Volunteer Hotline Project Portfolio

Financial Management

- **Cost Benefit Analysis**
  A volunteer consults on a cost benefit analysis that supports a nonprofit in outlining the financial value of a particular design, initiative or program

- **Investment Strategy and Review**
  A volunteer provides insight on what individual investors look for in an investment and provides a nonprofit with support thinking through how to “package” services to potential donors

Operations

- **Program Delivery Optimization**
  A volunteer creates a process map and analyzes ways to generate efficiency across multiple programs and services such as program, volunteer, culture management and more

- **Virtual Operations and Strategy**
  A volunteer consults on a strategic planning challenge in remote-work and/or remote-programming

Strategy

- **Strategic Planning Process**
  A volunteer shares recommendations and best practices on how to execute a strategic planning process

- **Feasibility Analysis**
  A volunteer reviews research provided by the nonprofit and shares insight on feasibility of new or expanded product or service

Human Resources
• **HR Infrastructure Assessment**  
  A volunteer assesses a nonprofit’s current human resources infrastructure and consults on gaps and opportunities for a stronger HR backbone

• **Performance Review Assessment**  
  A volunteer assesses a nonprofit’s annual performance review process and provides recommendations for processes and/or tools to improve the process

• **Personnel Policy Assessment**  
  A volunteer assesses a nonprofit’s current personnel policies and provides insights on how to improve or build upon the current policies

• **HR Training**  
  A volunteer conducts training that would advance the human/people assets of a nonprofit (e.g. Board training, staff training, program/client trainings)

**Marketing**

• **Digital Communications Plan**  
  A volunteer initiates or improves upon an outline of an integrated digital communications plan (they may include website, social media, email or other online channels and platforms)

• **Marketing or Communications Plan**  
  A volunteer initiates or improves upon an outline of a marketing or communications plan for an organization, program, or event.

• **Collateral Development**  
  A volunteer conducts a revamp of a piece or marketing collateral (brochure, e-newsletter) to create a visually appealing and consistent message

• **Branding**  
  A volunteer advises on brand attributes, target audiences, characteristics and communications tone according to nonprofit’s set goal and provides recommendations for future brand planning

**Client Relations**

• **CRM Relationship Infrastructure Planning**  
  A volunteer overviews and advises a nonprofit’s client relationship infrastructure goals (including client relationship management goals, organizational approach to relationship building, staff capacity and technology systems)

• **Client Growth Planning Relationship Infrastructure Planning**  
  A volunteer overviews and advises a nonprofit’s relationship management process for a key client audience (corporate partners, individual and institutional donors and / or service recipients) and assists in strategizing roadmap for cultivation and growth of that audience

• **Crisis or Complaint Management**  
  A volunteer provides training to advance a nonprofit executive’s ability to manage and deescalate crisis and complaint situations that may arise with clients or direct service recipients
Technology

- **Database Assessment**
  A volunteer assesses use and architecture of a database system and provides recommendations for changes that would streamline operations and the end user experience.

- **Website Assessment**
  A volunteer analyzes an organization's website and documents recommendations for ways in which the visual design, architecture, and layout could better achieve the organization's goals.

- **Platform Training**
  A volunteer conducts training on a platform, system, or software that is common or useful to nonprofit organizations such as Microsoft Office suite (Excel, Word, and PowerPoint), Adobe Creative Suite, WordPress, Salesforce, etc.

- **IT Infrastructure Assessment and Strategy**
  A volunteer assesses elements of a nonprofit's IT Infrastructure and develops recommendations for infrastructure improvements.

- **Vendor Selection**
  A volunteer collaborates in developing requirements and selection criteria for a new technology vendor (e.g. CRM, website CMS, Cloud-based intranet, etc.) and provides guidance on selection process.

Data and Analytics

- **Data Assessment and System Selection**
  A volunteer guides nonprofit on challenges with data management systems and provides recommendations on new processes or vendors that might better serve the organization.

- **Data Visualization**
  A volunteer collaborates on using data visualizations to make informed, data-driven decisions.

- **Data Collection**
  A volunteer recommends improvements to a current qualitative and / or quantitative data collection challenge or practice.