



## **Volunteer Tracking**

Chapter volunteer numbers are tracked monthly and entered into the chapter metric dashboard on the Chapter Leader Resource Page. To be counted as a chapter volunteer they must be a member in good standing of your chapter or an affiliate member of your chapter. Essential members or non-members are not eligible for volunteer service. Volunteers must either serve on an active committee or volunteer one hour in a month to be counted for that month. Board members should be counted in your monthly volunteer counts.

### **How to define if a member is counted on your monthly committee roster**

- Member attends scheduled committee meetings or calls regularly
- Member supports committee projects and completes task assigned
- Member serves as a chair for the committee
- Member understands they are part of a committee and can articulate the purpose of their assigned committee
- If the committee does not have activity in any given month but is considered an active committee for the year then you would count the active committee roster each month
- If the committee is seasonal and is only engaged for a set period during the chapters fiscal year you would only count them in the months they are an active committee. (Note - It is not a recommended practice to have seasonal committees. Strong volunteer engagement comes through good committee structure and involvement. Your COM can assist you with committee management training, if requested.

Committee volunteers should be reported monthly through the board reports with an attached current committee roster. Chapter Administrators or assigned board member will need to review monthly rosters for any duplicate names. A volunteer can only be counted one time per month.

### **Tracking Board Members for Volunteer Service**

Your board members are volunteers serving the chapter. Therefore, you should count them in your overall volunteer monthly engagement counts.



### **How to track in your dashboard**

Volunteer counts are tracked and entered into the metric dashboard monthly on the Chapter Leader Resource Page. It is the chapter's responsibility to ensure the volunteer engagement numbers are tracked appropriately and updated monthly. Simply total the number of volunteers each month from the committee board reports/rosters after ensuring no duplications are present and enter that number into the required area on the metric dashboard by the 30<sup>th</sup> of each month. The metric dashboard will automatically track your average volunteer participation average based on monthly entries against current membership total.

**Note** - Occasionally a chapter may have a member support a project when they do not normally sit on a committee. You are able to count those volunteers in the month they volunteered providing they served at least one hour that month. You can simply add them to the monthly board report or roster. You would not continue to count them each month after, only the month they supported the chapter.