

## Agency Online Exchange January 25, 2024 Chat Transcript

00:21:43 Eric Vollen: Eric Vollen, program manager, Catholic Charities Emergency Services, St. Cloud.

00:21:54 Sophia Ogren-Dehn SHH: Hi there, I'm Sophia Ogren-Dehn partner communication specialist at Second Harvest Heartland

00:22:19 aswerine: Hello All! Andy Swerine with Interfaith Outreach and Community Partners in Plymouth

00:22:59 Cassie: Cassie, Director of Food Support Programming at Neighborhood House in St. Paul.

00:23:37 Sophie Wallerstedt (she/her): Sophie, new Public Affairs Manager for Second Harvest Heartland. Look forward to seeing more advocacy in 2024!

00:24:30 Bailey: Bailey Soma, Volunteer Engagement Coordinator with Neighborhood House!

00:25:09 Paula - Pipestone County Foodshelf: Paula from Pipestone County Food Shelf

00:25:13 L Gina's iPad: Gina San Buenaventura, Way of the Lord Food Shelf, Blaine

00:41:54 Kelly Mortvedt (she/her), Second Harvest Heartland: @Carolina (she/her) - East Side Neighborhood Services I know you were mid-thought- feel free to share to the group or here in the chat!

00:47:47 Dan Fielding (he/they) 360 Communities: Google Translate also has that capability to have conversations.

00:50:21 Kelly Mortvedt (she/her), Second Harvest Heartland: Feel free to type in the chat if you'd prefer not to come off mute!

00:52:02 m093162: Local paper partnership. When a food shelf story is featured we add in an ask for volunteers.

00:52:11 Erin R.: We offer an after school volunteer shift designed for high school students i.e. 2:45-4:00p.m. and target our local high schools.

00:52:44 Bianca M.: I am curious if anyone here uses online volunteer platforms like hands on twin cities or volunteer match and if you had a good experience with them?

00:52:49 Kelly Mortvedt (she/her), Second Harvest Heartland: Replying to "Local paper partners..."

@m093162 how often do you have content featured in the paper?

00:52:55 Bailey: We use a mixture of technology (online resources like VolunteerMatch, HandsOn, etc) and advertising through local partner organizations like faith groups, corporate partners, etc. Word of mouth from other volunteers, staff, and board probably provides the highest yield

00:53:05 Paula - Pipestone County Foodshelf: Reacted to "We offer an after sc..." with 👍

00:53:06 McLeod Emergency Food Shelf: Yes we also utilize local media as well-newspaper, radio alongside Facebook and good old fashioned paper flyers and outreach with local churches

00:53:17 m093162: Replying to "Local paper partners..."

2-3 times a year

00:54:40 Kelly Mortvedt (she/her), Second Harvest Heartland: Replying to "We offer an after sc..."

@Erin R. that's fantastic! What's your shift fulfillment like for those after school shifts? Is it successful?

00:56:37 Kelly Mortvedt (she/her), Second Harvest Heartland: Replying to "We use a mixture of ..." @Bailey sounds like you have a lot of recruitment avenues! With word of mouth, do you provide any type of talking points for sharing with others or is it coming from the volunteer/board's own initiative?

00:58:06 HAVEN INT'L: Not aware that we could use them

00:58:39 Bailey: Replying to "We use a mixture of ..." Good question. Usually their own initiative!!

00:58:42 McLeod Emergency Food Shelf: I am fairly new so just took a screen shot so I can look into all of these! I had heard of some of them but not all

00:58:54 Carolina (she/her) - East Side Neighborhood Services: Replying to "@Carolina (she/her) ..."

Thanks, @Kelly Mortvedt (she/her), Second Harvest Heartland. I had to jump off briefly. Our biggest challenges include volunteers aging out and building staff turnover. Our high rise program is unique in that it delivers directly to subsidized older adult high rises so the populations we serve and work with as volunteers can have mobility issues, lifting restrictions, etc.

01:01:54 Kelly Mortvedt (she/her), Second Harvest Heartland: Replying to "We use a mixture of ..."

@Bailey so wonderful to have those advocates bringing others into the org! Thanks for sharing.

01:02:01 Eric Vollen: Does HandsOn Twin Cities extend beyond the Twin Cities, in terms of their service area?

