

# THE CAPACITY R/EVOLUTION:

## Strategic Volunteer Engagement in ACA Enrollment Programs

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Health Justice  
Volunteer Model

# PISGAH LEGAL SERVICES





# VOLUNTEERISM AT PISGAH LEGAL SERVICES

# 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

IT'S NOT MAGIC



The Planner

## 2. PROBLEMS / PAINS

Which problems do you solve for your customer?  
There could be more than one, explore different sides.  
eg. existing solar solutions for private houses are not always  
a good investment (1).

TOO MANY  
POINTS FOR  
COMPARISONS  
(FI...)  
hard to  
coordinate  
looking for

TOO MANY  
TABS

PLANNING



Recruitment



Consistent communication



Variety of job roles



Connecting to people



Structure and systems



Ongoing training

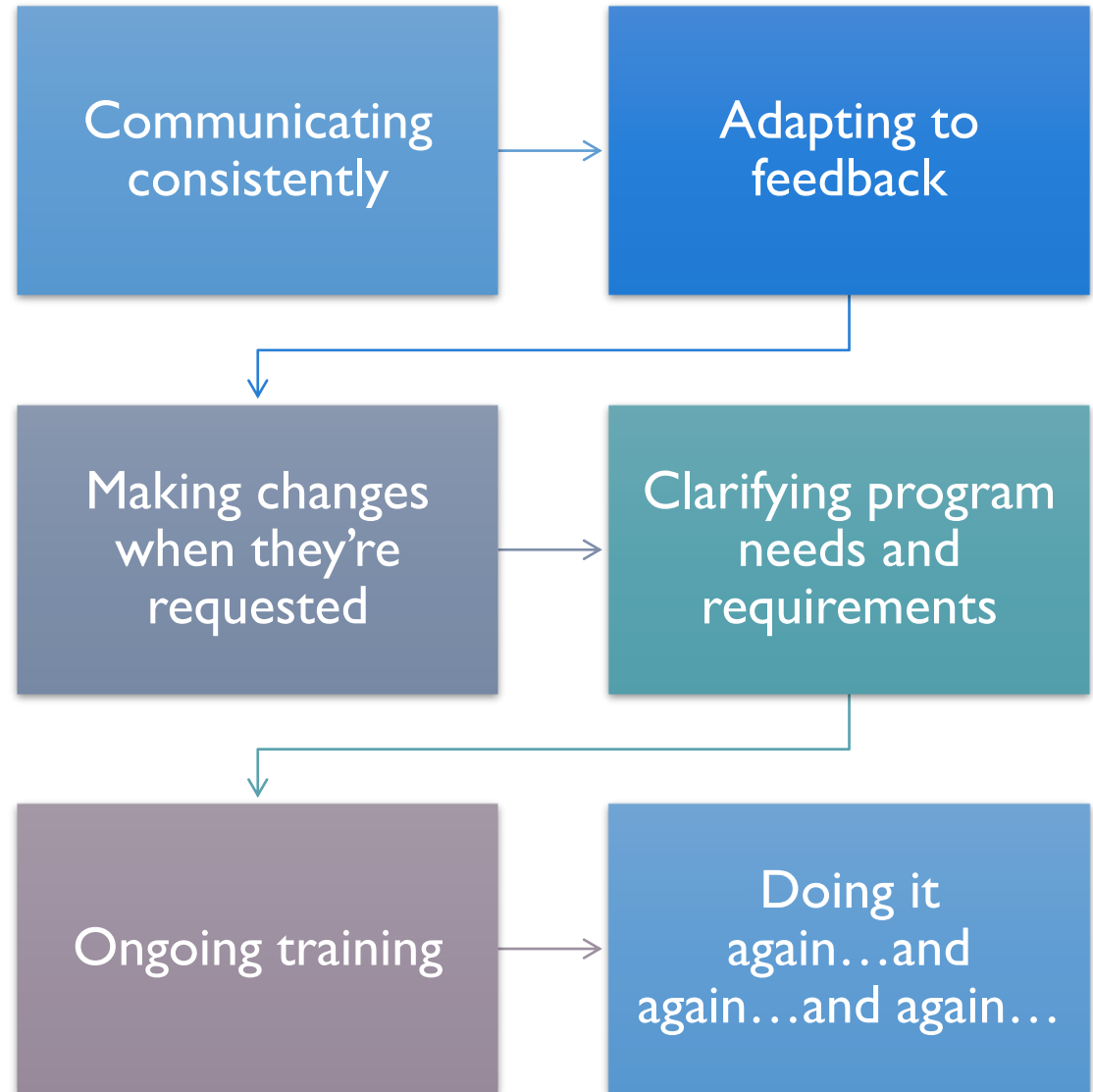
# PLANNING

PUNCH  
TODAY  
IN THE  
FACE.

