

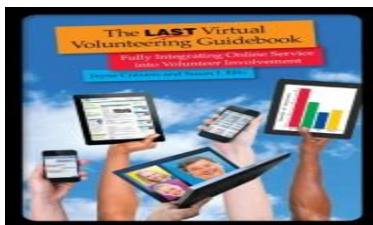
Web resources regarding topics mentioned in Jayne Cravens presentation:

Below are links to resources - mostly free and online - which can help you go much more in-depth regarding all of the topics discussed at the conference. If a URL no longer works, please cut and paste it into archive.org - it might be retrievable there. Many of these resources are mine - but not all of them!
- Jayne

- [Kidding Around? Be Serious! A Commitment to Safe Service Opportunities for Young People](#). This FREE book, available for download, discusses "risk relevant characteristics" of adolescents and children – knowledge that was especially helpful when I was creating and advising on online mentoring programs. It offers a realistic, effective risk management process for dealing with young people, and reviews how to approach different service scenarios involving young participants. If you have young volunteers working together in particular, this book is a MUST read. Never talks about online volunteering, but what it talks about is easily adaptable to online environments.
- [Screening Volunteers to Prevent Child Sexual Abuse: A Community Guide for Youth Organizations](#). Provides explicit guidelines on interactions between individuals, detailed guidance on monitoring behavior, advice on training staff, volunteers and youth themselves about child sexual abuse prevention, and exactly how to respond to inappropriate behavior, breaches in policy, and allegations and suspicions of child sexual abuse. I really can't say enough fantastic things about this book. Never talks about online volunteering, but what it talks about is easily adaptable to online environments.
- [Beyond Police Checks: The Definitive Volunteer & Employee Screening Guidebook](#) by Linda Graff, available from [Energize, Inc.](#) (but not for free), and you've got a solid, more-than-basic understanding of risk management in volunteer engagement activities. I really can't say enough fantastic things about Graff's book. It completely changed my view of safety in volunteering programs, both for clients and for volunteers themselves – the over-reliance on police checks for safety continues, sometimes with tragic consequences.
- [Mandatory Reporters of Child Abuse and Neglect](#) from the US Department of Health and Human Resources. This detailed web site provides a list of professionals required to report, info on reporting by those not required, institutional responsibility to report standards for making a report, privileged communications, guidelines for inclusion of the reporter's name in the report, disclosure of the reporter's identity and summaries of related state laws.
- [Handling Online Criticisms](#)
Online criticism of a nonprofit organization, even by its own supporters, is inevitable. It may be about an organization's new logo or new mission statement, the lack of parking, or that the volunteer orientation being too long. It may be substantial questions regarding an organization's business practices and perceived lack of transparency. How a nonprofit organization handles online criticism speaks volumes about that organization, for weeks, months, and maybe even years to come. There's no way to avoid it, but there are ways to address criticism that can help an organization to be perceived as even more trustworthy and worth supporting.
- [Online Discussion Groups for Volunteers](#)
How asynchronous communications (email-based online discussion groups, web-based bulletin boards and USENET) can be used to communicate with volunteers and to allow volunteers to communicate with each other. Includes examples and links to more information.
- [Supervising online volunteers in court-ordered settings](#)
Yes, people ordered by a court or as a part of probation to do community service can, and do, perform their mandated volunteering online. This blog explores how to supervise those volunteers.
- [Screening Volunteers for Attitude](#)
When an organization involves volunteers in high-responsibility, long-term roles, volunteer

turnover can be a program killer. Screening is vital to finding the right people for high-responsibility, long-term volunteer roles, particularly those where the volunteer will work with clients and the general public, and to screen out people who may be better in shorter-term assignments or assignments where they would not work with clients or the general public, or who would not be appropriate in any role at the organization.

- [Myths About Online Volunteering \(Virtual Volunteering\)](#)
Online volunteering means unpaid service that is given by volunteers via the Internet. It's also known as virtual volunteering, online mentoring, ementoring, evoluteering, cyber volunteering, cyber service, telementoring, online engagement, and on and on. Here is a list of common myths about online volunteering - exploring them is a terrific primer to virtual volunteering.
- [Virtual Volunteering Wiki](#)
This wiki is a dynamic (ever-evolving, frequently updated) resource to supplement the information published in [The Last Virtual Volunteering Guidebook](#). Whereas the guidebook is written in a timeless manner as much as possible, focusing on suggested practices that the authors believe do not change, for the most part, this wiki will continually evolve as tracking and networking tech tools change, as new research is conducted, and as substantial news about virtual volunteering is announced.
- NOW published:



The *Last* Virtual Volunteering Guidebook, available for purchase as a paperback and an ebook from [Energize, Inc.](#)

Susan Ellis and I have written this book both for people that are new to virtual volunteering, as well as for organizations already involving online volunteers who want to improve or expand their programs. [Virtual Volunteering Project](#), which, when I directed it from December 1996 to January 2001, encouraged and assisted agencies in the development and success of volunteer opportunities that can be completed via home or work computers and the Internet, and helped agencies use the Internet to manage all volunteers and connect with volunteer management resources. This included the most comprehensive information available, on or offline, regarding [online mentoring programs](#) and best practices.

- [TechSoup](#), especially the [TechSoup blogs](#) and the [TechSoup Community forum](#), as well as TechSoup's frequent free webinars.

Tags you may want to follow on Twitter yourself:

<i>#voluntweet</i>	<i>#civilsociety</i>	<i>#ttvolmgrs</i>	<i>#nptwitter</i>
<i>#volunteer</i>	<i>#nonprofit</i>	("thoughtful Thursday" to	<i>#nptech</i>
<i>#volunteers</i>	<i>#nonprofits</i>	talk about volunteer	<i>#tech4good</i>
<i>#virtualvolunteering</i>	<i>#ngos</i>	management	<i>#tech4peace</i>
<i>#microvolunteering</i>	<i>#csr</i>		

- [Energize Inc.](#), Susan Ellis' web site. You should subscribe to her monthly "Hot Topic" in particular, as this does a great job of highlighting various volunteer management trends.
- [E-Volunteerism](#), Advanced discussions and articles regarding volunteer engagement, by Susan Ellis, Steve McCurley and their many associates. This isn't free, but it's worth the subscription price if you want a conversation about volunteer engagement beyond nice gifts to give volunteers as a thank you.

- Jayne's [Essential/Favorite Resources Regarding Volunteer Management and Volunteerism](#)
There is a plethora of resources promoting volunteerism, and at long last, the number of volunteer management resources has grown significantly. But which are "the best"? This is a list of *Jayne's* favorite resources relating to volunteerism and volunteer management -- books and online resources from trusted, established people and organizations that she believes should be required reading of anyone who recruits and supports volunteers.