

Towards 2026: Shaping Your Future in Volunteer Engagement

Annelise Ferry: Thanks so much for joining us today for Towards 2026: Shaping Your Future in Volunteer Engagement!

Court McCracken (she/her): You're here for Towards 2026: Shaping Your Future in Volunteer Engagement

With Faiza Venzant, CVA! Welcome welcome!

Annelise Ferry: Please feel free to take a moment to introduce yourself and tell us where you're joining us from!

Annelise Ferry: I'll go first! I'm Annelise and I'm joining from the snowy Washington DC! Next year I'm looking forward to creating more useful and relevant content for organizations who engage volunteers!

Amy Riggins: Amy Riggins, with Shawnee OK Parks and Recreation. We are beginning to shape our volunteer program.

Annelise Ferry: Super excited to have you here today, Amy!

Amy Riggins: Relatively

Amy Riggins: Let me test my mic and video

Amy Riggins: Can you see me?

Amy Riggins: Only you! Ha!

Amy Riggins: Got it!

Amy Riggins: Will do! :)

Jennifer Golbach: From Wisconsin- creating a centralized community volunteer hub launching in April. Excited for today's webinar.

Faiza Venzant, CVA: Happy you are here, Jennifer!

Annelise Ferry: Hello Jennifer! Thanks for sharing what you're excited for today!

Annelise Ferry: Thanks for joining us today everyone! Feel free to introduce yourselves, your organization, and one thing you're looking forward to in the new year!

Fernando Castillo: Howdy from the Rathbun House in Asheville, thank you for this.

Samsung SM-A166U: Hi Andrea Moore here for Training for Volunteering n Atlanta 2026!Im
I n the right site? Im Ivn the right spot?

Samsung SM-A166U:

Jennifer Scott: Merry Christmas from ManeGait Therapeutic Horsemanship in McKinney, TX!

Carson McCalvy: Tunning in from the Tundra in Minnesota ❄️ excited to learn!

Annelise Ferry: Thank you for joining us for Towards 2026: Shaping Your Future in Volunteer
Engagement featuring Faiza Venzant, CVA!

Jennifer Scott: I love Asheville... Lake Junaluska is one of my holy places!

Annelise Ferry: Welcome Jennifer! Hi Carson!

Annelise Ferry: Asheville has my heart too <3

Samsung SM-A166U: ok, sounds like Im N the right spot!!I am a Retired Deputy n Holiday
FL!!!Hiiiiiiii!!!

Annelise Ferry: You are! So excited you've joined us today!

Brianna Hardy Daviet: Good morning from very very very windy Greeley, CO. :)

Amanda Kintzi: Hello from Rochester, MN!

Samsung SM-A166U: thank U for confirming

Carin Zeman: Hello from Corinth, TX!

Brianna Hardy Daviet: Oh yay! We're supposed to get 60 mph wind gusts today so that'll be
fun

Alli Wheeler: Good morning from Santa Fe, NM! :)

Jose Calvillo: Hi from Houston!

Annelise Ferry: Hi Jose! Welcome Alli!

nadia shah: Kitchener

Samsung SM-A166U: Florida is always weather perfect!!!Heyyyyyyy

heather reichardt: From Maryland!

Annelise Ferry: Thanks for coming, Brianna and Carin!

Annelise Ferry: Welcome Heather!

Colleen Holcomb: Hi From Rochester, NY

Annelise Ferry: Hi Colleen! Welcome!

Annelise Ferry: Feel free to continue introducing yourself, tell us where you're joining us from, and one thing you're looking forward to in 2026!

Kathy Fleischer: Beth from Buffalo NY

Annelise Ferry: I'm Annelise, I'll be hanging out with you in the chat today, sharing helpful resources designed specifically for leaders of volunteers!

Whitney Zhang: Hello from Virginia.

Annelise Ferry: Welcome Kathy! Hi Whitney!

Parker Henson: Joining from Birmingham, AL!

Tina Barzo: Leader of Volunteer Engagement, Banff National Park, Alberta, Canada, and I am looking forward to "finding my focus and flow" in 2026...

Tina Barzo: It is SNOWY here

Jana Goemmer: Jana Goemmer, RMHC, Louisville KY - Looking forward to an Alaskan Cruise in 2026!!!

Faiza Venzant, CVA: Hi Tina!!

Robert Hagopian: Good Afternoon! Bob from Carmel, IN, Volunteer Coordinator for CorsoCare Hospice of Indiana.

Annelise Ferry: Welcome Tina and Parker! Sounds so fun Jana!

