TECHNICAL
PROPOSAL

VOLY.org

Volunteer Matching and Engagement System

Prepared for

Beaufort County Schools
RFP 23-001
Visitor, Volunteer & Employee Screening and Management Solution(s)

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I. VolunteerNow Executive Summary – COVER LETTER

The VolunteerNow® mission is to transform communities through volunteerism and community partnerships. Volunteer and partner contributions change everything for others …while transforming their own lives through the process of serving. For more than 50 years, VolunteerNow® has connected nonprofits, municipalities, and corporations of all sizes with the volunteer workforce they need to fulfill critical missions across all causes that improve our communities.

VolunteerNow recognizes that school districts are civic leaders. They educate and nurture our most important future resource – *our children*. Volunteers are vital to the nonprofits organizations that serve our communities, and volunteers can be an invaluable part of a successful school district.

VOLY.org®, powered by VolunteerNow, is an easy-to-use, web-based service that connects school and school district volunteers as well as community partners with opportunities to put their passion for education to work. Through innovative engagement and management tools, including features such as integrated background checking for volunteers, VOLY.org can help your school district build capacity and stretch resources by streamlining your both your volunteer and partner programs.

In the education sector alone, VOLY has registered over 220,000 volunteers serving in 835 campuses across the country for a total of 1.5 million hours valued at over 45 million dollars of their time and talent provided to the students.

VOLY.org is a volunteer vetting, recruitment, and management solution only. VOLY does not offer Employee or Vendor Screening (Sections 3.2 and 3.4 of this RFP). VOLY integrates with screening and background checking services and provides a user-friendly, all-in-one interface for your volunteers and district administrators. While VOLY can interface with many services via API (Application Program Interface), we recommend a company called JDP (https://www.jdp.com/industries/youth-sports-background-checks/) (Section 3.3).

This proposal will focus on Section 3.5 of BCSD RFP 23-001, Volunteer Management.

www.voyinfo.org
www.voly.org
www.volnow.org

II. VOLY.org Capabilities

A. General

Web-based

- VOLY.org may be accessed and used from any computer or mobile device with standard web browsers and internet access. There is no software to install, update, or maintain.
- VOLY.org uses icon-based navigation to minimize text and decrease possible user fatigue.
- VOLY.org is online and accessible 24/7/365.

Mobile-device friendly

- All features of VOLY.org are optimized to function on smartphones and tablets.
- VOLY for School Volunteers Mobile App™ is available for Apple or Android devices

Opportunity Management

- Volunteer opportunities may be organized by school, location or cause.

Recruitment

- Automated weekly emails provide communication of district and campus activities.
  - Individuals may learn more and volunteer for the opportunity by clicking the link provided in the email.

B. District Onboarding/Setup

District Unique Landing Page

- VolunteerNow will create a unique web portal for Beaufort County Schools as part of the setup.

School Landing pages

- Unlimited individual school landing pages may be created, allowing each school to establish its own sub-page with its unique web address, school logo and contact information.
- VolunteerNow will create landing pages for each school as part of the setup.
  - Following initial setup, Beaufort County Schools administrators can setup pages for new schools.
  - Following initial setup, management of school sites is managed by district administrators.

User accounts and opportunities

- VOLY supports unlimited volunteer user accounts.
- VOLY supports unlimited school system administrator and coordinator accounts.
- VOLY supports unlimited volunteer opportunities.

Social Media

- Social media links may be included on the individual school landing pages.

C. District and Campus Features

Online volunteer application

- Multiple, customized, volunteer applications and workflows (i.e. district staff, student volunteers, tutor/mentor) can be created as part of the setup.
    - The application can be designed to collect specific volunteer information relevant to the district.
- To respect student and volunteer privacy, only FERPA compliant information will be maintained in the VOLY.org database.

Deduplication

- VOLY design is based on a unique email address per individual, thus preventing duplicate volunteer records.

Background checking

- Integration services are available, provided API's (Automated Program Interface) can be either obtained from the third-party provider or developed.
    - Third-party provider integration may require separate fees.

Opportunity Management

- Opportunities can be created as one-time or repeating.
- Opportunities can be created with specific start and end times.
- Opportunities can be created with multiple roles and shifts.
- Opportunities can be easily edited and/or duplicated.
- Opportunities can be created for volunteer teams.
- Completed, expired and canceled opportunities are automatically archived and may be used again.

Volunteer Matching

- Volunteers are matched with opportunities based on cause interest, campus preferences, availability, etc.

