Experience-Based Volunteering Program

Morehead-Cain Team Albuquerque

THE UNIVERSITY of NORTH CAROLINA at CHAPEL HILL

Morehead-Cain

Introduction and Overview

- Team Intro!
- Morehead-Cain Civic Collaboration Summer

Pre-Albuquerque Preparation

CIVIC COLLABORATION –ALBUQUERQUE
Dilemma for Summer 2025

DILEMMA BACKGROUND

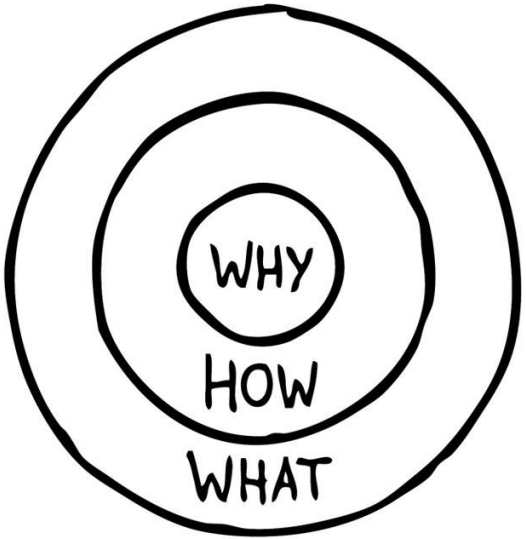
The City is looking to build a skills-based volunteer program that will partner professionals such as doctors, nurses, etc. that can volunteer in shelters and utilize such skills to provide residents with services. This could also be expanded to other professions, such as veterinarians, etc.

THE QUESTION

- How can the City effectively manage a skills-based volunteer program?
- What resources and policies need to be in place to implement the program?
- What strategies can the City use to recruit professions to engage in pro-bono work?

Interviewing and Learning

Lovelace
Health System



Interviews with Skills-Based Volunteering Programs

Interview with Ryan Lindquist

- UNM Student Groups
- Listing EBVO on campus sites

STUDENT ACTIVITIES CENTER

Interview with Ilan Teña and Maria Wolfe (HHH)

- City added more shelters, case managers, and crisis response teams
- Still not enough staff to meet all individual needs

The Gateway System

- Gateway West
- Recovery Gateway
- Family Gateway
- Young Adult Gateway

Major Gateway Center Gaps

- Housing shortage
- Case management gaps
- Special needs: seniors, youth, people with mental health or addiction issues

Gateway West Volunteering and Conversation with Azka Naru

- 4 hours of volunteering
- Observed community needs
- Learned how volunteers support staff
- Reinforced value of experienced volunteers

How Volunteers Can Help

- Job coaching & resumes
- Financial literacy & budgeting
- Healthcare support
- Legal aid
- Mental health & trauma support
- Addiction/recovery peer support
- Help with moving, donations, and haircuts

Volunteer Training

- De-escalation & safety
- Trauma-informed care
- Cultural competence
- Shelter system basics

Volunteer Coordination & Community Days

- “Avengers Day”
- Website awareness
- Collective action issue

Main Issues

#1: “Skills-based” Name

#2: Lack of Website Awareness

#3: Lack of a Young Volunteer Base

Solutionizing

Gateway West Indicated Needs

Furniture assembly (e.g., building beds, setting up common areas),

maintenance or repair assistance

Organizational skills (to manage storage rooms, donation intake, and supply closets)

Arts and crafts instruction (trauma-informed, culturally sensitive)

Music therapy or recreational facilitation (calming environments, group sessions)

Event planning and group activity leadership (holidays, cultural celebrations)

Meal prep/distribution (following food safety guidelines)

Guest service orientation (polite, empathetic, nonjudgmental)

Data entry and spreadsheet tracking

Donation intake and inventory logging (using simple tracking forms)

Transportation coordination (scheduling or assisting EMTs/drivers)

Cultural humility and trauma-informed care awareness

Ability to work with vulnerable populations (patients with mental illness, inebriation, or complex trauma)

Reliability and discretion (volunteers may be around sensitive situations or information)

Gateway Family-tutoring needs, art facilitating, music class, sewing class, movie night volunteers, kid friendly activities, game night facilitators

Gateway West-art facilitation, mental health (meditation, wellness activities), book club, job readiness,

Gateway Center-yoga, music, art facilitation, book club, meditation, wellness activities, karaoke,

I think everyone brings a skill set with them whether that be financial literacy, knowledge of community resources, or the willingness to mentor others. The biggest skill for a volunteer is the willingness to show up to help.

your help in identifying what skills are needed within the system. Examples include: hair-cutting, financial literacy, youth education, gardening, etc. "Skills" can mean a wide range of abilities, so think widely about what your center needs! Contact agattu@cabq.gov for any questions.

Outreach

Target Audience:

- Community members of **all ages**
- College students
- Community orgs & nonprofits

Challenge:

- Website overlooked by major volunteer hubs

ONE ALBUQUERQUE ABQ volunteers

Email Blast to current Organizations listed on the OneABQ Volunteer Website
Subject: Experience-Based Volunteering Program Launch!

Dear One Albuquerque Organization,

Thank you for being an integral part of the OneAlbuquerque Volunteer network. Your ongoing commitment to civic engagement and volunteerism is what makes our community thrive, and we are grateful for the work you do.

We're excited to introduce a new opportunity to deepen community impact through our **Experience-Based Volunteering Program**, a pilot program created in partnership between the City of Albuquerque and the Morehead-Cain Foundation.

