



An A-to-Z of Best Practices:

Recruiting, Training, and Retaining Volunteers for Large Group Processing Workshops

- **Ask** participants who come to a workshop for naturalization assistance to volunteer at the next one.
- **Buy** permanent name tags for regular or long-term volunteers
- **Centralize** your collaboration's volunteer database via Google docs
- **Develop** a media recognition strategy to honor volunteers
- **Establish** relationships with local professors at community colleges and other schools. Ask professors to give extra credit for volunteering.
- **Feed** your volunteers well
- **Find** a corporate sponsor to cover the costs of acknowledgement/recognition materials
- **Give** a volunteer the job of creating and keeping a centralized volunteer database and acting as volunteer coordinator.
- **Hire** a collaboration-wide volunteer recruitment coordinator (e.g., from AmeriCorps)
- **Invite** each month's the 5 most active volunteers to a monthly dinner.
- **Joint** schedules of workshops and events across your collaboration let volunteers see all upcoming local events and sign up for the ones that fit their schedule best
- **Keep** volunteers in the loop: for BIA accredited organizations, let a volunteer know when someone they helped becomes a citizen
- **Learning** and leadership opportunities: Inspire volunteers to keep coming back by assigning them to different roles and empowering them to work their way up to volunteer leader
- **Make** exclusive t-shirts that are ONLY available to volunteers; not even staff or leadership can get them unless they volunteer
- **Network** through local Bar associations and tap into corporate law firms' pro bono work
- **Offer** CLE for non-immigration attorneys and proof of pro-bono work for all volunteer attorneys
- **Partner** with local law schools; offer internships or credits to law students
- **Quickly** provide positive reinforcement to volunteers and help them get better at their assigned task so they feel empowered to keep volunteering
- **Recruit** high school students who need community service hours to help with set-up, childcare, administrative tasks
- **Request** elected officials your collaboration partners to give commendations to volunteers and volunteer attorneys
- **Select** a community-based honorary advisory board for the NAC with a minimum time commitment
- **Standardize** the training process across your collaboration and use the same training tools and content
- **Survey** your volunteers about what they need to keep coming back
- **Take** the time to show your volunteers love and developing personal connections at events
- **Use** social media to build an online volunteer community: create a Facebook page, upload and tag pictures
- **Virtual** trainings: require volunteers to go through CLINIC's free self-directed e-Learning course for workshop volunteers (<http://elearning-cliniclegal.org/login/index.php>)
- **Write** and distribute a quarterly volunteer newsletter highlighting recent events and publishing a calendar of upcoming volunteer opportunities
- **eXtend** invitations to volunteer recognition event to people the volunteers helped become citizens, so they see their fruit of their labor.
- **Yearly** celebration where volunteers can meet one another and share stories – and encourage them to bring 3 people (new volunteers!) with them
- **Zillions** and zillions of thank-yous from staff!!!