



**Team A: Policy analysis regarding volunteering & training of staff
responsible for community fridge management in Boston**

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Problem

How can Fenway CDC advance a volunteering and training program to better manage its human resources?

Dominant View: Community fridges require substantial maintenance and infrequent or inadequate volunteer efforts to monitor and service a community fridge will be detrimental to its long-term success.

Themes from Interviews: Inconsistent volunteers/scheduling, mutual aid volunteer system

Recommendation: Hire a Full-Time Volunteer Coordinator to oversee a Volunteer Committee and manage volunteer efforts.

Goal and Objectives

- Ensure food access is available 24/7 from the community fridge
- Ensure the community fridge is cleaned at least once a day everyday
- Increase the knowledge and skill set of community fridge volunteers
- Increase community fridge volunteer retention and engagement



Policy Options

Option 1: Maintain Status Quo

Option 2: Implement a Self-Guided Volunteer Sign-Up

- Development of training resources
- Low-resource, low-maintenance

Option 3: Utilize Moderate Oversight

- Required monthly training sessions held by the Fenway CDC



Option 4: Mobilize Volunteer Community

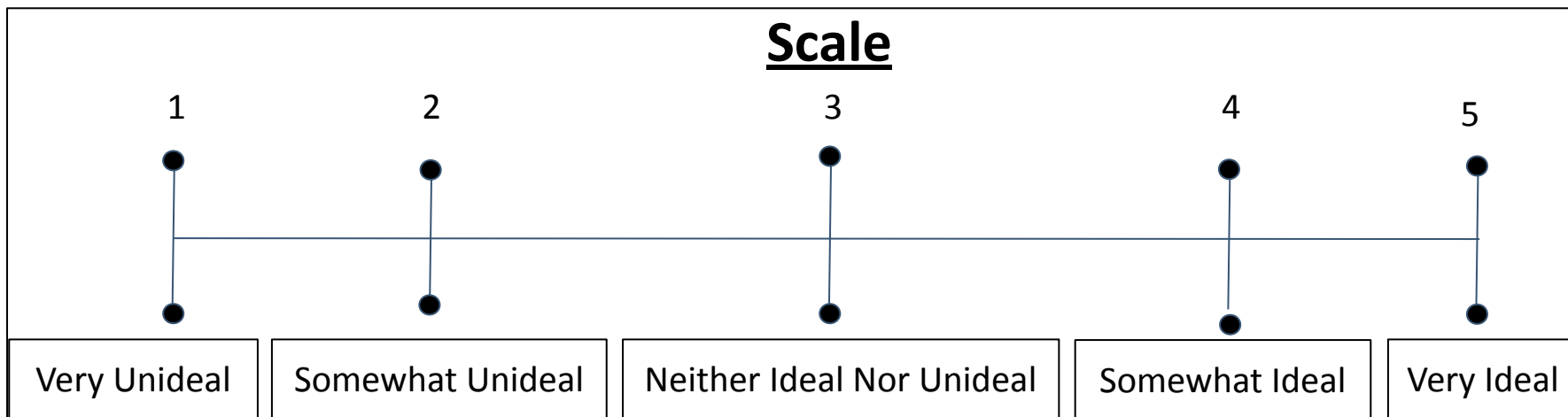
- Collaborate with “Lead Volunteers” to manage some level of recruiting, scheduling, and training
- Lead volunteers do not manage community partners, day-to-day operations, high level admin.

Option 5: Expand Capacity at Fenway CDC

- Hire a full-time coordinator that works with a volunteer committee
- Coordinator activities: organizing events, monthly newsletters, formally receiving feedback, translating volunteer materials, and training and development opportunities

Evaluation Matrix-Criteria, Weight, & Scale

<u>Criteria</u>	<u>Weight</u>
Political feasibility	x5
Equity	x4
Administrative Feasibility	x3
Efficacy	x2
Cost	x1



Policy Options + Evaluation Criteria

	Political feasibility	Equity	Admin. Feasibility	Efficacy	Cost	Weighted Total
<u>Weight:</u>	<u>5</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>1</u>	<u>(Out of 75)</u>
Option 1: Maintain Status Quo	2	1	5	1	5	36
Option 2: Implement a Self-Guided Volunteer Sign-Up	2	2	4	2	5	39
Option 3: Utilize Moderate Oversight	3	3	1	3	2	38
Option 4: Mobilize Volunteer Community	5	4	2	4	3	58
Option 5: Expand Capacity at Fenway CDC	5	5	4	5	1	68

Recommendations

Hire a Volunteer Coordinator as a staff member of Fenway CDC to perform administrative duties for the fridge

- Creates and maintains a volunteer schedule for fridge maintenance
- Assists volunteer committee in creating training manuals, training videos, obtaining grants, booking events, etc.
- Behaves as a liaison between Fenway CDC and the community

Form a volunteer committee of five to seven community fridge volunteers to recruit volunteers and create community events

- Governs community fridge recruitment initiatives, such as corporate volunteer days or school volunteer weekends
- Plans training days and volunteer development events
- Creates performance recognition awards



Volunteers