



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/

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 2: *March 21 2019*
 - Session 3: *April 4, 2019*
 - Session 4: *April 25, 2019*
- 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

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

Where can I get more information?

Contact: Polly Roach, MAVA proach@mavanetwork.org

Katie Walsh, HOTC katie@handsontwincities.org

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

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



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