



2018 VOLUNTEER MANAGEMENT PROGRESS REPORT HIGHLIGHTS RECRUITMENT, RETENTION PROBLEMS

Recruitment is the greatest challenge facing volunteer managers, and retention is a growing concern as well, according to the 2018 Volunteer Management Progress Report prepared by VolunteerPro (www.volpro.net.) The report, a free download at the VolunteerPro Website, is based on an annual survey of more than 1,000 volunteer managers, in the U. S. (74% of respondents) and 11 other countries.

Asked their most difficult challenges, 31% of respondents named recruitment, and 13 percent named retention. Both those responses have increased over the three years the annual survey has been conducted. Respondents often cited the growth of episodic volunteering, in which volunteers choose one-time or short-time assignments, as an obstacle to recruitment and retention.

Over the years, organizations insuring their volunteers in our program consistently have reported that making the insurance available has helped with recruitment and retention.

The 2018 Volunteer Management Progress Report also addresses volunteer prospect conversion rates, volunteer manager job satisfaction, salary and education level information, percentage of staff time devoted to volunteer management (31% of respondents devote 100% of their time), support within the organization for volunteer engagement, size range of paid workforce and volunteer workforce among respondents, kinds of volunteer activity, and more.

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