

Using Volunteers Worksheet for Developing Plan

**(if you don't use or want to use volunteers – substitute staff for volunteers in questions 2 – 7) **

1. How do we use volunteers now? If so, are they helpful? If not, how could volunteers be helpful?
What types of volunteers would be helpful?

2. What is our protocol for screening and training volunteers? What resources do we currently have available? How can we provide training on (1) providing neutral information in a court setting, (2) appropriate referrals and (3) scope of service?

3. How do we provide oversight of volunteers? What is our process for routinely evaluating their work by the managing attorney?

4. How do we identify our volunteers so that the public can distinguish between self-help center staff members and volunteers?

5. How do we recognize and thank our volunteers? How else might we thank them?

6. When is it effective for us to plan to use volunteer? When might it not be a good plan? How can we recruit volunteers when we decide to use them?

7. How do we handle volunteers that are not doing a good job in their assignment?