AND PERSEVERANCE



# PERSEVERANCE



A firefighter in full gear, including a yellow helmet and a breathing apparatus, is spraying a powerful stream of water from a hose onto a large, white metal dumpster that is engulfed in intense orange and yellow flames. The dumpster is situated outdoors, with a white building and greenery in the background. The scene is chaotic and dangerous, illustrating the concept of 'accepting a little chaos'.

ACCEPT  
A LITTLE  
CHAOS

# WHAT'S WORKING?



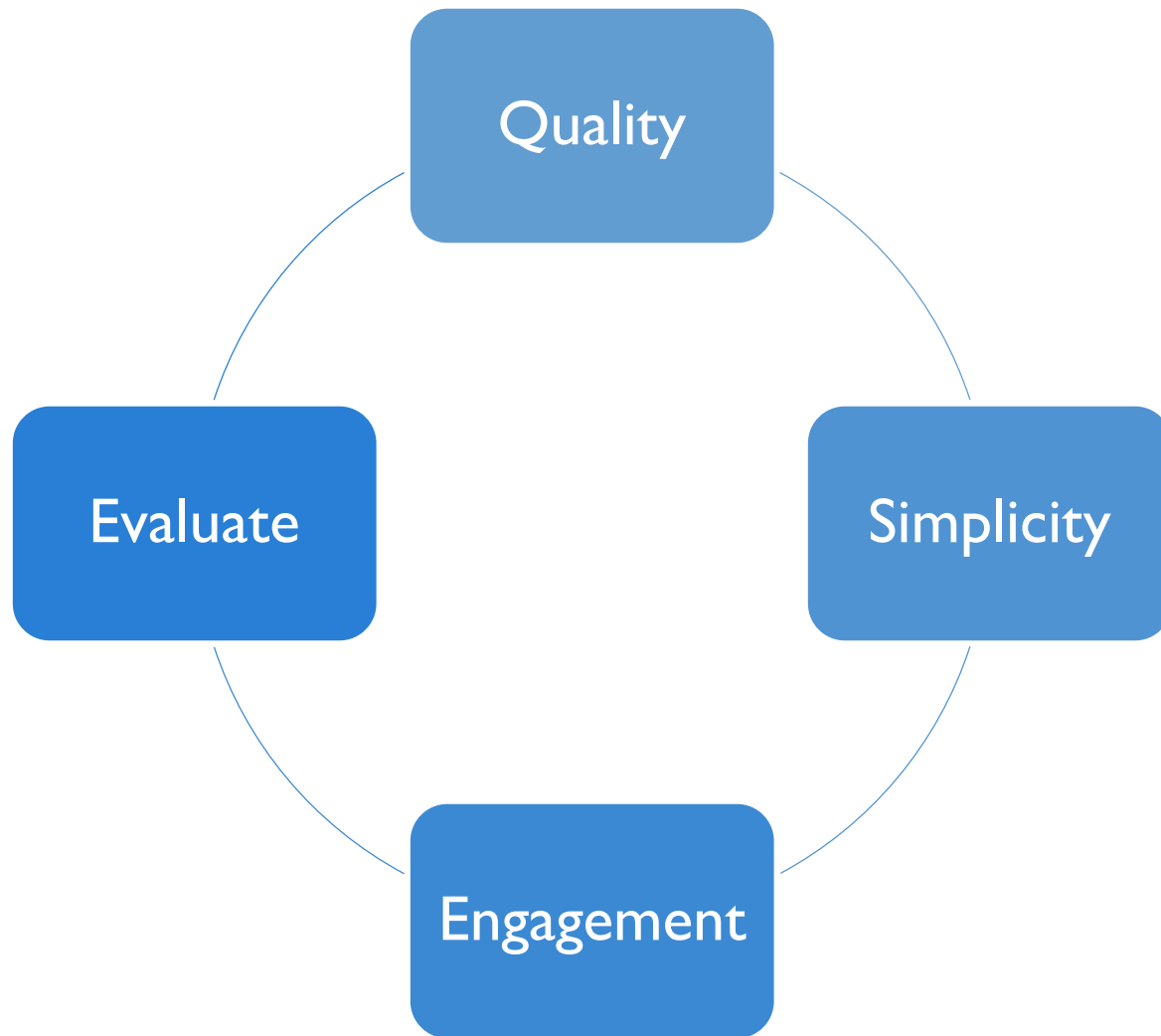
HIGHLY ADAPTABLE



VALUE FLEXI-DELITY  
(FLEXIBILITY/FIDELITY)



EMBRACE CHANGE



HOW IS THAT  
DONE?




