Manna Food Project

Better Impact
Volunteer User Guide

Background

Volunteer Impact, a program under Better Impact, is a web-based volunteer database software that allows for self-scheduling, tracking, and reporting of volunteer hours. It is a Canadian company and has been developed based on years of experience. There are strict privacy and security measures for all information and records. Manna implemented this software into its programming November 2019.

Why are we using this software? Here are some benefits you might discover:
- ☐ Convenient **online scheduling** for volunteer shifts
- ☐ Easy to **track volunteer hours** and print personal reports
- ☐ Super quick, **touch-and-go sign-in** process
- ☐ Optional **email or text reminders** for upcoming shifts
- ☐ Centralized place for **document access,** like waivers, manuals, and instructions
- ☐ **Training modules, videos, and support** available 24/7

If you have further questions or are for some reason unable to access your profile, please contact the Volunteer Coordinator at volunteer@mannafoodproject.org or 231-347-8852
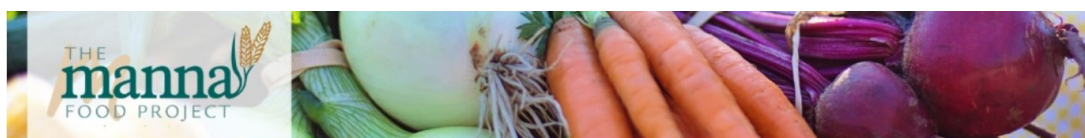
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1. Creating your account

The Better Impact software (and the volunteer portal you will use) is connected to Manna's website under the "VOLUNTEER" menu tab. This is the easiest way to access your account and check for new volunteer opportunities. Both new and existing volunteers will use this same channel of entry to the program.

1. Go to www.mannafoodproject.org

2. Hover your mouse over the "VOLUNTEER" menu tab, and click on the drop-down menu item that says "Volunteer Login."

3. Clicking on "Volunteer Login" will take you to a different landing page, which is the portal to enter the Better Impact volunteer software. This is where you input your personal username and password each time you log in.

General Interests

- Pantry: Client Registration ⓘ
- Pantry: Client Relations ⓘ
- Pantry: Shelf Stocking ⓘ
- Pantry: Shopping Assistance ⓘ
- Food Rescue: Driver ⓘ
- Food Rescue: Rider ⓘ
- Food Repacking ⓘ
- Warehouse Assistance ⓘ
- Office Assistance ⓘ
- Backpack Program: Assembly ⓘ
- Backpack Program: Delivery ⓘ
- Special Projects ⓘ

If you scroll further down the page, you will see the "General Interests" list. These are the types of volunteer positions generally available at Manna.

By clicking on each position, you will be able to read their job duties, qualifications, and approximate schedule.

Scrolling down, You will also see current volunteer shift openings according to their category. For example, the category "Food Rescue" has many shifts open for both drivers and riders, starting November 13 extending into 2020.

Food Rescue

Using Manna vehicles, pick up food from restaurants, grocery stores, and other businesses and return to Manna for distribution.

Activity	Shifts	Start	End
8 a.m. Run - Driver	203	11/13/2019	10/30/2020
8 a.m. Run - Rider	203	11/13/2019	10/30/2020
Noon Run - Driver	153	11/13/2019	11/2/2020
Noon Run - Rider	153	11/13/2019	11/2/2020

3a. Some volunteers have already received a username and password from the Volunteer Coordinator. If you have received your credentials, click on **"Log in to your account."**

(Note: when you log in for the first time, you will then be asked to create a new password. The new password will be required to access your account in the future.)

Once logging in and creating a new password, volunteers with credentials should continue to Section 2 of this manual.

I would like to volunteer

🔗 Fill in an application

Already use MyImpactPage.com to volunteer with this organization?
Log in to your account

3b. If you do not already have a username and password, click on the button **"Fill in an application."** This link will take you to the beginning of the online application form.

