Volunteers are the key to successful management of a multi-faceted 4-H program. The ISOTURE model provides a process for maintaining an effective volunteer staff. These processes are not always completed in sequence, but are all equally important.

**ISOTURE Model**

|---------------------|--------------|-----------------|-------------|----------------|----------------|--------------|

**I - IDENTIFICATION:** The process of finding people who have the competence and attitudes essential to fill specific leadership positions.

- Identify needs of the county 4-H program and volunteer roles to meet those needs.
- Recruit volunteers for specific roles through target marketing.
- Identify potential volunteer.
- Provide an introduction to 4-H and role of volunteer.
- Potential volunteer completes 4-H Volunteer Application.

**S - SELECTION:** The process of studying the backgrounds of prospective volunteers identified and motivating them to fill selected positions.

- Screen potential volunteer through background screening and reference checks.
- Interview the potential volunteer.
- Match volunteer to needed roles.

**O - ORIENTATION:** The process of orienting those recruited in the role to the expectations of 4-H and the volunteer position.

- Provide new volunteer training using the 4-H Leader Training Series.
- Volunteer completes 4-H Volunteer Registration Form.
- Volunteer is officially appointed as a 4-H volunteer by Extension/4-H staff.

**T - TRAINING:** The process of stimulating and preparing volunteers to acquire knowledge and to develop attitudes and skills necessary to enable them to be successful in their volunteer roles.

- Provide ongoing opportunities for training through a variety of methods.

**U - UTILIZATION:** The process of providing the opportunity for volunteers to put acquired knowledge and skills into action in the most appropriate way and to function in a supportive environment.

- Support volunteers to actively carry out responsibilities.
- Provide opportunities for mentoring from other volunteers as well as professional staff.

- Continued –
**R - RECOGNITION:** The process of recognizing and rewarding sound volunteer performance.
  
  - Provide a variety of ongoing recognition, in both formal and informal settings.

**E - EVALUATION:** The process of determining results of volunteer performance and giving useful feedback. Help volunteers obtain the results they wish to accomplish.
  
  - Provide continuous feedback.
  - Formally evaluate through annual review.

Adapted from *THE RED TAXI, Getting Volunteers Where They Need to Go*, National 4-H Council, 1994