VRPM Webinars, Conference Sessions, and Articles

The volunteer risk and program management (VRPM) policies provide guidance and direction to SHIP/SMP staff and volunteers and are designed to enhance the quality, effectiveness, and safety of SMP services. VRPM curricula, webinars, conference sessions, and articles listed below can be found in the [SMP Resource Library](#).

Curriculum Name	Description
[VRPM Management Curriculum](#)	This curriculum provides training and resources to help SMP directors, coordinators, and others involved with Volunteer Risk and Program Management (VRPM) to implement the VRPM policies.
[Training Management Curriculum](#)	This curriculum provides training and resources to help SMP directors, coordinators, and trainers manage SMP orientation and training. It offers a review of the orientation and training resources developed by the SMP Resource Center and how to use TRAX: Training Tracker to manage other users' training.

Webinar Name	Date of Webinar	Description
[Orienting and Training SMP Volunteers](#)	3/02/2022	**Start here!** This web event, which is included in the Training Management Curriculum, provides an overview of orientation, four national training courses, online training, online assessments, and implementation.
[VRPM Orientation](#)	3/1/2022	**Start here!** This webinar, which is included in the VRPM Management Curriculum, provides information for directors and coordinators of volunteers about the VRPM policies, VRPM implementation, and more.
[Recruiting Volunteers for a Knowledge-rich Program](#)	4/20/2023	This webinar explains how SHIP and SMP training is actually a recruiting asset for a certain type of volunteer. It shares ideas for recruiting, given the vast amount of information that some SMP and SHIP volunteers need to learn.
[How to Manage a Volunteer Program](#)	3/23/2023	This webinar focuses on the specific tasks involved in being an effective coordinator of volunteers and managing the overall involvement of volunteers within the SHIP/SMP.
[Check your Blind Spot Symposium](#)	6/22/2022-6/23/2022	This recorded symposium is intended to bring equity and inclusion into SMP and SHIP programs, and it meets the VRPM requirement for volunteers to receive cultural sensitivity training (Policy 3.107).

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[Recruiting and Retaining Volunteers Remotely](#)	4/6/2022	This webinar focuses on recruiting and retaining volunteers in rural areas/hard-to-reach populations. Panelists share their ideas for recruiting and retaining these groups.
[Virtual Volunteering Webinar](#)	5/21/2020	This webinar will help you know the keys to success in virtual volunteering and how to move forward with confidence.
[Coordinator of Volunteers 201 Webinar: How to Keep Volunteers](#)	04/15/2020	This VRPM webinar covers the key elements for retaining your best volunteers.
[Coordinator of Volunteers 101 Webinar: How to Manage Volunteers](#)	03/23/2020	This VRPM webinar introduces you to the main elements in managing volunteers and the key tasks in each element.
[Conducting a VRPM Risk Assessment Webinar](#)	05/17/2017	Addresses the basic requirements of the VRPM risk assessment policies and how to conduct and implement a risk assessment and management procedure.
[The Wide Gray Line: Defining Boundaries in Volunteer Roles Webinar](#)	03/16/2016	This webinar was part of a series on topics related to VRPM. It was held on March 16, 2016, and the speaker was Steve McCurley, Center consultant.
[Using Technology to Recruit and Manage Volunteers Webinar](#)	05/27/2015	This webinar was part of a series on topics related to VRPM. It was held on May 27, 2015, and included a panel of speakers.
[Supervising Volunteers Who Are Older (and Possibly Wiser) Than You](#)	04/29/2015	This webinar was part of a series on topics related to VRPM. It was held on April 29, 2015, and the speaker was Steve McCurley, Center consultant.

Conference Session Name	Date of Publication	Description
Note: ACL's national conferences for the SMP/SHIP/MIPPA network often include presentations on topics related to VRPM. Search the library for specific topics or specific national conference sessions.		
[Avoiding Conflicts of Interest](#)	7/30/2020	During this session, OHIC leadership focuses on technical assistance materials related to how SMP/SHIP grantees and community-based organizations can avoid actual and perceived conflicts of interest and mitigate risk.

