

Infrastructure Assessment and Planning

Effective and impactful volunteer engagement relies on sufficient infrastructure and technology. By understanding what it takes to engage and support volunteers, volunteer engagement professionals and organizational leaders can more effectively make the case to invest in such necessary supports as budget, staff, space, equipment, and technology.

Use the chart on the next page to assess your current assets and make notes on areas where additional infrastructure would enable your organization to engage volunteers even more impactfully.

Infrastructure includes many components, including:

- Budget (designated operational funds to support staff, office equipment, program supplies, training, technology hardware and software, etc.)
- Staffing (dedicated volunteer management staff, volunteer engagement responsibilities incorporated into other staff member job descriptions, etc.)
- Space (workspace, storage, breakrooms, etc.)
- Equipment and Materials (storage bins, cash machines, gardening tools, program kits, uniform, name tags, etc.)
- Technology (hardware including computers, tablets, phones, and cameras; Software including volunteer management software, emails, applications, and more)
- Recognition Resources (catering, event spaces, awards, gifts, etc.)
- Training (curricula, handouts, guest speaker, refreshments, space, etc.)
- Policies and Protocols (volunteer handbook, background checks, risk management including insurance, etc.)

Are there other areas of support unique to your organization that should be included in this assessment?

Infrastructure Assessment

Infrastructure	Current Assets	Areas to Expand or Update	Notes
Budget			
Staffing			
Space			
Equipment and Materials			
Technology			
Recognition Resources			
Training			
Policies and Protocols			
Other			