Samsung SM-A166U: Hi Andrea Moore n Florida looking forward to being used by God Moore this year!!!!

Annelise Ferry: Welcome Bob!

Dionedra Dorsey: Dionedra joining from Virginia! Good Afternoon Everyone!

Annelise Ferry: Welcome everyone! So happy you've joined us today!

Dina Stemen: Hello! Dina from Columbus Ohio

Mark Osborne: Good afternoon! Mark in Detroit Metro.

Annelise Ferry: Hi Mark! Welcome Dina!

Dionedra Dorsey: Happy Wednesday! Tameka from Maryland.

Sophia Rivera: Hello from The Bronx, NY! Volunteers Associate from L.O.V.E. Mentoring

Monica Mandujano mandujano: HOLA!!! Greetings from Georgetown, Delaware

Alice Oyardo: Snowy Wednesday. Alice from Manitoba

Annelise Ferry: Council for Certification in Volunteer Administration: <https://cvacert.org/>

Shefali Trivedi: Hello! Shefali from Chicago suburbs

Justin Elliott Lowe: Hello, I am Justin Elliott Lowe from Milwaukee and accentCare Hospice!

Fireflies.ai Notetaker Bella: Bella invited Fireflies.ai here to record & take notes. View Security & Privacy info: <https://fireflies.ai/policy>

Type:

'/ff leave' - Remove Fireflies

View Realtime notes here:

https://app.fireflies.ai/live/01KCJ50MWET0H82WXV2VRTM96A?ref=live_chat

Katie Franke: Hello from St. Louis! It's a beautiful day here!

Heather Murray: Hello! I'm Heather, joining in from Gulf Coast Mississippi

Bella Williams: Hi, I'm an AI assistant helping Bella Arredondo take notes for this meeting. Follow along the transcript here:

https://otter.ai/u/cXpUjVESADPGolHA7_Vm_cn9nQI?utm_source=va_chat_link_1

You can see screenshots and add highlights and comments. After the meeting, you'll get a summary and action items.

If you'd like to stop this recording, you can go to the link above and click the Stop button.

If you'd like to stop the recordings for all Otter Notetakers in this meeting, you can type "otter stop" in Zoom chat.

Kat McNeil-Blount: Hi, I'm an AI assistant helping Kathy McNeil-Blount take notes for this meeting. Follow along the transcript here:

https://otter.ai/u/Iqw6WDl_-E53hE0iwZD8nTTbH_M?utm_source=va_chat_link_1

You can see screenshots and add highlights and comments. After the meeting, you'll get a summary and action items.

If you'd like to stop this recording, you can go to the link above and click the Stop button.

If you'd like to stop the recordings for all Otter Notetakers in this meeting, you can type "otter stop" in Zoom chat.

Annelise Ferry: Hi Katie! So happy you're here Heather!

Kayla Bernstein: Hi everyone, I'm Kayla from Bigs & Littles NYC Mentoring

Annelise Ferry: Council for Certification in Volunteer Administration: <https://cvacert.org/>

Louis Cohen: Hi, I'm Louis from Hands On Greater Portland.

Amy Barter: Hello. Amy from Topeka KS.

Patrick McCulloch: Hi Everyone, I am Patrick from Tutoring Chicago!

Annelise Ferry: <https://www.galaxydigital.com/webinars>

Angelique De Luz: Hi! Angel from Comic-Con Museum in San Diego

Emilie Bromet-Bauer: Hi, I'm an AI assistant helping Emilie Bromet-Bauer take notes for this meeting. Follow along the transcript here:

https://otter.ai/u/INNDj1k6k8ZHNwBIFe3quUfrZZo?utm_source=va_chat_link_1

You can see screenshots and add highlights and comments. After the meeting, you'll get a summary and action items.

If you'd like to stop this recording, you can go to the link above and click the Stop button.

If you'd like to stop the recordings for all Otter Notetakers in this meeting, you can type "otter stop" in Zoom chat.

Cidalia America: Hi! Cidalia from Old Colony Elder Services in Plymouth, MA :)

Samsung SM-A166U: Thank U Court, n all who r assisting! I just want to make sure I will get proof of my course webinar attendance. Thanking U n advance!!

heather reichardt: we have Snoop on the Stoop!

Annelise Ferry: Thank you

Annelise Ferry: Menti.com Menti CODE to join: 8773 5759

Court McCracken (she/her): menti.com 8773 5759

Dina Stemen: As a new volunteer coordinator at OhioHealth, my first month I was able to interview, hire, and orient five new volunteers!

