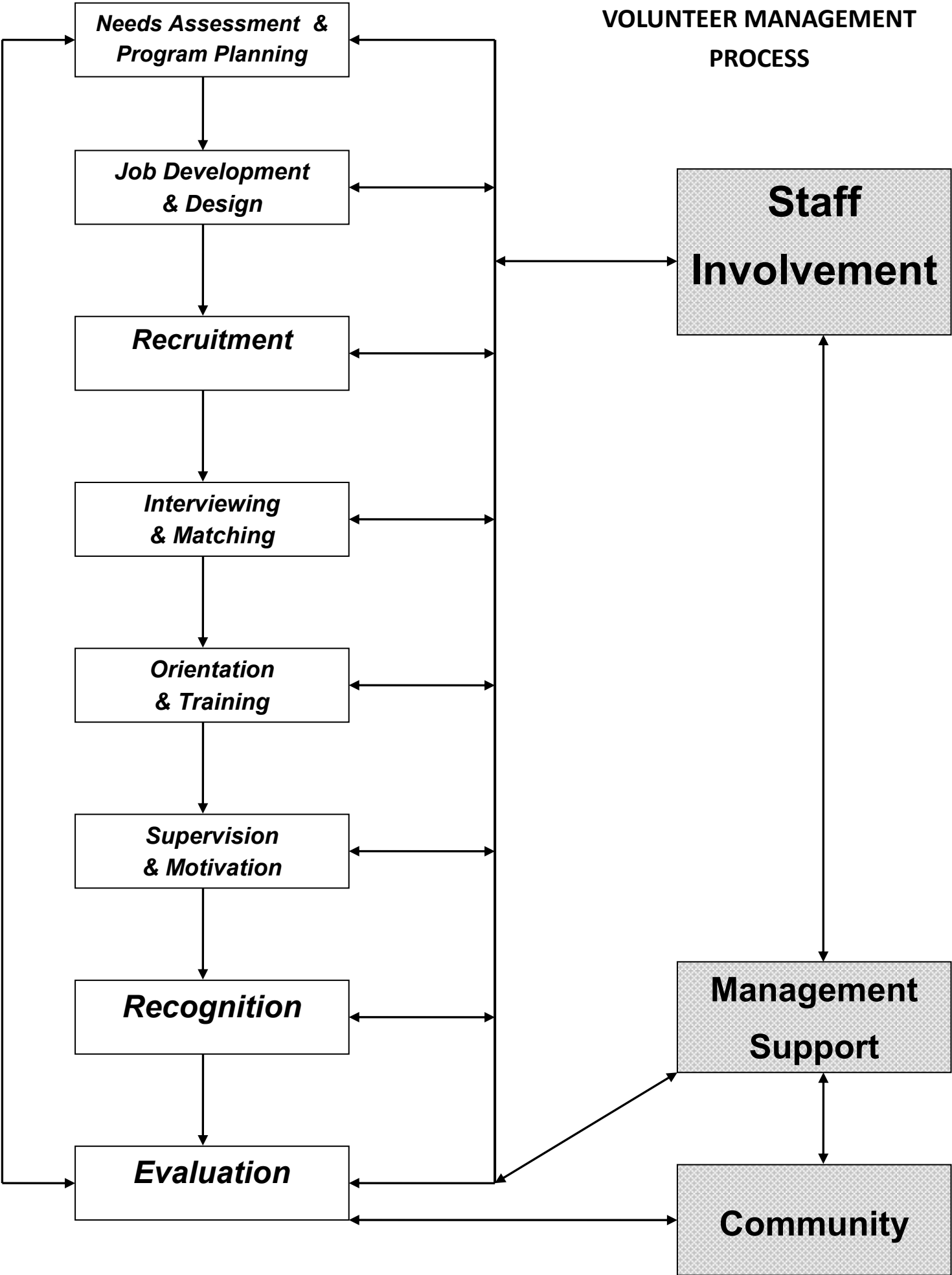


**VOLUNTEER MANAGEMENT
PROCESS**



Adapted from McCurley & Lynch 1996