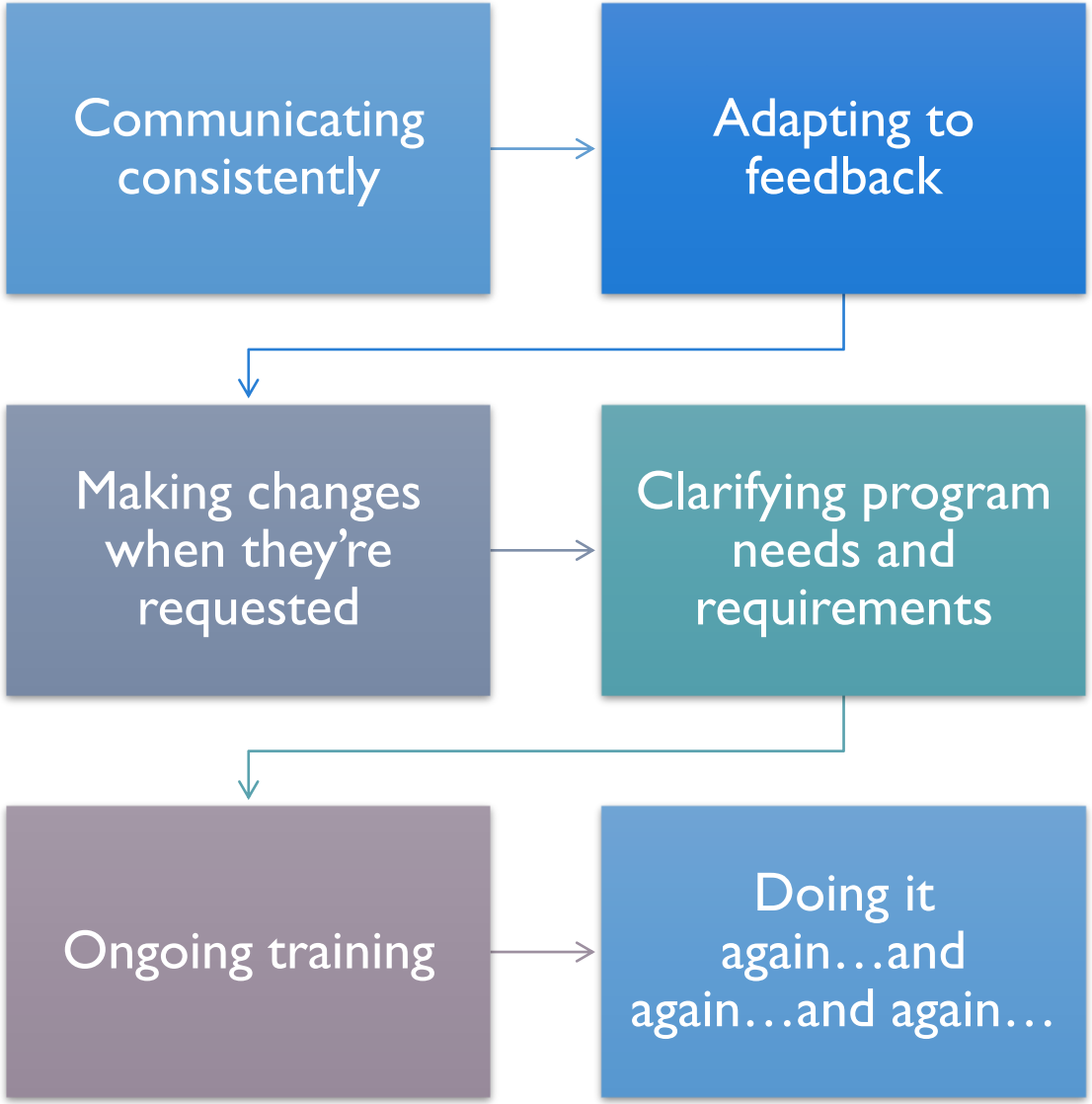
PERSEVERANCE



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WHAT'S WORKING?

HIGHLY ADAPTABLE

VALUE FLEXI-DELITY
(FLEXIBILITY/FIDELITY)