Application Form - Manna Food Project

Volunteer Policies and Agreements

Manna Food Project is a 501(c)(3) non-profit organization with the mission to help feed the hungry in Northern Michigan. Manna operates a food rescue program, a food distribution center (food bank), a weekly food pantry, and the "Food 4 Kids" backpack program. Manna works with over 50 partner food pantries, community kitchens, and human service agencies to provide supplemental food to over 42,000 households each year. Manna is a partner organization of the national Feeding America food bank network and operates in Antrim, Charlevoix, and Emmet counties, with our main facility located in Harbor Springs.

Core Values
- **RESPECT.** Manna Food Project's staff and volunteers will treat everyone with dignity and respect, regardless of differences in backgrounds or beliefs.
- **EMPATHY.** We start with compassion to understand the feelings, experiences, and needs of people facing hunger.
- **COMMUNITY.** We collaborate and build strong relationships based on trust to advance our vision.
- **INTEGRITY.** We act with honesty, transparency, and accountability, and uphold our commitments through the efficient, responsible, and thoughtful use of resources.

Code of Ethics
Every volunteer of Manna represents the organization to the public and is therefore asked to demonstrate behavior consistent with Manna's values. Every volunteer must show respect for all, regardless of religious denomination, background, or beliefs. The continued success of Manna is dependent upon the community's trust and confidence in its practices, assurance of its assertive compliance with all applicable laws and regulations, and its careful attention to financial controls and accountability. To that end, volunteers are expected to conduct themselves with integrity, modeling honest and legal behavior. Any illegal, dishonest, or unethical conduct may result in termination of volunteer service with Manna.

4. Read the text pertaining to Manna's core values and code of ethics. Then, scroll down and click on the link "Volunteer Agreement," which will take you to a PDF document outlining volunteer guidelines and policies in more depth.

Please read, print, and sign the document below. Once your application is accepted and the Volunteer Coordinator has contacted you, bring this document with you to your orientation.

Volunteer Agreement

By submitting your application, you are agreeing to abide by all terms as specified in the Volunteer Agreement, Photo Release, and Promise Not to Sue and Release.

5. Print out the document and sign where specified. The next time you visit Manna, bring this signed document with you for filing. If you are unable to print or otherwise do not bring the agreement, the Volunteer Coordinator will provide you with a copy to sign.

6. Scroll down and create a username for your new account. Make it something that would be somewhat recognizable for the Volunteer Coordinator.

7. Enter the email address you want connected to your account. The email address you provide will be used for account verification, shift confirmations, and for contacting you in case of a shift change or emergency. You may also choose to receive reminder emails about upcoming shifts you signed up for.

8. If you agree to our conditions, click "I agree to …" and then click on the button "Save and Continue."

9. The next part of the application form is for contact information. Create a unique password for your account, one that you can remember. Complete the rest of the form, keeping in mind that items with the small gray flags are required. Once you fill in each blank, click the button "Save and Continue."

10. The next section asks about your available times to volunteer. Check the corresponding boxes to indicate what times work best for your schedule. This is just an approximation, and a more detailed schedule will be created later.

11. Next, select volunteer positions in which you are most interested. Check as many boxes as you like. If you are unsure of what an activity means, click on the small purple boxes next to each position for a description.

General Interests

Please select your areas of interest.

- Pantry: Client Registration
- Pantry: Client Relations
- Pantry: Shelf Stocking
- Pantry: Shopping Assistance

- Food Rescue: Driver
- Food Rescue: Rider
- Food Repacking
- Warehouse Assistance

- Office Assistance
- Backpack Program: Assembly
- Backpack Program: Delivery
- Special Projects

12. Scroll down to the next parts of the application. Some questions do not require an answer, but be sure to answer all that have a gray flag.

The "Community Service Hours" section is for individuals that may be looking to fulfill court-ordered community service hours assigned by a judge or county official, or for students looking to keep track of their hours for school-related projects or clubs.

