THE SECRET INGREDIENT IS …!

Learn How to Build an Inclusive and Sustainable Volunteer Team
AGENDA

• Introductions
• Objectives
• Case Study 1: Best Practices for Diversifying a Board of Directors
• Case Study 2: Best Practices for Building a Sustainable and Vibrant Pool of Professional Volunteers
• Challenges: Participants share challenges they have faced and the instructors share advice
• Introduction of Planning Tool
• Participants apply the Tool to a project
• In pairs, participants share their idea, share feedback, and refine their ideas.
• Q&A
OBJECTIVES

1. Identify at least two strategies used to diversify a volunteer base.

2. Anticipate two challenges to attracting and maintaining professional volunteers.

3. Apply strategies in brainstorming how to create or enhance a self-identified volunteer management project.
Aocdrcnig to a rscheearch at Cmabrigde Uinervtisy, it deosn't mttae in waht oredr the ltteers in a wrod are, the olny irpmoetnt tihng is taht the frist and lsat ltteer be at the rghit pclae. The rset can be a toatl mses and you can sitll raed it wouthit porbelm. Tihs is bcuseae the huamn mnid deos not raed ervey lteter by istlef, but the wrod as a wlohe.
"The single story creates stereotypes, and the problem with stereotypes is not that they are untrue, but that they are incomplete. They make one story become the only story...

The consequence of the single story is this: It robs people of dignity. It makes our recognition of our equal humanity difficult. It emphasizes how we are different rather than how we are similar."

—Chimamanda Ngozi Adichie
CASE STUDY 1: BEST PRACTICES FOR DIVERSIFYING A BOARD OF DIRECTORS

Promoting Good, LLC

BUILD LASTING DIVERSITY, EQUITY & INCLUSION
LEARNING:
DIVERSITY & INCLUSION
READINESS

- IDENTIFY EXISTING BOARD ATTRIBUTES
  - SKILLS
  - DEMOGRAPHICS
  - GEOGRAPHY
- IDENTIFY GAPS
- CREATE STRATEGY FOR RECRUITMENT & ONBOARDING
  - INTENTIONALLY NETWORK TO FILL GAPS
- SET GOALS THAT INCLUDE DIVERSITY
- CREATE ORIENTATION AND ONGOING TRAINING
NURTURE ENVIRONMENT

- Be attentive to who speaks and who doesn’t
- Invite everyone to share their insights
- Be attentive to how implicit bias impacts members of board
- React if necessary
- Support relationship building
MONITOR PROGRESS & ADJUST

• SET CONCRETE TARGETS
• MONITOR PROGRESS REACHING TARGETS
• SURVEY BOARD INFORMALLY AND FORMALLY
• DO NOT GIVE UP
• CELEBRATE SUCCESS
CASE STUDY 2: BEST PRACTICES FOR BUILDING A SUSTAINABLE AND VIBRANT POOL OF PROFESSIONAL VOLUNTEERS

Medical-Legal Partnership Model

Community Health

Legal Aid  Health Care  Evaluation  Pro Bono

[Logos of various institutions]
GOT PRO BONO?

- Recruit
- Train
- Support
- Engage
RECOGNITION AND NETWORKING OPPORTUNITIES

Community Legal Aid and UMass Memorial cordially invite you to attend
“Celebrating a Year of Advocating for a Healthy Community”
December 2, 2016, 8 am - 9 am

Please join us for breakfast to recognize a year of accomplishments, meet pro bono attorneys, clinical providers, and the Medical-Legal Partnership team
The Cube, Albert Sherman Center, UMass Memorial - University Campus, 55 Lake Avenue North, Worcester, MA
Kindly RSVP by Nov. 18th to jenagutierrez@cla-ma.org
#plus1forhealth
Pro Bono Spotlight
MassHealth Reverses Denial of Transportation Services

Attorney Brian Casaceli, an associate of Mirick O’Connell, helped a UMass Memorial patient secure medical transportation to ensure mobility issues did not prevent her access to healthcare.

A patient with multiple chronic health conditions was referred to the Medical-Legal Partnership after the MassHealth Transportation Authorization Unit denied coverage for a prescription for medical transportation to her healthcare providers. The patient’s UMass Memorial providers assisted her in filing an appeal to MassHealth and submitted a letter in support of her appeal. They then referred her to the MLP and the case was placed with Attorney Casaceli. Attorney Casaceli represented her at the MassHealth hearing. MassHealth reversed its initial denial and this patient has now been approved for medical transportation to all of her providers.

Thank you to Attorney Casaceli and the UMass Memorial providers for working collaboratively to ensure that this client can now receive the proper healthcare.
LET US GET TO WORK!

CHALLENGE

GOAL

PLAN

- REVIEW TOOL
- APPLY TOOL TO A PROJECT
- OBTAIN FEEDBACK
Q & A