Annelise Ferry: We invite you to go to Menti at the link above and answer the following question: What is an achievement in your practice from 2025 that you are most proud of?

Annelise Ferry: Menti.com

Annelise Ferry: CODE to join: 8773 5759

Annelise Ferry: CONGRATS on your CVA!

Annelise Ferry: Wow these are truly incredible achievements!

Samsung SM-A166U: I couldn't find tha Minti page...However, I am most proud of Having more patience with all!

Annelise Ferry: Thank you for sharing! That's a great accomplishment!

Samsung SM-A166U: Andrea's post

Annelise Ferry: The United Nations has declared 2026 the International Volunteer Year (IVY 2026). Read more here: <https://www.unv.org/recognition-volunteerism-ivy-2026>

Robert Hagopian: We are a 2024 start-up hospice in Indiana and part of a large corporation based in MI. I have been able to grow from starting out in July 2024 with 9 Volunteers when I first began work here to 17 as of today. Hospice Volunteers are very unique folks and I am grateful for their devotion and compassion. We are growing and I'm happy to be part of it all!

Court McCracken (she/her): Incredible Robert! Yes Hospice volunteers are very unique and devoted

Annelise Ferry: Read more about International Year of Volunteers on the UN's website: <https://www.unv.org/pressrelease/un-general-assembly-proclaims-2026-international-year-volunteers-sustainable>

Annelise Ferry: Sustainable Development Goals (SDGs): <https://sdgs.un.org/goals>

Annelise Ferry: Read more about this Call to Action

for the Future of Volunteering: <https://www.iave.org/iavewp/wp-content/uploads/2025/12/Call-to-Action-for-the-Future-of-Volunteering-DEC-2025.pdf>

Annelise Ferry: [GUIDE] Calculating Volunteer Program ROI:

A Holistic View for Volunteer Leaders -

<https://www.galaxydigital.com/free-tools/volunteer-program-roi-guide>

Annelise Ferry: IAVE: <https://www.iave.org>

Court McCracken (she/her): 862 million people are volunteering each month!

Annelise Ferry: IAVE's Call to Action for the Future of Volunteering: https://www.iave.org/?gad_source=1&gad_campaignid=22979907527&gbraid=0AAAAADffLN-SyRiiyjmmSKrZqzo79vSql&gclid=Cj0KCQiAxonKBhC1ARIsAIHq_lsyAB7IXlpWWB3W6ek0ivBcdEj1ONiGCML9bae7BjOOGHK_DVMNPh4aAorjEALw_wcB

Court McCracken (she/her): "Volunteers are strategic assets, not just helpers"

Annelise Ferry: [Watch] Volunteer Recognition Beyond the Basics: Creative & Impactful Strategies - <https://www.galaxydigital.com/webinars/volunteer-recognition-beyond-the-basics-creative-impactful-strategies>

Alice Oyardo: Are we given copy of the slides after the session?

Annelise Ferry: Hi Alice! Yes, we'll send a copy of the slides, the chatbot, and the presentation to all participants in the days following this webinar :)

Court McCracken (she/her): Yes, that will be in the follow up email!

Annelise Ferry: Volunteer Tracking: A Holistic Guide for Leaders of Volunteers - <https://www.galaxydigital.com/free-tools/volunteer-tracking-a-holistic-guide-for-leaders-of-volunteers>

Annelise Ferry: Menti.com

Annelise Ferry: CODE to join: 8773 5759

Annelise Ferry: For those of you unable to join Menti, feel free to share how you're valuing volunteers in the chat!

Annelise Ferry: [WATCH] Watch Volunteer Recognition: Motivation + Appreciation in Diverse Settings - <https://www.galaxydigital.com/webinars/volunteer-recognition-motivation-and-appreciation-in-diverse-settings>

Umeca Briscoe: My agency will be hosting a Volunteer Summit in May, 2026. We will recognize the top volunteers in the state. Because I work with LDH the Louisiana Volunteers in Action is statewide. The summit will allow time for the attendees to also network.

Annelise Ferry: That's excellent, Umeca! Thank you for sharing with us!

Samsung SM-A166U: Andrea Moore here, Im not able tk find Minti.com?However, I feel just making sure the Volunteer is aware of their Input n success of the Students!

Annelise Ferry: Tech solution for Volunteer Awards and Recognition:
<https://www.galaxydigital.com/features/volunteer-rewards-and-recognition/>

Court McCracken (she/her): Yes, we will share the responses in follow up!