Community Service Hours

| Do you require a specific number of hours to be completed for school or through the court system? | [dropdown] ⚑ |
| How many hours do you need to complete? | [text field] |

13. Once you have completed all of the questions on this page, click the button at the bottom to submit your application.

Submit Application

Your application is now complete! The Volunteer Coordinator will be able to see your information in the database and contact you when necessary.

2. Navigating the program

Whenever you log in, you will be taken to the homepage of your account. Across the top will be multiple menu tabs, indicating:
- **Home:** View announcements, your profile summary, Manna Facebook feed, and files
- **Opportunities:** Search and sign up for shifts
- **Schedule:** View your upcoming shifts and schedule
- **Hours:** Track, view, and log hours
- **Reports:** View and print hours reports
- **Contact:** Contact your coordinator directly through the site
- **My Profile:** View and update your personal information in more detail

If you have difficulty navigating the program, click on _Help_ located below the "My Profile" tab, which provides several how-to topics and videos to help you use this software. This can be very helpful and faster than trying to contact the Volunteer Coordinator.

3. Building your profile

In order to keep an accurate database of volunteers, we highly recommend keeping your profile up-to-date with any address, phone number, email, or other personal changes. When you are a new volunteer, it is especially important to have a complete profile so that the Volunteer Coordinator can recognize you and ensure the best experience possible.

It is also important to complete any training modules and keep your qualifications up-to-date. Otherwise, you may be unable to sign up for certain shifts.

To build and edit your profile, move your cursor over to the "My Profile" tab. See the graphic below to decide which menu item you want to select.

Change phone number, email, and other info; control privacy settings, like whether or not other volunteers can see your name on the schedule and if you want to get weekly reminders by email.

Emergency contacts, community service hours, and prior experience can be changed here.

Indicates if you have a license on file, have been trained as a driver, or are otherwise qualified to sign up for restricted shifts.

Lists available and/or required training modules to be completed.

Allows you to change your password at any time.

Set personal hours goals for yourself.

Positions available that may interest you.

Indicates what days and times you are available.

QR code available for quick sign-ins **(not yet functional)**

View important documents like manuals, agreements, and forms.

Qualifications

The "Qualifications" section is a way for both you and Manna staff to know which volunteers are qualified to perform certain jobs.

For example, in order to be confirmed for a shift, someone looking to be a Food Rescue Driver would need to have their driver's license on file, completed driver training, and passed Food Safety and Civil Rights training.

Some of these qualifications expire after a period of time, and you may need to be re-evaluated by staff in order to continue volunteering for a position. The system will notify you of any expiring qualification far in advance.

QUALIFICATION	LEVEL	EXPIRY DATE
Food Safety and Civil Rights	Complete	1/13/2020
Training - Driver		
Drivers License on File	Yes	
Lead Volunteer		

Save

Training

Qualifications are sometimes earned through training. Better Impact allows online training in the form of "modules," or pages where you may watch videos, answer questions, and learn virtually according to what works best with your schedule.

For example, volunteers at Manna will need to complete the module "Annual Training" each year. Don't worry, it's quick and easy!

1. Under "My Profile," click on the menu tab "Training."

| HOME | OPPORTUNITIES ▾ | SCHEDULE | HOURS | REPORTS | CONTACT | MY PROFILE ▾ |
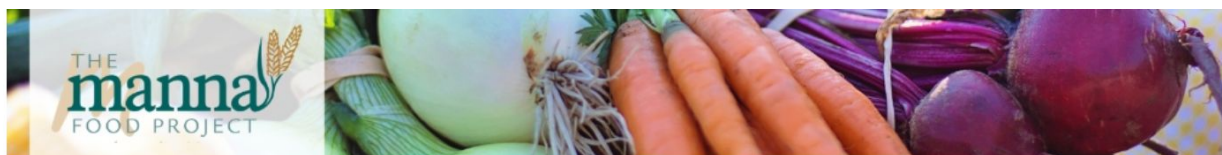
Training

? Help   ↩ Switch to Administrator View   ⏻ Log Out

NAME	EXPIRY	STATUS
Annual Training	Expires 1/13/2020	Take

You will now see a list of training opportunities, along with their relative expiration dates. The software will alert you to any upcoming expiration dates and allow plenty of time for you to renew.