WHAT DO YOU THINK OF WHEN YOU  
HEAR “CAPACITY BUILDING”?

THIS IS CAPACITY BUILDING





NEXT STEPS?



COLLABORATE  
FOR SUCCESS





# [EVA] Program Enrollment Volunteer Advancement Program



A Capacity Building Program of

**PISGAH**  
LEGAL SERVICES

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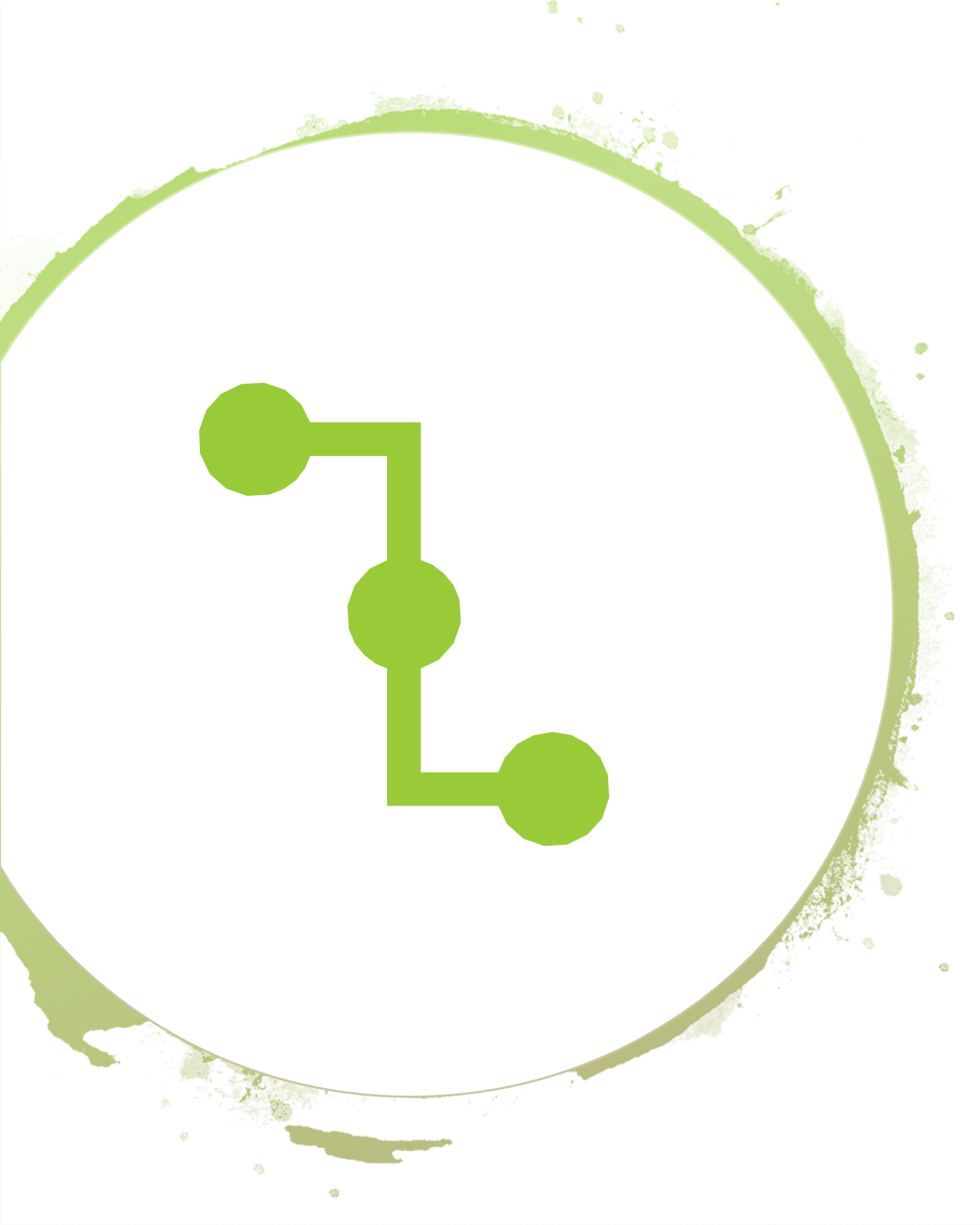
# [EVA] Enrollment Volunteer Advancement

## 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.



# 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 of systems, training, processes or other program factors.

Outcomes report provided.

# Bridge

Intensive collaboration to support launching or expanding volunteer program.

Outcomes report provided.



**[EVA]: Grow.  
Courageously.**