

NORTH CAROLINA  
AGRICULTURAL AND  
TECHNICAL STATE  
UNIVERSITY



VOLUNTEER  
ENGAGEMENT PLAN  
FY 2018

North Carolina Agricultural and Technical State University  
Volunteer Engagement Plan  
FY2018

Introduction:

The EFNEP Coordinators of North Carolina Agricultural and Technical State University along with North Carolina State University EFNEP Coordinator collaborate on a consistent basis to develop and implement programmatic guidelines that outline the specific approaches NC EFNEP will implement to assure program alignment with federal policy. While specific guidelines still need to be drafted, the Coordinators have collaborated to develop our plan for recruiting, training, and utilizing EFNEP volunteers across our university programs.

New Staffing for Volunteer Development:

North Carolina Agricultural and Technical State University plans to recruit volunteers and interns from The Master Food Volunteer program, The Extension Community Association, surrounding Universities, community organizations and community colleges to expand the EFNEP outreach. North Carolina A&T State University will also work with the new Volunteer Development person from North Carolina State University to develop a formal joint volunteer/intern training program. Formal training will include program specific revisions to existing formal training if needed.

Existing Formal Training:

The *Extension Master Food Volunteer* training is a training and certification program developed in North Carolina for volunteers who wish to engage in Extension volunteer work in support of foods and nutrition programs. The training includes the following content: History of Extension; Programs that Work (evidence-based); Diversity, Inclusion, and Equity; Food Systems including Structural Racism and Food Equity; Nutrition 101 (Dietary Guidelines); Cook Smart Eat Smart (a curriculum option for high school aged youth); Cooking Demonstrations; and Food Safety and Preservation. The county FCS Agents provides training to all volunteers who wish to participate in this program. The EFNEP Coordinator for North Carolina A&T State University has experience working with this group and found the volunteers to have a great working relationship with the EFNEP Program Assistants and FCS agents.

North Carolina Agricultural and Technical State University currently receives a steady influx of interns from UNC-G, Campbell University and North Carolina A&T State University. The interns have an education background in nutrition, exercise science, education and childhood development. The interns receive formal training from the North Carolina A&T State University EFNEP Coordinator and the EFNEP Program Assistants. The interns are trained in all the EFNEP curriculums, along with EFNEP policy and procedures. The interns work in conjunction with the EFNEP Program Assistant to teach youth and adult classes.

If a student is seeking course credit, the EFNEP supervising professional, advisor, and student will coordinate volunteer learning experience to meet the requirements for the course and align with the policy and guidelines for EFNEP Volunteer Engagement.

Student interns are supervised by EFNEP professionals and assist EFNEP Educators.

Students complete a time sheet to record hours contributed to EFNEP programming and/or in accordance with requirements for course completion. EFNEP request feedback at the end of the student's experience.

#### Strategies:

The EFNEP Coordinators of North Carolina A & T State University and North Carolina State University along with our state teams will work collaboratively to develop consistent guidelines for volunteer engagement. While there may be some distinctions between the university programs, we will align our approaches as much as possible to best utilize all program resources. We expect to recruit, train, and utilize volunteers across all four levels of involvement.

#### *Formal Volunteer Program*

The EFNEP Coordinator of North Carolina A & T State University will work with the North Carolina State Volunteer development position to develop the EFNEP specific training for any Master Food volunteers wishing to work with EFNEP. Volunteers entering this program and desiring to complete a portion of their required 30 hours shadowing and/or assisting with EFNEP programming will receive additional EFNEP training to include: What is EFNEP, EFNEP Policy, Risk Management, and EFNEP curriculum specific training.

We anticipate there will be Non-agency EFNEP volunteers who may wish to become certified as a Master Food Volunteer. A protocol for engaging existing EFNEP volunteers in this higher level of engagement will be developed. The position for volunteer development will convene the Coordinators and the *Master Food Volunteer* program team to establish this protocol. Volunteer hours will be tracked and reported utilizing the Volunteer Time Sheet.