If a training module is available for you to take, you will see "Take" as its status. If you have already completed that training, you will see "Passed" or "Completed."

2. Click on the "Take" button. You will now enter the module and see a similar image to the one below.

Annual Training

? Help   ↩ Switch to A⸱

1. Please watch the video and answer the following question.

Question: Hand sanitizer can always replace washing your hands.

a. ⚪ True
b. ⚪ False

3. Follow the instructions as indicated on the page. You may need to click on and watch videos (often embedded into the page via YouTube) and select appropriate answers to questions.

4. Click "Submit" when you have completed all tasks on the page.

5. If you did not earn the qualifying score to pass, you will be informed of which questions are incorrect and redirected back to the module.

Results   🔒 ✖

We are sorry, but you did not pass this training module. Please try again for a better score.

Your Score 0 %
  • Section # 1 is incorrect.
  • Section # 2 is incorrect.

Go Back to eLearning Module

6. If you pass, you will be informed of your score and given the option to return to the training list or your home page. The status of this training will now read "Passed" on your profile.

Results

Congratulations, you have passed the Food Safety and Civil Rights training module!

Your Score 100 %

Go to My Homepage   Go to Training List

Goals

Under the My Profile drop down, there is a tab labeled Goals. The Goals section is useful if you need to have a certain number of service hours done by a certain date. In this section you can type in the start and end date as well as the hours you need to complete. It's an easier way to track the exact number of hours you still need.

Adding a photo

While not required, you are encouraged to upload a photo into your profile. It helps the staff to be able to associate names and faces. We do prefer a close-up headshot whenever possible.

To upload a photo:

1. Click "Contact Information" from underneath the "My Profile" menu.

2. Click the "update photo" button located along the right hand side of the page.

3. Select a photo in .jpg, .gif, or .png format and click "open".

4. Click "upload selected photo."

4. Using the Calendar

The "Opportunities" tab is where you go to sign up for your volunteer shifts. An "Activity" is the shift type you wish to sign up for, or what position you will be assigned (e.g. Food Rescue Driver). When you click on the Opportunities tab, you will be given two options for how you want to view available activities: Opportunity Calendar or Opportunity List. Both views show the same activities, just in two different ways according to your personal preference.

You can filter the calendar to see only activities from a specific program, like Food Rescue or Backpack Program, or that take place during a specific time period. Programs are coded with separate colors on the calendar.

Filters

☑ Only include activities that I am qualified f

Category	Don't Filter
Start Time	Don't Filter
Format	Backpack Program
	Food Rescue
	Office
	Pantry

