



# Ready to take your organization to the next level?

## *Frequently asked questions about Service Enterprise*

### **What are the benefits of Service Enterprise?**

- Allows organizations to communicate to funders, volunteers and community in a concrete way.
- Successful volunteer engagement strategies to effectively leverage volunteer resources.
- Research based organizational assessment.
- Team based training with other participating organizations.
- Individualized coaching/consulting and the option to become certified as a Service Enterprise.



### **What do Minnesota organizations say about Service Enterprise?**

- Service Enterprise increases awareness of the need to proactively and thoughtfully immerse volunteers throughout the organization, especially skilled volunteers.
- Service Enterprise helps organizations refine infrastructure and address resource gaps to create a more viable, efficient and effective volunteer program.
- Service Enterprise legitimizes the use of best practices by advanced practitioners, helping to make the case for further investment in volunteer programming

*"It was time to move our volunteer program to the next level. We were all volunteering for the same mission, yet we were separate and not working together. As a healthcare organization, we all needed to be on the same page and work as a cohesive team and SE allowed us to merge our volunteers under one umbrella for the same mission. The consistency throughout the organization has been rewarding. We now have a streamlined process for interviews, onboarding, and structure. We are able to tap into best practices and not re-invent the wheel, but yet do what works best for us. The networking among other SE organizations has been great."*

*~Kelly Owens, Olmsted Medical Center*

*"Service Enterprise is a game changer. It provides an opportunity to bring team members together to have deep dive conversations. Participants in the Service Enterprise process identify the tools and framework necessary to create a flexible model of volunteer management, which is critical to meeting the unique needs of each department. The Service Enterprise approach provides a sense of urgency for change. It builds ownership of the volunteer program across the entire organization, with common goals to move forward and shared responsibility for success."*

*~Guiding Coalition Member, City of Roseville*

**CASE STUDY:** College of St. Benedict, *What Happens When Volunteers Are No Longer a "Nice to Have" Resource, But Instead a Strategic Investment?*, [www.academicimpressions.com/university-volunteer-management/](http://www.academicimpressions.com/university-volunteer-management/)

## Is my organization ready for Service Enterprise?

To gain the most benefit from Service Enterprise an organization should have the following in place:

- Volunteer engagement best practices are in place.
- Staff understand best practices on volunteer management.
- Staff and leadership are committed to move to a higher level of volunteer engagement.
- Three to seven staff can commit to attending 16 hours of Service Enterprise training.

## Who will need to be involved?

- A main site lead and manage communications.
- Executive Director, or other leader (for larger organizations) to complete the Service Enterprise Diagnostic (SED) and attend a portion of the training sessions.
- Three to twenty-five staff to complete the SED, and three to seven to attend all four training sessions.

## What is the timeline?

- Orientation webinar, Service Enterprise Diagnostic (SED) completion, and SED results meeting takes place February through early March.
- Training sessions– each session takes place from 12:30-4:30pm:  
Session 1: March 7, 2019                      Session 3: April 4, 2019  
Session 2: March 21 2019                      Session 4: April 25, 2019
- Trainings conveniently located in Owatonna for organizations in the Twin Cities, Rochester and surrounding communities.
- Coaching/consulting during three months following training, May-July 2019.
- Organizations working on certification have up to 12 months to complete the process.

## What is the cost?

Thanks to grant funding, the Service Enterprise package valued at \$6,000 is available for sliding scale fee of:

- \$1,000 – annual budget of less than 1 million
- \$1,250 – annual budget of 1-3 million
- \$1,500 – annual budget of over 3 million

*NOTE: This initiative is available only to organizations that do not currently have Corporation for National and Community Services (CNCS) resources for volunteer capacity building. (For example, a VISTA or other national service member working on volunteer capacity building and reporting volunteer statistics to CNCS).*



## How to apply?

Apply online at [https://survey.co1.qualtrics.com/jfe/form/SV\\_8iHjn9MwNxVZp5P](https://survey.co1.qualtrics.com/jfe/form/SV_8iHjn9MwNxVZp5P)

Applications are due **January 30, 2019**.

## Where can I get more information?

Contact: Polly Roach, MAVA [proach@mavanetwork.org](mailto:proach@mavanetwork.org)

Katie Walsh, HOTC [katie@handsontwincities.org](mailto:katie@handsontwincities.org)

HOTC website: <http://handsontwincities.org/nonprofits/service-enterprise-initiative/>

MAVA website: <http://www.mavanetwork.org/serviceenterprise>



*Thanks to the Corporation for National and Community Service for funding this initiative.*