Umeca Briscoe: The Volunteer Summit will also have breakout sessions, which include several topics. I also meet monthly with our Medical Reserve Corps units in our state.

Annelise Ferry: <https://www.galaxydigital.com/webinars>

Umeca Briscoe: Yes! Our MRC units and Regional offices offer CPR and wellness trainings.

nadia shah: Where does the conference happen in canada

nadia shah: Also the certificate is local /nationwide or global?

Annelise Ferry: For those who cannot join Menti, please share: How are you creating volunteer infrastructure and support?

Annelise Ferry: [GUIDE] Digital Volunteer Communications Guide: 25+ Messages Your Volunteers Need to Receive -
<https://www.galaxydigital.com/free-tools/digital-volunteer-communications-guide>

Kat McNeil-Blount: Kathy is on a Basic Otter plan with 30 minute meetings. To record longer meetings, upgrade to Pro: https://otter.ai/pricing?utm_source=oa-chat-basic

Bella Williams: Bella is on a Basic Otter plan with 30 minute meetings. To record longer meetings, upgrade to Pro: https://otter.ai/pricing?utm_source=oa-chat-basic

Annelise Ferry: For those of you unable to join Menti, feel free to share: How are you safeguarding your volunteers?

Annelise Ferry: The 10 Volunteer Policies Every Nonprofit Needs (2026) -
<https://www.galaxydigital.com/blog/volunteer-policies-procedures>

Annelise Ferry: Volunteer Risk Management: Protecting Your Organization and Volunteers -
<https://www.galaxydigital.com/blog/volunteer-risk-management>

Justin Elliott Lowe: in our hospice environment, we offer Hepatitis B vaccinations, free of charge, and we have emergency plans for each of our clients.

Annelise Ferry: How to Write a Volunteer Code of Ethics -
<https://www.galaxydigital.com/blog/volunteer-code-of-ethics>

Amy Wang-Hiller: It was great when conflict does happen. Because that's an opportunity to set up code of conduct

Emilie Bromet-Bauer: Emilie is on a Basic Otter plan with 30 minute meetings. To record longer meetings, upgrade to Pro: https://otter.ai/pricing?utm_source=oa-chat-basic

Annelise Ferry: Such a great takeaway, Amy!

nadia shah: Faiza, how can I involve and attend SDGs/UN sessions ?

Annelise Ferry: Call to Action for the Future of Volunteering:

<https://www.iave.org/iavewp/wp-content/uploads/2025/12/Call-to-Action-for-the-Future-of-Volunteering-DEC-2025.pdf>

Justin Elliott Lowe: Excited

Annelise Ferry: Using only one word, how do you feel about using AI in your volunteer engagement practice? Feel free to share in the chat!

Alice Oyardo: not sure

Laura Allen: Bad for the environment

nadia shah: AI in canada has no boundaries and is scary for legal matters

Annelise Ferry: Using AI Ethically for Streamlined Volunteer Engagement - <https://www.galaxydigital.com/blog/using-ai-ethically-for-streamlined-volunteer-engagement-how-to-get-started-with-chat-gpt>

Adefunke Ezomo: AI is helpful

Samsung SM-A166U: Andrea Moore being a Retired Deputy ? I can not answer Honestly??

Annelise Ferry: Brevity & Wit's Four Commitments When Using AI

<https://mailchi.mp/brevityandwit.com/consciousaiprimer>

Bella Williams: Honestly AI has been a big help in so many areas of my work life.

Bella Williams: Yes, its a TOOL. We have the control

Brianna Hardy Daviet: I also run our social media so I use it to take some of our higher level jargony language to make bring it to a lower reading level

nadia shah: When you say AI, then it's wide so what do you mean by AI? Is it chat gpt or G. Anyone Ai platforms that are helpful?

nadia shah: AI can have a wide range of tools

Meghan Baumer: Recently I have been using this AI chat feature that doesn't track your conversations - if privacy is a concern:

<https://duckduckgo.com/duckduckgo-help-pages/duckai>

Annelise Ferry: Thanks for sharing this resource, Meghan!

nadia shah: Unfortunately, there are many enemies and people who want to damage your image and they share a lot of real information with fake ids/emails. So disreceptful and I wish there was a way to stop them

Tina Barzo: Faiza you are amazing :)

Erin Spink: She really is!!

Annelise Ferry: Council for Certification in Volunteer Administration: <https://cvacert.org/>

Dionedra Dorsey: Agreed!!