Friday, November 22, 2019 - Saturday, January 04, 2020   Next ▸

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Nov 17	**18**	**19**	**20**	**21**	**22** 8A ⊘ 8 a.m. Run - F 9A 9 a.m. Run - Rid 12P Noon Run - Ri	**23**
24	**25** 9A 9 a.m. Run - Rid 12P Noon Run - Ri	**26** 8A 8 a.m. Run - Rid 8A Pantry Setup & 8:30A Client Regist 8:45A Client Relati 8:45A Shopping As See All Shifts	**27** 8A ○ 8 a.m. Run - F 9A 9 a.m. Run - Rid 12P Noon Run - Ri	**28** 8A 8 a.m. Run - Rid	**29** 8A 8 a.m. Run - Rid 9A 9 a.m. Run - Rid 12P Noon Run - Ri	**30**
Dec 1	**2** 9A 9 a.m. Run - Rid 12P Noon Run - Ri	**3** 8A 8 a.m. Run - Rid 8A Pantry Setup & 8:30A Client Regist 8:45A Client Relati 8:45A Shopping As See All Shifts	**4** 8A 8 a.m. Run - Rid 9A 9 a.m. Run - Rid 12P Noon Run - Ri	**5** 8A 8 a.m. Run - Rid	**6** 8A 8 a.m. Run - Rid 9A 9 a.m. Run - Rid 12P Noon Run - Ri	**7**
8	**9** 9A 9 a.m. Run - Rid 12P Noon Run - Ri	**10** 8A 8 a.m. Run - Rid 8A Pantry Setup & 8:30A Client Regist	**11** 8A 8 a.m. Run - Rid 9A 9 a.m. Run - Rid 12P Noon Run - Ri	**12** 8A 8 a.m. Run - Rid	**13** 8A 8 a.m. Run - Rid 9A 9 a.m. Run - Rid 12P Noon Run - Ri	**14**

As you move forward in selecting volunteer shifts, be sure to keep these key terms in mind.

- **Qualified:** roles you are qualified for based on the training that you have completed. You can read this information on your profile. If you are not qualified, it means you haven't completed the needed training required to volunteer for the activity. Do not sign up for activities that you know you are not qualified for.

- **Generally Available:** means you are looking for roles with shifts that match your general availability (if you have entered this information into your profile)

- **Signed Up:** roles and shifts you have already expressed interest in signing up for

- **Scheduled:** roles and shifts you have been assigned by SAMRU staff or approved for

- **Back-Up List:** activities you said you would be on the back up list for and willing to help out if needed/someone cancels their shift

Signing up for shifts

To sign up for shifts by month:

1. If desired, filter the opportunities by category or date. Then, click "Submit."

2. Select the shift you are interested in by clicking directly on the shift, and click the "Sign Up" button.

You can also see who else has already signed up for the shift, by clicking on "Who is Scheduled?"

To sign up for shifts by list:

1. Select filtering options. We recommend selecting "Only include activities that I am qualified for" and/or "Only include activities that have openings."

2. Click the "Filter Activities" button.

3. Once you find the position you are looking for, click on its name. On the next screen, you should see the position description and times available for that activity.

4. If there is an overwhelming number of shifts listed, you can re-filter the list of shifts by checking the appropriate options and clicking on the "Filter Shifts" button.

   ○ **Shifts I'm already signed up for:** shows only shifts to which you have already requested to be assigned

   ○ **Shifts I can sign up for:** shows shifts which you are available to sign up for

   ○ **Days:** shows only shifts occurring on the selected days

   ○ **Start times:** shows shifts starting on the selected times

5. Once you have filtered the shifts, you will see a list of shifts with the date and start time/end time listed and from here you are able to sign up for them.

   The "openings" column (optional) indicates how many positions are currently open and the total number of volunteers needed for the shift. For example: 1/1 = one shift available for a total of one volunteer; 1/2 = one shift available for a total number of two volunteers.

DATE	START	END	OVERLAP	OPENINGS	WHO?	ACTIONS
Monday, November 25, 2019	8:00 AM	12:00 PM		2 / 2	👤	+ Sign Up
Monday, December 02, 2019	8:00 AM	12:00 PM		2 / 2	👤	+ Sign Up
Monday, December 09, 2019	8:00 AM	12:00 PM		2 / 2	👤	+ Sign Up
Monday, December 16, 2019	8:00 AM	12:00 PM		2 / 2	👤	+ Sign Up

6. If you click on the icon under the "Who?" column, you will see the name of other volunteers on that shift (if they have allowed that option when they determined their privacy settings).

7. Click the "Sign Up" button located to the right of each shift that you want to claim.

   ○ If there is no space available on the date you want, you will not see the "Sign Up" button and will have to choose another date or shift.

   ○ You may also click on "Add me to the back-up list in case you ever need extras" at the top of the screen.