This program is designed to match skilled volunteers with meaningful opportunities that align with their interests and talents, offering hands-on experience while helping organizations like yours gain the support and expertise needed to thrive.

We invite you to explore the program and consider posting relevant needs your organization may have. You can learn more by visiting the new Experience-Based Volunteering Opportunities tab on the OneAlbuquerque Volunteer website: https://www.oneabqvolunteers.com/need/?s=1&need_init_id=13794.

On the webpage, you'll find:

- A short video overview of the program (available in both English and Spanish)
- Step-by-step instructions for how your organization can post an experience-based opportunity
- Guidance for volunteers on how to sign up and get involved

If you have any questions or need assistance getting started, please don't hesitate to contact us directly.

With gratitude,

Office of Mayor Tim Keller
The Office of Civic Engagement
darellano@cabq.gov
rmhernandez@cabq.gov

Email Blast to current Volunteers listed on the OneABQ Volunteer Website
Subject: Experience-Based Volunteering Program Launch!

Dear One Albuquerque Volunteer,

Thank you for being a part of the OneAlbuquerque Volunteer community! Your continued commitment to service is what makes Albuquerque a stronger, kinder, and more connected community.

We're excited to announce a new initiative designed just for you: the **Experience-Based Volunteering Program**, a pilot program created in partnership between the City of Albuquerque and the Morehead-Cain Foundation.

This pilot program connects volunteers like you with meaningful opportunities that match your skills and interests, allowing you to gain hands-on experience while making a tangible impact in the community. Whether you're hoping to explore a career path, strengthen your resume, or simply lend your unique talents, this is your chance to give back in a way that also gives back to you.

To learn more and explore open opportunities, visit the new Experience-Based Volunteering tab here: https://www.oneabqvolunteers.com/need/?s=1&need_init_id=13794.

On the webpage, you'll find:

- A short video overview of the program (available in both English and Spanish)
- Step-by-step instructions for how your organization can post an experience-based opportunity
- Guidance for volunteers on how to sign up and get involved

If you have any questions or need assistance navigating the platform, please don't hesitate to reach out.

With appreciation,

Office of Mayor Tim Keller
The Office of Civic Engagement
darellano@cabq.gov
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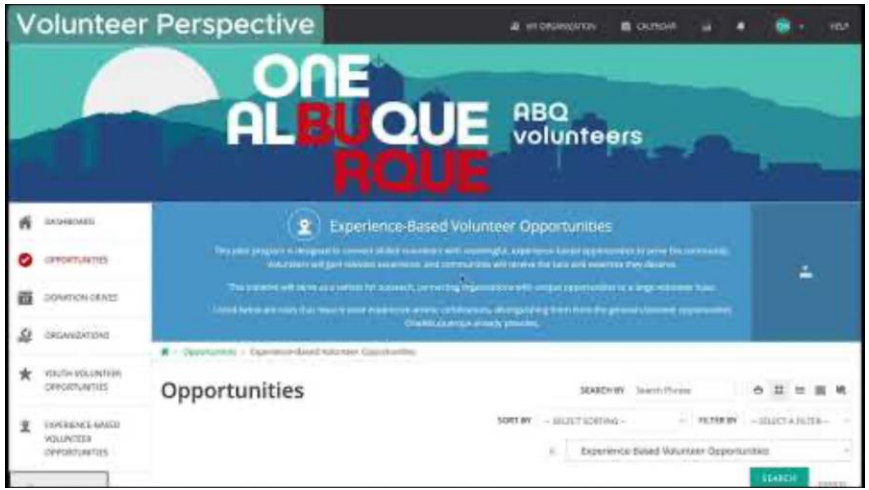
The EBVO Tab!



- Website adaptability
- Utilizing existing networks
- User-friendly
- English and Spanish tutorials

Guidebook

- What is it?
- Why might it be useful?

Looking Forward

Implementation

Introduce the program to more partners

Provide onboarding support

Gather feedback

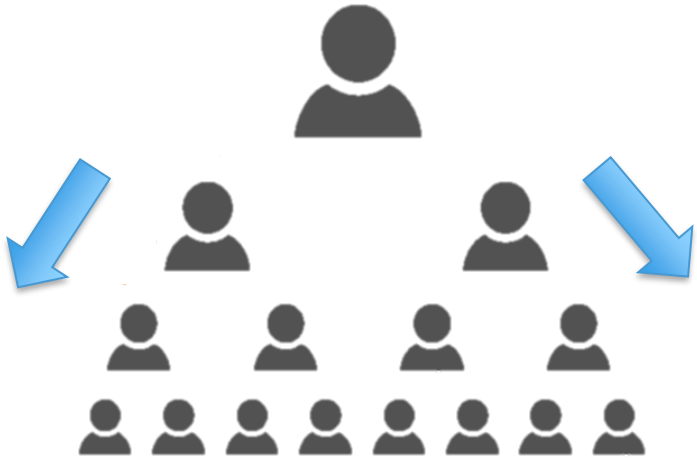
Create a culture shift

Continued Outreach and Recognition

- Flyer
- Social media marketing
- Incorporating a recognition program
  - For organizations and volunteers
- Track engagement metrics

Mentorship Program

- Ryan Wooley inspired
- Start small
- Teach > Learn > Grow



Thank You Albuquerque!

THE UNIVERSITY of NORTH CAROLINA at CHAPEL HILL

dhyche@unc.edu | rolatosi@unc.edu | dgattu@unc.edu

adelga@unc.edu | saiuto@unc.edu