Samsung SM-A166U: Yezzzzz She really is!!!!Go Faiza!!

Annelise Ferry: How to Become a Certified Volunteer Administrator (CVA) in 2026 -

<https://www.galaxydigital.com/blog/certified-in-volunteer-administration>

Annelise Ferry: <https://www.galaxydigital.com/webinars>

Heather Murray: I just completed my requirements for CNP, just waiting on the official certification this week!

Annelise Ferry: The Best Podcasts for Volunteer Leaders in 2026 -

<https://www.galaxydigital.com/blog/podcasts-for-volunteer-leaders>

Annelise Ferry: Congrats Heather!!! That's amazing!!

nadia shah: Annelisa, what is the biggest level of certificate that includes the best level of learning: admin, or management or something else. Or are they step by step

Annelise Ferry: The Digital Volunteer Experience Tech Audit -

<https://www.galaxydigital.com/free-tools/volunteer-tech-audit-sign-up>

Annelise Ferry: This is a free tool that will help you evaluate your tech systems

Annelise Ferry: Tech Readiness Quiz: Does Your Organization Need Volunteer Engagement Technology? <https://www.galaxydigital.com/free-tools/tech-readiness-quiz>

Faiza Venzant, CVA: Thanks for all your questions, Nadia - The Brevity and Wit guide defines types of AI and models.

Mark Osborne: Thanks for another wonderful presentation! Have a great day.

Annelise Ferry: This is the free Audit that will help you plan for tech in 2026 :
<https://www.galaxydigital.com/free-tools/volunteer-tech-audit-sign-up>

Annelise Ferry: [GUIDE] How to Improve Volunteer Recruitment with Tech Tools: A Guide for Volunteer Leaders - <https://www.galaxydigital.com/free-tools/how-to-improve-volunteer-recruitment-with-tech-tools>

Erin Spink: Highly recommend Oliver with Galaxy Digital - he does an excellent job in explaining the system, options and potential fit.

Annelise Ferry: Thanks so much, Erin! Oliver is wonderful!

Samsung SM-A166U: Thank U fer tha Great Platform! Where is the proof of my attendance? I need it for my new volunteer position? Thanking U n advance!

Annelise Ferry: We will share a certificate of attendance that you can fill out on the recording page that we'll share by email

Annelise Ferry: [TECH AUDIT]
<https://www.galaxydigital.com/free-tools/volunteer-tech-audit-sign-up>

Samsung SM-A166U: Thank U Annelisa!!!

Dionedra Dorsey: This webinar was wonderful! Thank you so much to you Faiza and your team!

Heather Crandall: Thank you for the great session!

Jose Calvillo: Thank you! This was awesome.

Annelise Ferry: Follow Faiza on LinkedIn: <https://www.linkedin.com/in/faizavenzant/>

Annelise Ferry: Learn more about her work with CCCA: <https://cvacert.org/>

Umeca Briscoe: Thank you!

Heather Murray: Thank you, I definitely learned a ton! Thanks for sharing your experiences!

Robert Hagopian: Thank you for a great presentation, awesome information and tools to help us be more effective in encouraging and managing our Volunteer Programs!

Court McCracken (she/her): <https://www.galaxydigital.com/growing-your-volunteer-engagement-career-why-professional-development-and-networking-are-vital>

Samsung SM-A166U: Thank U Soooooo Much!!!For tha Presentation!!More Love n Patience!!!

Justin Elliott Lowe: Thank you all

Annelise Ferry: REGISTER for our upcoming webinar in January! Growing Your Volunteer Engagement Career: Why Professional Development and Networking are Vital featuring Nicole R. Smith!! - <https://www.galaxydigital.com/growing-your-volunteer-engagement-career-why-professional-development-and-networking-are-vital>

Anna LePetri: Thank you!! Happy holidays to all :)

Justin Elliott Lowe: Sending love and light to each one of you!

Erin Spink: Fantastic and thoughtful, thought-provoking content as always, Faiza! Thank you!

Dionedra Dorsey: Happy 2026!

Dina Stemen: Blessings to you all into the new year!

Shefali Trivedi: Blessings to all this holiday season! Good tidings in 2026

Erin Spink: All the best for 2026 to everyone!

Dionedra Dorsey: Looking forward to attending more webinars going forward and spreading the word to my work community as well!

Dionedra Dorsey: Thank yoU!

Alice Oyardo: Thank you!

nadia shah: Thank you for an amazing session

Amanda Kintzi: thank you

Fernando Castillo: bye