

Best Practice Advice from Experienced Coordinators on a Conference Call

- From the beginning, involve members in leadership and decision-making. Have members take charge of resource development, event planning, fundraising, marketing, etc. The more people on board – helping making the TB run – the better!
- Recruit groups/organizations as members. They bring a lot of great resources, expertise and people to the table.
- Charge a membership fee, on a sliding-scale basis (not barring someone from membership if he/she cannot afford the fee). Some Coordinators feel strongly that people are skeptical of free services since they equate “free” with poor quality or not worth their time.
- Market your TimeBank to key people in the community. Practice your “elevator speech” so you can explain TimeBanking in a concise way that makes sense to those who have not heard of TimeBanking.
- Do a lot of research and rely on others’ experience. Check out other TimeBanks’ websites.
- Find grants, sponsors or funding to have paid staff to keep the TimeBank going.
- Sustainability is key! Get others on board to figure out how to sustain and grow your TimeBank.

Lessons Learned from Stephanie Rearick of Dane County

- Interview individuals 1-on-1 with a the computer in the beginning.
- When approaching organizations, ID one need & one offer and give examples of that exchange.
- The more willing you are to “go out on a limb” with the TimeBank, the quicker you will grow.
- New TimeBanks are often too heavy on the giving side (i.e. members are more open to giving than asking for help).
- Help the TIMEBANK personally: use another member’s services!!
- Every time you interview a new member, reply to offers or make requests together.
- Stephanie does regular basic WI Circuit Court background checks.
- Use CIMA as volunteer insurance.
- Group fees: do waive fees a lot; provide a 6-month waiver for a start-up period; base the fee on operating budget.
- Get testimonials of how other organizations are saving money b/c of TimeBanking.

Getting Members to Participate Once They’ve Joined

- “Two for one” promos, whereby members can earn 1 TD\$ for spending 2 TD\$ during a specific month
- Echo Park – members typically give more than they take
- Time Trader sends out service update emails on a daily/weekly basis – depending on member preference – so members don’t have to log on to Community Weaver to see new services in the database. It seems to help keep members more attentive to TimeBank activity.
- Recruit local businesses and ask them to donate tickets or goods in exchange for TimeBank membership, services and/or TD\$. That type of incentive (i.e. 2 tickets to the theater for 2 TD \$) may help get more members’ attention.

TimeBank Classes

How do members earn/pay TD\$ for classes?

- The consensus from Coordinators on the phone was to handle classes in the following manner:
 - **Class put on by the TimeBank:**
 - Everyone attending the class pays 1TD\$, which is deducted from the accounts by the TimeBank – facilitated by having a sign-up sheet for the class.

- The teacher gets 1 TD\$ for every hour putting on the class, which includes prep time, class time, clean-up, etc.
- If there are left-over TD\$ after paying the teacher for his/her time, the extra TD\$ goes to the TimeBank or into a general community fund.
- If another organization/member/place is hosting the event, that member would also receive TD\$ for the number of hours the class was + set-up and clean-up time.
- **Class put on by an organization/group member of the TimeBank:**
 - Everyone attending the class pays 1TD\$, which is deducted from the accounts by the organization/group member – facilitated by having a sign-up sheet for the class.
 - The teacher AND organization (if applicable) get 1 TD\$ for every hour putting on the class, which includes prep time, class time, clean-up, etc.
 - If there are left-over TD\$ after paying the teacher for his/her time, the extra TD\$ goes to the organization/group member.
 - If another organization/member/place is hosting the event, that member would also receive TD\$ for the number of hours the class was + set-up and clean-up time.

“Fringe” members: TimeBank members who don’t trade or attend gatherings

- The nice thing with TimeBanking is that people can choose to be active or not, and when they want to participate
 - The economy may be preventing people from driving as much
 - If not interested, let them be and they may decide to use the service in the future
 - Most events are small and that’s OK
- Ways we can try to reach out to fringe members:
 - Match-maker calls/emails – make suggestions to fill requests that haven’t been filled for awhile (i.e. a lot of times people will put requests online without checking first with members who are offering that service, so we can help pair them up.)
 - Make calls to stay in touch
 - Call members to invite them to events
 - “Meet & Greets” twice a month at a coffee house on a Saturday or Sunday afternoon when people just like to drop by (2-4 pm on Saturday works well for Dane County)
 - Group projects: 10-15 people doing group projects monthly – going to members’ homes to help every third Saturday of the month
 - Transaction: have people post their own hours and the TD\$ come out of the individual person’s account
 - How do you decide who gets the group project? It’s actually difficult to get people to let them do a group project at their house!
 - Arts & crafts/Volunteer day – help other organizations through the TimeBank

Do TimeBanks Require Paper Applications in Addition to Completing the CW Profile?

- Most TimeBanks require a paper application – in order to get a signature on the liability form and for background checks/screening.
- Orientation sessions are a good opportunity to teach people how to use CW and encourage immediate use.
- It helps to connect members if they’re not finding a provider/receiver right away.
- Pay members TD\$ for posting requests and offers online.

- Do one-on-one orientations/interviews/CW lessons.

Offline Members – Paired with an Online Buddy

- Pair members with online buddies who can help the offline member.
- Even if a member is an offline member, you can create a gmail account for him/her for the Online Buddy to manage as needed. Then, when the offline member is able, he/she can also check the account.
- For members without a computer/Internet, encourage them to go to the library or a coffee shop to use a public computer.