

With You Today



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How Boston Medical Center's Volunteer Team Use Metrics



Webinar Objectives

- Learn how Boston Medical Center uses metrics to improve their volunteer program(s) and highlight volunteer efforts
- Showcase some sample reports used by Boston Medical Center
- Engage in an open panel discussion and Q&A



Case Study: Boston Medical Center



- Began their VSys journey late 2019; implementation started early 2020
- Focused on reducing manual work and paper-focused processes
- Responded to management's request to provide metrics on volunteers



Boston Medical Center – Department of Volunteer Services



When poll is active, respond at pollev.com/elsielavigna880

Text **ELSIELAVIGNA880** to **37607** once to join

Have you contacted VSys Support to get help with configuring a report that tracks metrics?

A You betcha!

B Nope, never have

C Not me but someone in my organization has

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Sample Reports – Daily Volunteer Comments

Name	Job	Account records	Start date	Start time	Finish time	Comments
Volunteer 1	GRMDC Admin Support		07/05/2022	5:49 PM	9:00 PM	<p>Checkin via VSys Live (Kiosk Site) for job "GRMDC Admin Support "</p> <p>Checking in on the basis of a job association.</p> <p>Checked out via VSys Live</p>
Volunteer 2	Volunteer Ambassador		07/05/2022	7:46 AM	11:11 AM	<p>Checkin via VSys Live (Boston Medical Center) for job "Volunteer Ambassador"</p> <p>Checking in on the basis of a job association.</p> <p>Nothing out of the ordinary happened today. I helped out at Shapiro for about 45 minutes before moving to Yawkey for the rest of my shift. Sometimes people go to Yawkey, but are redirected to another building such as 801 Crosstown Center or the Moakley Building, so I helped people get to the correct building. Sometimes, it's difficult for me to communicate with the patients, but we are able to understand each other on a basic level and that is enough for me to guide them to where they need to be. Everyone is very nice and patient. Overall, today was a productive day. I look forward to helping more people get to where they need to be.</p> <p>Checked out via VSys Live</p>
Volunteer 3	Pediatrics: CALM Cuddler	Infants Held: 1	07/05/2022	9:41 AM	12:26 PM	<p>Checkin via VSys Live (Kiosk Site) for job assignment "Pediatrics: CALM Cuddler"</p> <p>Checked in via VSys Live</p> <p>Checked out via VSys Live</p>
Volunteer 4	Pediatrics: CALM Cuddler	Infants Held: 1	07/05/2022	3:48 PM	6:06 PM	<p>Checkin via VSys Live (Kiosk Site) for job assignment "Pediatrics: CALM Cuddler"</p> <p>Checked in via VSys Live</p> <p>Checked out via VSys Live</p>
Volunteer 5	Volunteer Ambassador		07/05/2022	11:16 AM	2:27 PM	<p>Checkin via VSys Live (Kiosk Site) for job assignment "Volunteer Ambassador"</p> <p>Checked in via VSys Live</p> <p>Checked out via VSys Live</p>
Volunteer 6	GRMDC Admin Support		07/05/2022	5:02 PM	1:02 AM	<p>Checkin via VSys Live (Boston Medical Center) for job "GRMDC Admin Support "</p> <p>Checking in on the basis of a job association.</p> <p>Automatically checked out at 07/06/2022 01:03AM using [(default rule)] on [Boston Medical Center]</p> <p>Crediting to max hours without assignment: 8:00</p> <p>Expected end was 07/05/2022 05:02PM</p>
Volunteer 7	Pediatric Neurology: Epilepsy Volunteer		07/05/2022	9:55 AM	1:55 PM	<p>Checkin via VSys Live (Boston Medical Center) for job "Pediatric Neurology: Epilepsy Volunteer"</p> <p>Checking in on the basis of a job association.</p> <p>No location is available to use from job associations, recent past hours or recent past assignments, so location is left blank.</p> <p>Automatically checked out at 07/05/2022 05:55PM using [(default rule)] on [Boston Medical Center]</p> <p>Crediting to job default duration: 4:00</p> <p>Expected end was 07/05/2022 01:55PM</p>



