

# Reach Out Lakota

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Enhancing Volunteer Procedures and Organizational Processes

## Senior Capstone Final Project

### About Reach Out Lakota

Reach Out Lakota is a crucial nonprofit that assists families in need within the Lakota School District by providing essential resources like food, clothing, and hygiene products. In 2023, they served over 12,000 clients, playing a vital role in addressing food insecurity. Their programs, including holiday meals and school supplies for children, emphasize their commitment to supporting the well-being and dignity of families in the community.

### Project objective

- Operations
- Volunteer check-in and improve process.
- Observe, Review, Analyze then Recommend
- S.W.O.T Analysis
- Recommendations based on findings.

### Role and Responsibilities

- **Produce Order Management:** Responsible for accurately filling out orders for produce items, ensuring proper quantities and quality standards were met to effectively support community needs.
- **Donation Handling:** Played a key role in receiving donations, welcoming contributors with gratitude, and ensuring donated items were accounted for and appropriately documented.
- **Item Sorting:** Organized and sorted items efficiently, maintaining a streamlined workflow and ensuring resources were accessible for distribution.



### S.W.O.T Analysis

#### **Strengths:**

- Strong community support through donations and volunteer efforts.
  - Focus on providing food and clothing to families in need.
- Established reputation and trust within West Chester and Liberty Townships.

#### **Weaknesses:**

- Limited resources and reliance on community funding.
- Restricted operating hours may limit accessibility for some clients.
  - Dependence on volunteers, which can fluctuate.

#### **Opportunities:**

- Expansion of services to include more comprehensive support programs.
- Collaboration with local businesses for increased funding and resources.
  - Enhanced outreach efforts to attract more donors and volunteers.

#### **Threats**

- Economic downturns affect donation levels.
- Competition from other local charities for community support.
- Changes in community demographics are impacting demand for services.

### Recommendations

- **Expand Community Partnerships:** Collaborate with local businesses, schools, and organizations to secure additional funding, resources, and awareness for their programs.
- **Enhance Volunteer Recruitment:** Implement targeted campaigns to attract a larger and more consistent pool of volunteers, focusing on retention and engagement strategies.
- **Increase Accessibility:** Extend operating hours or offer flexible appointment options to accommodate families with varying schedules and needs.
- **Diversify Services:** Introduce complementary programs, such as financial literacy workshops or job assistance services, to provide holistic support to needy families.

### Concluding Thoughts

- It was an incredibly enriching learning experience that broadened my understanding and deepened my knowledge.
- I improved the time management of volunteers and enhanced check-in and tracking efficiency.
- I understand the importance of volunteer work and how it benefits the world.
- Every bit of time you donate makes a substantial difference at this facility.
- Maintaining a consistent and engaged volunteer base can be difficult due to personal schedules, limited availability, or shifting interests.
- Volunteering fosters connections among individuals, creating a supportive network and often leading to strong, lasting relationships.

### Works Cited

- Our Mission - Reach Out Lakota |.  
<https://reachoutlakota.org/about/mission.html>.
- Programs by Reach Out Lakota Serving Middletown, OH | Findhelp.Org. <https://www.findhelp.org/provider/reach-out-lakota--west-chester-oh/6159347153371136?postal=45042>.
- Reach Out Lakota Inc - GuideStar Profile. 21 May 2024, <https://www.guidestar.org/profile/31-1356940>.
- Reviews of Reach Out Lakota Inc, CEO Salary, Legit, Mission, 990 ... 18 Oct. 2024, <https://givefreely.com/charity-directory/nonprofit/ein-311356940/>.