01:02:41 Kelly Mortvedt (she/her), Second Harvest Heartland: Replying to "Does HandsOn Twin Ci..."

@Eric Vollen there are TC Metro only at this time, though several other orgs listed are outside the metro

01:02:46 Kelly Mortvedt (she/her), Second Harvest Heartland: Replying to "Does HandsOn Twin Ci..."

\*they are

01:04:36 Bri O'Brien (she/her), SHH: What training and/or network opportunities are you interested in?

01:05:24 Erin R.: Volgistics

01:05:30 aswerine: VolunteerHub

01:05:41 Cassie: Reacted to "VolunteerHub" with 👍

01:05:50 Cassie: Reacted to "Volgistics" with 👍

01:05:58 Dave Rudolph: thank you!

01:06:05 Bailey: We currently use Volgistics but are looking at switching to VolunteerHub or BetterImpact!

01:06:28 Kelly Mortvedt (she/her), Second Harvest Heartland: We use Galaxy Digital, which is fairly robust but they just launched a simple, first steps sign up tool

01:06:58 Carolina (she/her) - East Side Neighborhood Services: training/info focusing on managing large groups of volunteers versus small groups

01:07:30 Dan Fielding (he/they) 360 Communities: Training about professional development of volunteers. Specifically volunteers who want to take on leadership roles/beyond the day-to-day.

01:07:43 Bailey: Replying to "Training about profe..."

Seconded!

01:08:49 Cassie: Reacted to "Training about profe..." with ❤️

01:09:06 Kelly Mortvedt (she/her), Second Harvest Heartland: Replying to "Training about profe..."

Good to know that's a topic that's resonating with people!

01:11:11 Kelly Mortvedt (she/her), Second Harvest Heartland: Replying to "Training about profe..."

Do either of you currently use volunteers in this capacity?

01:12:01 Bailey: Replying to "Training about profe..."

We do not but the team has been interested in the potentially for "lead volunteers" or "laddering" volunteer roles

01:13:11 Kelly Mortvedt (she/her), Second Harvest Heartland: Replying to "Training about profe..."

@Bailey great way to leverage your resources. I love that you're thinking this way. Can you remind me what organization you're with?

01:13:34 HAVEN INT'L: Yes!

01:13:37 Cassie: Most definitely!

01:13:39 Eric Vollen: Yes please!

01:13:40 Bailey: Replying to "Training about profe..."

Neighborhood House (with Cassie 😊 )

01:13:47 Kelly Mortvedt (she/her), Second Harvest Heartland: Reacted to "Neighborhood House (...)" with ❤️

01:14:00 McLeod Emergency Food Shelf: Replying to "Training about profe..."

yes I think platforms like this are essential to finding the younger volunteers

01:14:13 Bailey: Yes!

01:14:20 aswerine: Yes

01:14:25 Betsy: I would love to create "Bench strength" at the FoodShelf with volunteers/training. So YES!

01:14:26 Bianca M.: sorry if I missed this but would it be a paid tool or free?

01:14:26 Kelly Mortvedt (she/her), Second Harvest Heartland: Replying to "Training about profe..."

@McLeod Emergency Food Shelf good call out

01:14:39 Bianca M.: then yes. 😊

01:16:49 Bri O'Brien (she/her), SHH: volunteer@2harvest.org

01:16:55 Kelly Mortvedt (she/her), Second Harvest Heartland: We'd love any final feedback you have. You're invited to fill this out now (1 minute total): <https://forms.office.com/r/kqGZ7GC2a0>

01:17:38 Eric Vollen: I really like the emails from 2HH's Volunteer Engagement Team when you have an urgent need for volunteers. Do any food shelves do this? Does it help?

Also, do any food shelves have a volunteer e-newsletter, and how often do you send it? What does it include for content to help build volunteer community?

I realize we're at the end of our time, so please email me at [eric.vollen@ccstcloud.org](mailto:eric.vollen@ccstcloud.org) with your thoughts!

01:17:49 Bianca M.: thank you so much everyone!! Very grateful for the opportunity to connect and learn more!

01:17:50 Lisa Boyd: Thank you Julie and Kelly!!!

01:18:01 Bailey: Thank you!!

01:18:12 Malee Xiong, The Sanneh Foundation: Thank you!

01:18:15 Kelly Mortvedt (she/her), Second Harvest Heartland: Thank you all!