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| **Chapter Name** | Orange County, CA |
| **Chapter Number (ex. CH0000)** | CH8091 |
| **Chapter Location (City, State)** | Anaheim, CA |
| **Chapter Membership Size** | Medium (101 - 300) |
| **Contact Person for this Submission:** | Rhonda Askeland |
| **Email Address:** | [pastpresident@astdoc.org](mailto:pastpresident@astdoc.org) |
| **Phone Number:** | (714) - 852 - 3019 |
| **Chapter Board Position:** | Past-President (2012 President) |
| **Chapter Website URL:** | <http://astdoc.org> |
| **Submission Title:** | Volunteer of the Month |
| **Submission Description:** | Volunteer of the Month is program dedicated to increasing volunteer engagement and create awareness of different volunteer activities in the chapter. Each month a volunteer, who is not on the Board of Directors and who is a chapter member, is recognized for their volunteer efforts. The award recipient is nominated by a board member and the Board of Directors votes on an award recipient. The recipient is recognized at the monthly learning event and receives a certificate and their registration fee is waived. In addition to the recognition, the recipient's manager is notified of the award and invited to the chapter learning event. This brings recognition to the recipient from the chapter, their peers in the chapter, and their workplace. |
| **Need Addressed:** | As with all chapter, volunteers are the lifeblood of our chapter. We found a need to get people excited about volunteering and bring awareness to the different volunteer opportunities available. Previously, the chapter recognized volunteers in a general forum at various times throughout the year without specifics to the accomplishments people had made. Awards were given to select few at the end of the year, leaving out a large number of people who had contributed to the chapter through volunteering.  Need areas included:  \* Increase the number of people volunteering \* Increase chapter membership \* Increase interest in chapter leadership \* Increase motivation of volunteers |
| **Does this effort align with your chapter's mission?** | - Yes |
| **Does this submission align with ASTD's mission?** | - Yes |
| **Target Audience:** | To receive a Volunteer of the Month award, a person needs to be a chapter member and cannot serve on the Board of Directors. |
| **Costs/Resources Used: (include any funding you were able to get through donations, contributions, barter, etc. and how you went about getting these resources. Also include how much volunteer/board member time this effort took)** | The cost is minimal: The Volunteer of the Month has their meeting fee waived for one month. This is a cost to the chapter of $28.  A certificate is printed at a cost of .50.  Board member time involves: Sponsoring board member notifies the recipient of the award and writing out an overview of the accomplishments. Sponsoring board member notifies recipient's manager of the award and invites them to the chapter learning event. The overview of the accomplishments is published on the website after the award is given. |
| **How did you implement: (please give a brief description)** | The chapter has strategic imperatives that guide activities. As part of an imperative on enhancing member benefits, it was determined that volunteerism increases membership and the people needed to know more about volunteer opportunities. The imperative detailed action items that supported this need. |
| **What were the Outcomes: (include financial, membership increases, target audience satisfaction levels, publicity for the chapter, and of the profession)** | Outcomes that we have seen: \* Volunteer opportunities were highlighted with more details and gave chapter members a better understanding of ways they could contribute, both large and small \* After a couple of months, the number of people who offered to volunteer increased \* Award recipients engaged more in their volunteer efforts, resulting in two people who are now on the Board of Directors who were not before, and two recipients who are now managing functions who had smaller roles in the past \* Meeting attendance increased from previous year \* Chapter membership increased from previous year \* Recognition of volunteer opportunities is reinforced with the announcement and continued listing of award winners on the website |
| **Lessons Learned: (hints and tips for other chapters who may be considering a similar effort)** | As with all things, the process was refined. At first, we thought it would be nice for the award to be a surprise. This meant that we had to hope that person came to the meeting. We would hint that they should be there - sometimes it worked, sometimes it didn't. We revised the process to let the recipient know a month in advance. We now vote for the Volunteer of the Month at the previous month's board meeting.  We didn't comp the first couple of people and then thought that would be a good thing to do. We revised the process to include the waiving of the meeting fee. If a recipient can not be at the meeting, we give them an additional month to "use their waiver" and come for no charge.   We realized that our end of year award winners were not comped at previous meetings, so we have included that in our end of year awards. As with the monthly recipients, they have an additional month to use their waiver. |
| **Please list the specific ASTD chapter resources that helped guide you in the process of completing this best practice.** | We didn't use any resources from national - it was something that evolved throughout the year. |
| **Please attach any documents that help support this submission: (additional documents should be sent to** [SOS@astd.org](mailto:SOS@astd.org)**)** | [Updated 12-03-12PMVOM ProcessRev.pdf](http://forms.astd.org/download.php?q=Zm9ybV9pZD0xMSZpZD01NSZlbD1lbGVtZW50XzE2) |
| **additional supporting documents:** | [Volunteer Of the Month Award Process.pdf](http://forms.astd.org/download.php?q=Zm9ybV9pZD0xMSZpZD01NSZlbD1lbGVtZW50XzIy) |
| **additional supporting documents:** | [VOM Process Example Step1.docx](http://forms.astd.org/download.php?q=Zm9ybV9pZD0xMSZpZD01NSZlbD1lbGVtZW50XzIz) |

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