

Raptor[®] Volunteer Management System Implementation Overview

Implementation generally takes **6 weeks**; however, it is flexible pending district availability and readiness.

Phase I: Implementation Kick-off Meeting

Description: The Raptor[®] team and the District Project Coordinators will discuss a high-level overview of the Volunteer Management system and project plan. This implementation kick-off meeting outlines required steps to getting started and confirms goals and expectations.

Prerequisite Information:

- ✓ The district has selected a “go-live” date to launch the Raptor Volunteer Management system.

Key Players: District Volunteer Coordinator(s) and District Project Coordinator(s)

Type of Engagement: Webinar

Duration: 30 minutes

Homework for Next Phase:

- ✓ Schedule District Volunteer Admin Training
- ✓ Provide Client Services Manager with all required forms and policies outlining your current volunteer management process
- ✓ Compile data required for application pages
- ✓ Apply at jdp.com/raptor

Phase II: District Configuration Workshop

Description: Your Client Services Manager will conduct an interactive training workshop on how to configure, set-up, and maintain your Volunteer Module.

Type of Engagement: Webinar

Duration: 60 minutes

Homework for Next Phase:

- ✓ Volunteer module configured
- ✓ Communicate the new online application URL to your IT Department for updating your District's volunteer webpage
- ✓ Optional: Format current approved volunteer list to prepare for import into the Raptor system

Phase III: District Account Configuration

Description: The District will become acquainted with the system and will continue the configuration process.

Duration: Dependent on District availability, readiness, and progression

Homework for Next Phase:

- ✓ Add the JDP screening level to each function
- ✓ Determine individuals who will need access to Volunteer Module
- ✓ Select training method and dates for those users

Phase IV: Testing Volunteer Acquisition Process

Description: District Volunteer Coordinator will work with their Client Services Manager to walk through the process and identify if all items are finalized and working as intended.

Type of Engagement: Webinar

Duration: 30 minutes

Homework for Next Phase:

- ✓ Make applicable changes in preparation for the go-live date

Phase V: District Training

Description: Conduct training for all District representatives involved in the volunteer management process on the following:

- How to become an approved volunteer
- How to manage volunteers
- Where to find tools that will assist with events, options for sign-ins/outs, and reporting

Type of Engagement: Webinar

Duration: 60 minutes

Homework for Next Phase:

- ✓ Schedule wrap-up call

Phase VI: Wrap-Up Call

Description: Discuss the overall implementation, any outstanding items, support plan, etc.

Type of Engagement: Call

Duration: 15-30 minutes

On-Going Maintenance:

- ✓ Client maintains and supports the system as needed