8. Sometimes, a confirm button will appear; click it to confirm your shift. Your coordinator may need to approve the shifts you request before they appear on your schedule. If you change your mind, you may click the "Withdraw" button to undo your decision.

✖ Withdraw

5. Your Schedule

A schedule for the shifts you have signed up for can be viewed under the "Schedule" tab. Here, you can print off a calendar for the month or place your shifts into your own calendar. If you would like to decline or cancel a shift and are allowed to make those changes, this is where you would do it as well.
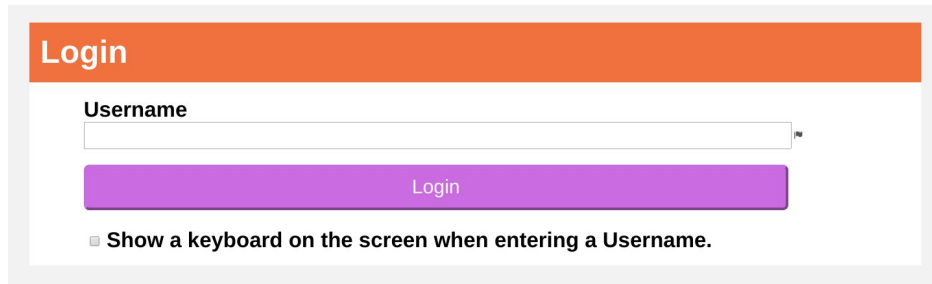

You can make the following selections from the "Schedule" tab.

- **Information for your shift:** If you click on the green "I" located by the title of the shift you will be able to see your volunteer description and any additional information pertaining to your shift assignment.

- **Checking to see who else might be volunteering:** If you click on the icon under the "who?" column you will see the name of other volunteers on that shift (if they have allowed that option when they determined their privacy settings).

- **Removing or canceling your shift:** If you can no longer fulfill your shift you can remove yourself from the assignment if you click the "remove" button. To help Manna staff plan accordingly, the remove function may not be enabled if it is very close to your shift date. If this occurs, please make sure you get in touch with the Manna staff supervising you to cancel.

- **Adding shifts into your calendar:** You can add shifts into your outlook, yahoo or google calendar by pressing the green "calendar" button at the end of the activity line.

6. Clocking In and Out

This software allows Manna to quickly track volunteer hours with an electronic sign-in function. Using the touchscreen device located near the entrance, you may clock-in and clock-out of your shift. You may also access the timeclock through the app on your phone. **All volunteers are required to clock in and out of all shifts.**

MyImpactPage.com Timeclock

Login
Username

Login

☐ **Show a keyboard on the screen when entering a Username.**

1. Enter your username.

2. You will be taken to a page that will show you a list of your upcoming activities. Click on the activity you are working that day, and then click the "Start Clock" button.

3. At the end of your shift, log in again, follow the steps above, and click the "Stop Clock" button to stop the timeclock, which will automatically log your hours for that shift.

Manna Food Project

Select an activity to see its details and start the timeclock.

Backpack Program - Backpack Run - Monday

Backpack Program - Backpack Run - Tuesday

Backpack Program - Backpack Run - Wednesday

Food Rescue - 8 a.m. Run - Driver

Food Rescue - 8 a.m. Run - Rider

If for any reason the electronic sign-in process is not working, there will also be a logbook binder where you can sign-in and out the old-fashioned way.

7. Tracking Hours and Producing Reports

You may view previous hours worked under the "Hours" tab. This is where some volunteers may be able to log their own hours with the Volunteer Coordinator's approval.