Article Name	Date of Publication	Description
[11 Tips for Communicating with Volunteers](#)	3/14/2024	In this Messenger story, here are 11 tips for how to be more conscious and effective in your communication efforts.

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[15 Serious Tips for Providing Feedback to Volunteers](#)	12/18/2023	In this Messenger story, here are 15 tips to ensure that your feedback to volunteers is as effective as possible.
[10 Serious Tips for Supervising Volunteers](#)	9/21/2023	In this Messenger story, here are 10 tips for success when supervising volunteers.
[11 Serious Tips for Volunteer Training](#)	6/12/2023	In this Messenger story, here are 11 tips to help when planning a training program for volunteers.
[11 Serious Tips for Volunteer Screening and Background Checks](#)	3/21/2023	This Messenger story gives 11 tips to help with creating an effective screening process in volunteer program management.
[Serious Tips on Volunteer Onboarding](#)	12/13/2022	12 tips to help make a newly accepted volunteer into a functioning member of your team.
[Serious Tips for Volunteer Interviewing](#)	9/22/2022	Interviewing, the first-line risk management and quality control mechanism, only works if you do it well.
[Serious Tips on Volunteer Recruitment](#)	7/28/2022	Recruitment is a two-stage decision: persuading people to contact you and giving them a reason to say "yes" to.
[What the VRPM Can Do for You](#)	5/27/2022	This article focuses on the easiest way for an SMP or SHIP to build a system for involving volunteers, with a discussion of VRPM policies.
[How Managing Volunteers is Important](#)	3/24/2022	Volunteer involvement depends upon creating a good system for working with volunteers.
[Why SMPs and SHIPs Should Involve Volunteers](#)	01/27/2022	Involving volunteers is not just a good idea for SMPs and SHIPs, it's important given what the programs do and whom they serve.
[Keeping Things Real: A Word or Two About Setting Expectations](#)	09/16/2021	Volunteer problems can be avoided by working early to shape expectations to better match the reality of the work.
[Four Reasons Volunteers Don't Perform and What to Do About It](#)	07/28/2021	Four Reasons Volunteers Don't Perform and What to Do About It.
[Off-boarding: Having a Conversation with a Departing Volunteer](#)	03/30/2021	When a volunteer decides to leave, attention should be paid to learning about their experiences and to use their suggestions to improve things.
[Addressing Volunteer Resistance to New Roles and Approaches](#)	01/28/2021	Here are tips on how to explain the need for changing SMP and SHIP roles due to COVID and how to best implement them.
[How to Involve Volunteers Who Don't Want to Work via Phone or Computer](#)	11/24/2020	You can design volunteer roles to fit the times by splitting different parts of services for different volunteers plus having team discussions.
[Retention in the Time of the Coronavirus](#)	09/25/2020	Here are some thoughts and tips about retaining volunteers during the changes that COVID-19 is imposing.

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[20 Tips for Managing Volunteers Who Work at Home](#)	07/29/2020	Here are some suggestions about how to adjust your volunteer management practices to better suit attempting to have volunteers work from home.
[Getting to "Yes" - A Q&A About Asking People to Volunteer](#)	03/27/2020	"Real" recruitment happens face-to-face and requires you at some point to directly inquire whether the applicant is still interested.
[When You Have to Say 'No' to a Potential Volunteer](#)	02/12/2020	One of the key responsibilities of a volunteer interviewer is to identify when a volunteer should not be asked to work with the SMP/SHIP.
[I Know that I'm Losing Volunteers, but How Do I Figure Out Why?](#)	11/12/2019	Here are theories about what you might do if you discovered that you were having volunteer retention problems and wanted to know what was causing them.
[Either/or Systems Work Well for Math but Not for Managing Volunteers](#)	09/24/2019	Seeing volunteering as an operation in which a person is either a volunteer or is absolutely not limits possibilities.
[Supervising the "Invisible" Volunteer](#)	06/20/2014	Discusses distance volunteers and how to supervise them.