#### *Non-Agency Volunteers:*

Non-Agency Volunteers will be recruited from past EFNEP graduates, community partners and members who have experience teaching or with public health programs, and individual who want to give back to their community. EFNEP Educators are trained to recruit non-agency volunteers as part of their initial training. The North Carolina A&T State University EFNEP Coordinator along with the NC State Volunteer Development will include on-going training for EFNEP staff to help staff recruit, train and utilize volunteers effectively. Volunteers who progress to assisting with food preparation and demonstration will receive training

in food safety, risk management, and food demonstration planning and presentation. Training specific to assisting with food demonstrations will be provided by the North Carolina A&T State University Coordinator along with the North Carolina State Volunteer Development position. Background checks for adults wishing to volunteer to work with youth will be conducted following university and 4-H volunteer policy. The North Carolina A&T State University EFNEP Coordinator and the North Carolina Volunteer Development position will monitor the recruitment, training, and engagement of non-agency volunteers to assure program fidelity and integrity and compliance with university and EFNEP policies and procedures.

### *Agency Paid Volunteers*

North Carolina EFNEP has utilized agency paid volunteers for a number of years. Almost all of our recruitment occurs in partnership with organizations and agencies who serve our target audience. As part of the recruitment process, key individuals in the agency are identified who will serve as program volunteers for EFNEP.

For adult programs, these agency paid volunteers assist with the following:

- Identifying suitable space to conduct program
- Negotiate funds for demonstration supplies with organization or agency administration,
- Promote EFNEP to clients
- Commit to a minimum lesson time of 30 minutes and to the identified series of lessons to meet client needs
- Follow-up with clients between lessons

Specific agency paid volunteers may engage in helping to set up and provide assistance during lessons or even provide transportation for their clients to participate in EFNEP.

For youth programs conducted in school settings, the classroom teacher serves as the agency paid volunteer. The EFNEP Educator and the classroom teacher meets to discuss roles as part of EFNEP programming in school settings. The classroom teacher will share the school policy regarding food, any food allergies of students, and any other special considerations including schedules for assemblies and other events that could disrupt the schedule for EFNEP programming. The classroom teacher agrees to:

- Commit to a minimum lesson time of 30 minutes and to a minimum 6-lesson series.
- Assist EFNEP Educator with classroom management.
- Assist EFNEP Educator with demographic data collection and attendance.
- Assist EFNEP Educator with evaluation data collection.
- Complete follow-up activities to reinforce learning between lessons.
- Collect success stories from participating youth.
- Complete and return Teacher Program Surveys to EFNEP Educator.

- Promote EFNEP to peers, parents, and school administration.

General (all volunteers):

Volunteers will provide their own transportation to and from program site. All volunteers will be expected to adhere to university, organization, and EFNEP policies and guidelines. Standards for professional dress as outlined in EFNEP are expected. Volunteers working with EFNEP are expected to demonstrate the following:

- **Dependability** in providing immediate notice if unable to attend an assigned time.
- **Appreciation** for the confidential nature of the work.
- **Loyalty** to the organization, its staff and other volunteers.
- **Willingness** to comply with requirements, regulations, and procedures.
- **Belief** in the dignity of all persons and that all deserve genuine warmth, courteous treatment, and tolerance.
- **A sincere desire** to provide help and assistance to others.

Volunteers can expect the following from EFNEP staff:

- Regarded as a contributing co-worker whose input is welcome and appreciated.
- Selection of a suitable volunteer assignment with consideration for personal preference, life experience, education, employment background, and availability.
- An increased knowledge of the career opportunities present through Cooperative Extension and EFNEP.
- Quality training, supervision, and guidance by EFNEP professional staff.
- Curriculum, teaching equipment and supplies, and participant materials such as handouts and skill builders provided by EFNEP.
- Punctual and complete evaluation to advisor if completing requirements for a course.
- Recognition for their contribution to EFNEP at a local event.

A volunteer may be reassigned if the EFNEP supervising professional and/or volunteer feels the location assignment is not meeting the needs of either the program or the volunteer. A volunteer may be dismissed for failing to meet agreed upon commitment or for breach in professional code of conduct, ethics, and/or policy.