Sample Reports – Application Processing Times

Application Processing Times

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07/12/2022 10:32AM

<u>Name</u>	<u>Description</u>	<u>Application date</u>	<u>Status</u>	<u>Approved</u>	<u># days</u>	<u>By</u>	<u>Rejected</u>	<u># days</u>	<u>By</u>
Agarwal, Tanya	Boston Medical Center Volunteer Ap	05/03/2022	Pending						
Akita, Tami	2022 Junior Summer Program Applic	05/20/2022	Pending						
Anderson, Jessica	Preselected Volunteer Application	04/07/2022	Pending						
Ang, Carrie	2022 Junior Summer Program Applic	05/12/2022	Pending						
Ang, Carrie	2022 Junior Summer Program Applic	05/12/2022	Pending						
Arari, Sofia	Boston Medical Center Volunteer Ap	05/17/2022	Pending						
Arin, Maynard	Boston Medical Center Volunteer Ap	05/09/2022	Pending						
Bell, Sabrina	Boston Medical Center Volunteer Ap	03/26/2022	Approved	04/06/2022	11				
Barnes, Alexandra	Boston Medical Center Volunteer Ap	05/26/2022	Pending						
BARTON, Nigel	2022 Junior Summer Program Applic	05/07/2022	Pending						
Barnes, Michael	Preselected Volunteer Application	04/04/2022	Pending						
Bartlett, Jessica	2022 Junior Summer Program Applic	05/27/2022	Pending						
Barnes, Berna	Boston Medical Center Volunteer Ap	05/18/2022	Pending						
Buckoff, Ellen	Preselected Volunteer Application	02/15/2022	Pending						
Boudreau, April	2022 Junior Summer Program Applic	05/19/2022	Pending						
Brae Service, Tamar	2022 Junior Summer Program Applic	05/27/2022	Pending						
Brennan, Margaret	2022 Junior Summer Program Applic	05/27/2022	Pending						
Brown, Amanda	Preselected Volunteer Application	06/29/2022	Pending						
Burns, Casey	Boston Medical Center Volunteer Ap	06/30/2022	Pending						
Burns, Margaret	Boston Medical Center Volunteer Ap	05/19/2022	Pending						
Campbell, LAUREN	Update Profile	05/21/2022	Approved						
Campbell, LAUREN	2022 Junior Summer Program Applic	04/30/2022	Approved	05/31/2022	31				
Chambers, Christopher	Boston Medical Center Volunteer Ap	04/23/2022	Pending						
Chapman, Rachel	Boston Medical Center Volunteer Ap	03/31/2022	Pending						
Charles, George	2022 Junior Summer Program Applic	05/16/2022	Approved	05/31/2022	15				



Other Metrics Captured



Volunteer Services Reports

2.18.2021

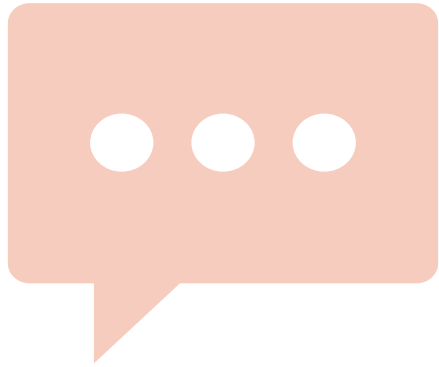
Month End Reports We Would Like to Capture in VSys

- Active volunteers by Name Workday ID, Email, Start Date, Job Association, Job Assignment
- Inactive volunteers by Name, Kiosk ID, Workday ID, Email, Start Date, Inactive Date
- Active volunteer counts by fiscal/calendar year organized by type and including
 - Total count of Applicant, Prospect, Active, Inactive, Rejected, Never Started
 - Total number of new Applicant, Prospect, Active, Inactive, Rejected, Not Started
 - Average time a volunteer spends in each status
 - Remote vs. On-site
- Monthly service by job association and assignment, including accounts/outcomes
 - Number of volunteers with service
 - Shortest/longest/average time with patient
 - Patients seen/approached/assisted/helped
 - Volunteer comments separated by job association and job assignment
 - Job assignments cancelled by volunteer
- Monthly applications for fiscal/calendar year (separated by pre-selected, employee, and BMC volunteer application)

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Open Discussion:



Answer in chat box



Raise hand to be unmuted



Resources

Case Study on the Utilization of Metrics

[Case Study: Boston Medical Center](#)

Volunteer Services Report by Boston Medical

[Listing of the types of metrics and their frequency of use \(PowerPoint\)](#)

AL!VE Hybrid Conference October 18th & 19th

[Impact Evaluation: Data That Matters and Telling the Right Story](#)

Northwestern Kellogg Virtual Training January 30th - February 1st, 2023

[Nonprofit Data Analytics and Impact: Harness the Power of Data in Your Organization](#)



Thank you for your time!

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