Log Hours

Activity   Show these activities [Active] [Inactive]

Please select an activity ▾

Date Volunteered 11/22/2019 **Hours** 0 **Minutes** 0

[Save and Log Another] [Save]

Most Recent Entries

ACTIVITY	HOURS	DATE VOLUNTEERED	DATE CREATED	STATUS	ACTIONS
Food Rescue - 9 a.m. Run	18:30	10/4/2019	10/4/2019	Approved	▣ View
Pantry - Shopping Assistant	3:15	4/2/2019	4/2/2019	Approved	▣ View
Pantry - Shopping Assistant	0:00	3/27/2019	3/27/2019	Approved	▣ View
Backpack Program - Assembly	92:13	3/7/2019	3/7/2019	Approved	▣ View

Under the Reports tab you will be able to view your hour totals and produce and print your own volunteer hours reports. The default is a graph and a table showing your hours by month over a 12 month period.

You have two additional report options, which can be exported to PDF for printing or saving. You can customize the date range for each of these reports.

Reports

Lifetime Hours	2019 Hours
113.98	113.98

Hours Over the Past Year

Dec   Jan   Feb   Mar   Apr   May
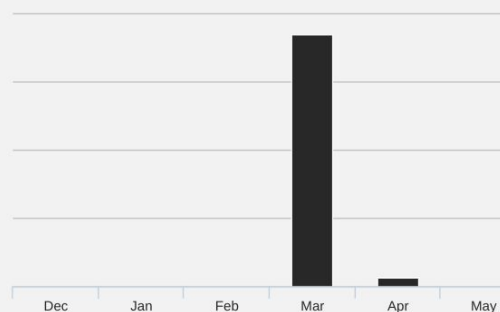
1. Hours and Feedback Report

This report shows a breakdown of your hours, by each activity. If you volunteer for multiple programs, it will include a breakdown of the hours for each program.

Hours and Feedback Report

Paper Size   Letter (8.5 x 11") ▼
Date Range 1/1/2019 - 11/22/2019

Export Report   View Report

Stoepker, Jessyca
Volunteer Hours Totals: 1/1/2019 - 11/22/2019

Organization:	Manna Food Project	
Phone:	231-347-8852	
Email:	jstoepker@mannafoodproject.org	

Category	Activity	Hours
Backpack Program	Assembly	92.23
	Category Total Hours	**92.23**
Food Rescue	9 a.m. Run	18.50
	Category Total Hours	**18.50**
Pantry	Shopping Assistant	3.25
	Category Total Hours	**3.25**
Total Hours		**113.98**

Feedback	Total
Client Interactions	1.00

Drop Down Feedback	Results

Generated by: www.BetterImpact.com on 11/22/2019   Page: 1/1

2. Detailed Hours Report

This report shows each day you volunteered, the name of the activity, and the number of hours you contributed. You can sort this report by the activity, or by the date volunteered.

Detailed Hours Report

Paper Size   Letter (8.5 x 11") ▼
Date Range 1/1/2019 - 11/22/2019
Sort   Activity name ▼

Export Report   View Report

Stoepker, Jessyca
Volunteer Hours Details: 1/1/2019 - 11/22/2019

Organization:	Manna Food Project	
Phone:	231-347-8852	
Email:	jstoepker@mannafoodproject.org	

Date Volunteered	Activity	Hours
3/7/2019	Backpack Program - Assembly	92.23
10/4/2019	Food Rescue - 9 a.m. Run	18.50
4/2/2019	Pantry - Shopping Assistant	3.25
3/27/2019	Pantry - Shopping Assistant	0.00
Total Hours		**113.98**

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7. Contacting Manna Staff

You will now be able to communicate easily with Manna staff and administrators without having to leave the program. This is especially helpful if you have a question about your shift, need to cancel last-minute, or need help with navigating the software.

1. Simply click on the "Contact" tab to see a list of all the staff you can email through the database.

2. Select the individual, type your message, attach a file (if you want) and then click "Send Email"

   Your email will be sent directly to staff and they will be able to reply back to you. Their response will come to the inbox of the email you chose to use with Volunteer Impact.

If you have further questions or are for some reason unable to access your profile, please contact the Volunteer Coordinator at volunteer@mannafoodproject.org or 231-347-8852