

PEER RECOVERY SUPPORT SERVICES COMMUNITY OF PRACTICE

RECRUITING, RETAINING, & RECOGNIZING VOLUNTEERS

February 28, 2018

9:30AM-12:30PM



WELCOME

Purpose of PRSS CoP

- To implement systematic standards and improve quality of services to establish and strengthen collegiality, cooperation and collaboration to create a unified system of peer recovery support services in New Hampshire.

CoP Opportunities

- **Webinars/In-Person Meetings**
- **Resources/Tools**
 - Resources to support PRSS implementation can be accessed on the Center for Excellence website:
<http://nhcenterforexcellence.org/resources/community-of-practice-resources/>
- **Discussion Forum**
 - To join discussions about PRSS implementation, visit:
<http://nhcenterforexcellence.org/join-a-community/>

Objectives

1. Describe the components involved in recruiting, retaining and recognizing volunteers;
2. Identify what RCOs are and can do to recruit, retain, and recognize volunteers; and
3. Compare approaches RCOs use to recruit, retain and recognize volunteers.

Recruit, Retain, Recognize

Lessons from 20 Years of Assisting RCOs

JIM WUELFING

Recruit

- Be ready before you start recruiting . . .
- Know you!
 - Your vision
 - Your mission
 - Do you have policies that will guide you?
 - What are you recruiting for? Membership?
Volunteers?
 - When recruiting volunteers, do you know what you are looking for?
 - Actual defined opportunities?
 - How much commitment?
 - Any limitations?

Recruit

- By what means?
 - Speaking engagements
 - Social media
 - Advertising
 - Outreach
 - As a component of all advocacy work

Recruit

- How often?
 - People will grow in their recoveries and move on – to be celebrated and not mourned!
 - People change; jobs, locations, etc.
 - People change their minds

Retain

- Provide meaningful opportunities
- Provide adequate and ongoing training
 - For the organization – how to represent you, how to do their jobs, how to always be advocating
 - For the volunteer – their own personal and professional development
- Provide for advancement

Retain

- Provide ongoing supervision
- Treat like employees (just not paid)
 - Job descriptions
 - Support and supervision
 - Accountability
 - Room for development

Retain

- Good peer-to-peer service includes (we need to teach, encourage and model):
 - Actively listening
 - Asking good questions
 - Managing your own stuff

Retain

- Let's remember . . .

People involved in RCOs need support. We are asking them to take risks and be vulnerable. Everyone's recovery is paramount.

Recognize

- If we recruit and retain well, people will already start to feel recognized.
- Go out of your way to recognize efforts
- Applaud often and in many ways.
- Offer certificates
- Monthly recognition
- Annual dinners or other recognition events.
- Letters of commendation
- Letters of thanks to employers

Brainstorming Session

- Three 30 minute brainstorming sessions, one each for recruit, retain and recognize.
- For each topic, you will have:
 - 10 minutes to discuss/make your list
 - 10 minutes for report out
 - 10 minutes to discuss

Recruit

- What's working (past and present)
Your successes
- What's not working (past and present)
Your lessons
- New possibilities

Retain

- What's working (past and present)
Your successes
- What's not working (past and present)
Your lessons
- New possibilities

Recognize

- What's working (past and present)
Your successes
- What's not working (past and present)
Your lessons
- New possibilities

Volunteer Recognition

National Volunteer Recognition Week April 15-22, 2018

For more information:

<https://ww2.pointsoflight.org/nvw>

Presidential Service Awards

For more information:

<https://www.presidentialserviceawards.gov/>

SOS Recovery Community Organization

- **Presenter:** John Burns, Director,
john@sosrco.org
- **Locations:**
 - 4 Broadway St, Dover, NH
 - 63 S. Main St, Rochester, NH
- **Length of Time Providing PRSS:** 1.5 Years

Safe Harbor Recovery Center

- **Presenter:** Elizabeth Miller, Director,
emiller@granitepathways.org
- **Location:** 865 Islington St, Portsmouth, NH
- **Length of Time Providing PRSS:** 1.5 Years

Discussion

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