Tags & Groups

- Communications may be created using tags that organize volunteers based on classifications such as parent, student, partner, etc.
    - Administrators and coordinators may view, print, or email volunteers utilizing tags.

Volunteer Onboarding

- Pending requirements volunteers must complete to become and remain active, such as application forms, background or reference checks, and training are easily tracked.
- Administrators and coordinators may designate volunteers as 'active' or 'inactive'.

Archive

- Volunteer records (profile, history of opportunities and hours) are archived annually or as requested.
- Records for volunteers who no longer participate are archived to maintain historical reporting integrity.
- Volunteer applications, orientations, and background checks can be expired annually or as requested.

D. Volunteer Profile

Volunteer contacts

- Track volunteer emergency contacts, parent/guardian, employer, or any other contact information on file.

Photos

- Upload photos to volunteer profiles or allow volunteers the option of uploading their own photo.

Security/Flexibility

- Volunteers can choose if their profile is public or private.
- Volunteers can change/update their password at any time.
- Volunteers can opt out of automated communications at any time.

Recognition

- Volunteers can earn badges/awards that display on their profile based on district determined levels of achievement.

E. Volunteer Portal

Volunteer account

- A unique and valid email address is required for volunteer accounts.
  - If the volunteer does not have an email address, a combination of cell phone number and carrier can be used to establish and access the respective account**.**
- Volunteers can access VOLY.org 24/7/365.
- Volunteers can update their profile from any internet-enabled device.
- Volunteers can browse opportunities from any internet-enabled device.
- Volunteers can manage their own volunteer schedule via a list or calendar view.
- Volunteers can create teams and petition schools to create custom and/or private opportunities.
- Volunteers can post, view, and print service hours.
- Volunteers can receive messages from coordinators.

Multi-language

- Volunteers can select their language preference from English to Spanish as well as multiple other common languages in the volunteer portal.

Mobile App

- Volunteers can register, browse opportunities, volunteer for opportunities, review their calendar of events, check in, and receive notifications.

F. Volunteer Recruitment & Onboarding

Online opportunity directory

- Volunteers can filter district-wide opportunities by cause, skills, location, and/or times.
- Opportunities can be easily shared via email and social media.

Automated Marketing

- Volunteers receive upcoming opportunities via a weekly email.
  - Opportunities in this email are chosen from a dynamic learning algorithm based on the volunteer's profile and preferences.

G. Communication

Email capabilities

- Administrators can send email messages to groups, individuals, etc.
- Email messages can be tracked to tell if volunteers have opened them.
  - Email activity reports are available on request from VOLY.org team.

Automatic emails

- VOLY automatically emails volunteers confirmations, reminders, and thank you acknowledgments

Opportunity status

- Coordinators can send customized or standard messaging when approving, wait-listing, placing on hold, or denying volunteers for a specific opportunity.

H. Volunteer Scheduling

Coordinator scheduling

- Coordinators can approve, wait-list, place on hold or deny volunteers for individual opportunities.
- Coordinators can build and monitor schedule openings that fill as volunteers' sign-up.
- Coordinators can add and remove volunteers from their schedule.

Private opportunities

- Private opportunities can be created for community partners, parent groups, teams, etc.

Hour tracking

- Volunteer hours can be logged
  - Automatically by Check-In/Out kiosk feature.
  - Manually by campus personnel or volunteer
  - In real time or retroactively
- A predefined number of hours may be automatically applied upon volunteer check-in.

I. Reporting

Standard and Custom reports

- Campus and district staff can select from built-in standard reports as defined by the district.
- Campus and district staff can request the creation of filters that meet the specific needs of the district.

Volunteer hours

- View hours contributed by an event, group, feeder pattern, trustee, etc. via standard reports or custom reports.

Service details

- Volunteer service over time can be monitored with reports including volunteer hours, dates, opportunities, etc.

Export data

- Volunteer information can be exported into MS Excel or CSV format.

Multi-level

- Different reports can be created for campus and district-level.

J. Multi-Site Capabilities

Custom user-levels

- User permissions can be set at both administrator and coordinator levels.
- Administrators and coordinators have differing functionality sets.
- Permissions for coordinators are set at the district administrator system level.
- Partial or limited permissions is can be granted at the administrator or coordinator level.

K. Form Management

Manage waivers, consent, etc.

- Document library available at school or administrator site.
- Parental consent for minor volunteers, chaperone forms, etc. can be managed at the administrator level.
    - These forms along with workflows will be developed and embedded.