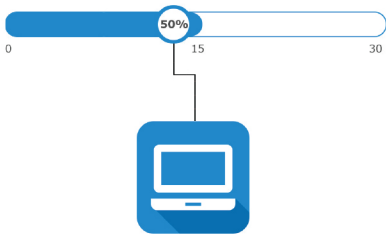


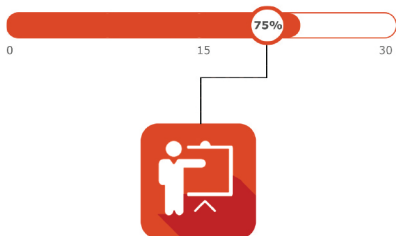
SETUP CONSULTATION

We will schedule a consultation call to determine the proper configuration settings for your new volunteer management system. The call should include those responsible for volunteer on-boarding, scheduling, and general project management. The areas that will be covered will include the volunteer application process, credentials volunteers must earn in order to volunteer (either in general or for specific types of positions), and general needs for upcoming program and special events volunteering.



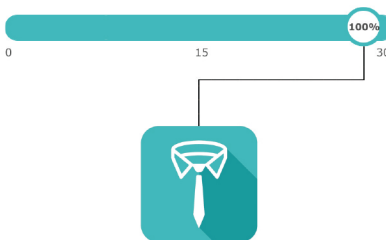
DEPLOYMENT

We will deploy the volunteer management system. While we will incorporate the initial settings derived from the set up consultation, updates can be made at any time according to the evolving needs of your organization. We will also provide import templates in spreadsheet format for your existing volunteer data. Once the data is returned by you, we will import it on your behalf. Additional fees may apply if VolunteerMatters is required to significantly manipulate the data or access third-party services to extract the data.



TRAINING

After the system has been deployed, configured, and volunteer data imported, system users can participate in our free online trainings or we can schedule live, in-person training. Training is segmented into separate sessions that cover specific job functions within the system. Live trainings include periods where users can interact directly with the software to allow an opportunity for real-time questions and answers.



ONGOING SUPPORT

After deployment and training, we provide a suite of ongoing support options.

Office Hours (ongoing)
Tuesdays @ Noon EST, Thursdays @ 4pm EST
<http://www.gotomeet.me/volunteermatters>

Live Training (ongoing)
Tuesdays 1pm – 3pm EST
<http://www.gotomeet.me/volunteermatters>

YMCA VMS Support Portal
<http://ymcasupport.volunteermatters.com>