EMBRACE CHANGE

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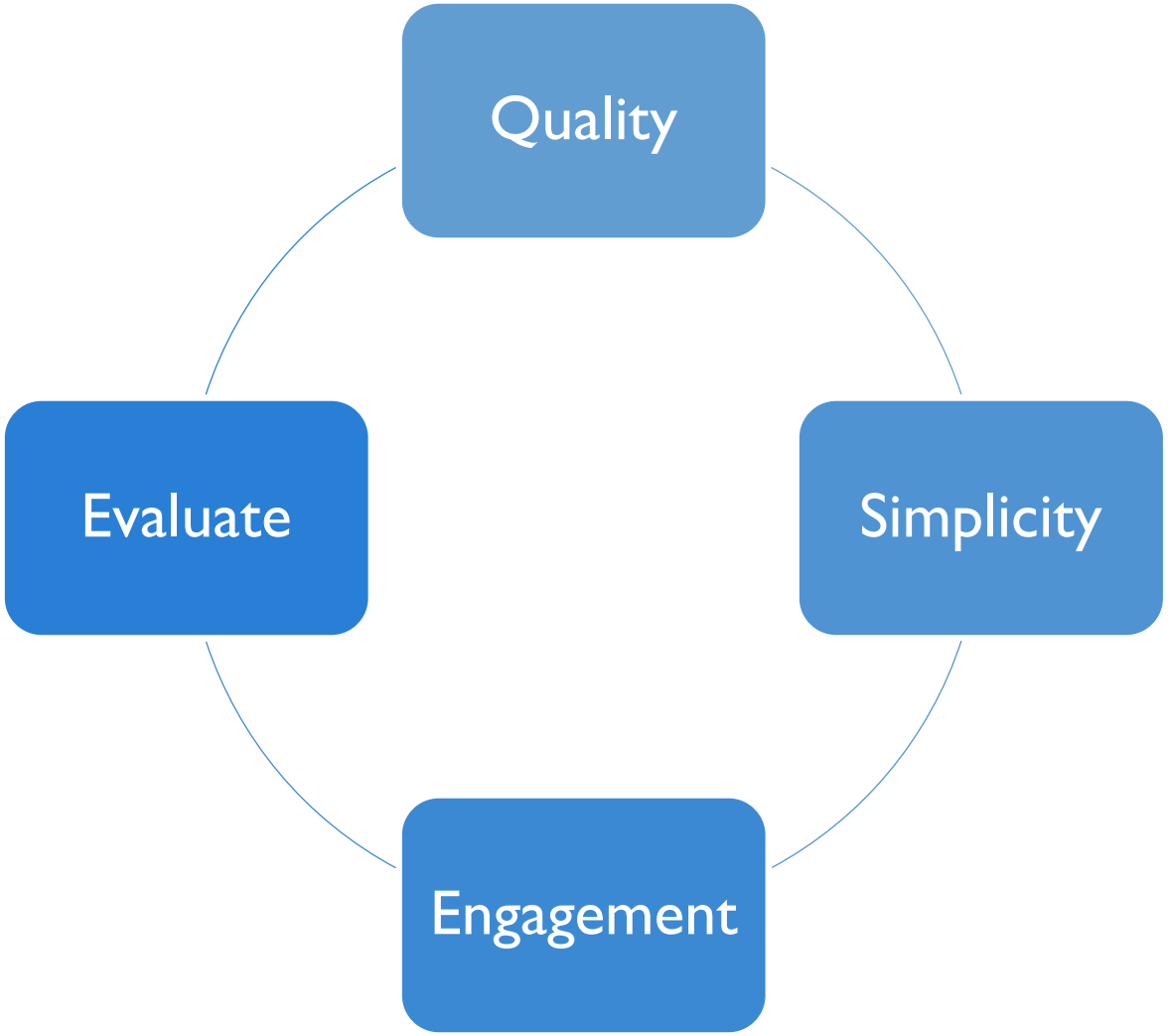

HOW IS THAT DONE?

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WHAT DO YOU THINK OF WHEN YOU HEAR "CAPACITY BUILDING"?

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THIS IS CAPACITY BUILDING

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NEXT STEPS?

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[EVA] Program
Enrollment Volunteer Advancement Program

A Capacity Building Program of PISGAH LEGAL SERVICES

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[EVA] Enrollment Volunteer Advancement Program © January 2019

[EVA] Enrollment Volunteer Advancement

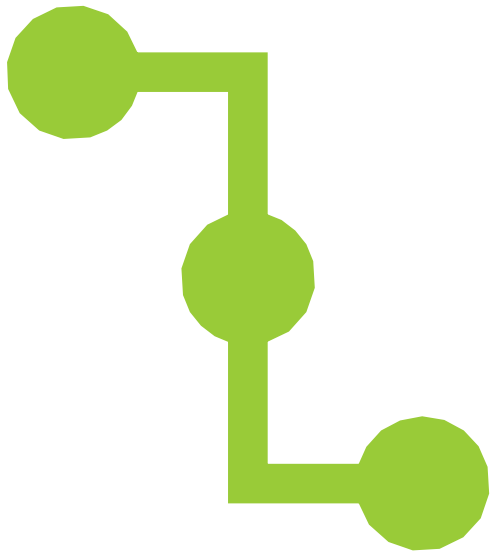
Opportunity:

Enrollment programs may underutilize volunteers as a resource for program support and expansion.

Response:

[EVA] champions the dynamic utilization of volunteers within enrollment programs.

[EVA] Enrollment Volunteer Advancement Program © January 2019



Access for All – And it's Free

- Volunteer Onboarding Documents Library
- Future proposals
  - Phone assistance
  - Newsletter
  - Volunteer Job Ideas

Your Program, Your Needs

(It's grant funded…)

[EVA] hopes to give you a lift.

What Fits Your Journey?

- Spark
- Rise
- Grow
- Bridge

Spark

Quick collaboration to re-ignite your existing program.

Rise

In-person work dedicated to investigating a primary issue.

Outcomes report available.

Grow

In-depth review if systems, training, processes or other program factors.

Outcomes report provided.

Bridge

Intensive collaboration to support launching or expanding volunteer program.

Outcomes report provided.

[EVA] Enrollment Volunteer Advancement Program © January 2019

[EVA]: Grow. Courageously.