



Suggested Criteria for Evaluating MCA Volunteer Award Nominees

Please consider the following criteria and concepts when evaluating MCA Volunteer Award nominations:

- Outcomes—volunteer directly contributed to meeting a specific agency goal or objective.
- Reliability—the volunteer shows up when scheduled or requested.
- Attitude—the volunteer shows compassion and caring toward agency clients; cooperates with agency staff and other volunteers.
- Initiative—the volunteer independently undertakes assignments or suggests improvements to programs and/or processes.
- Volunteer recruits and/or trains other volunteers.
- Any extraordinary effort or achievement.
- Length of time the volunteer has served the agency.
- Number of hours the volunteer contributes to the agency on a weekly, monthly, or annual basis.

Suggested Criteria for Evaluating MCA Client Award Nominees

Please consider the following criteria and concepts when evaluating MCA Client Award nominations:

- Number/type of obstacles that had to be overcome (i.e., unemployment; poverty; lack of education/illiteracy; addiction/substance abuse; domestic abuse; homelessness; single parent; elderly; disability; immigration/cultural issues).
- Number of CAA services accessed.
- Persistence—ability to continually address obstacles as they occurred; showed ability to take the “long view” when facing challenges; was not dissuaded from reaching goals.
- Reliability—kept scheduled appointments; completed tasks in a timely manner.
- Innovative/Resourceful—found ways to work through obstacles.
- Attitude—remained relatively positive considering the challenges faced.