

Presenters



Dana Litwin, CVA, is a globally recognized strategic advisor, speaker, and advocate for civic service. Since 2002 she has guided organizations nationwide to produce breakthrough volunteer and community engagement programs. Dana is the creator of the YouTube channel “Priceless Advice for Leaders of Volunteers”, served as President of the Association of Leaders in Volunteer Engagement (ALIVE), and is a founder and facilitator of the National Alliance for Volunteer Engagement.

Roseanna Galindo, CAVS, with 30+ years in volunteer leadership, established Periscope BPA to bolster data communication among business professionals. An established leader in healthcare and a former DVS, her influence in volunteer engagement is far reaching. Hailing from CSU, Chico, her work on the Volunteer Satisfaction Index, “VSI,” has garnered international recognition, illuminating the intricacies of the volunteer experience. An advocate for data literacy, Roseanna guides leaders in the essentials of data storytelling. Her blog, "Periscope Insider" on PeriscopeBPA.com, intersects communication and data, solidifying her role as a champion for data literacy, the human experience in healthcare, and volunteer leaders everywhere.



Todd McMullin graduated in non-profit management and has 25 years experience as a technology consultant for community organizations. He is the co-founder of a United Way chapter, a local Volunteer Center, Samaritan Technologies, The Disaster Help Network, The Congress of Volunteer Association Administrators and the Association of Leaders in Volunteer Engagement (ALIVE).



VSys Voices:

Data Collection Fundamentals for Impactful Storytelling



Presenters



Dana Litwin, CVA, is a globally recognized strategic advisor, speaker, and advocate for civic service. Since 2002 she has guided organizations nationwide to produce breakthrough volunteer and community engagement programs. Dana is the creator of the YouTube channel “Priceless Advice for Leaders of Volunteers”, served as President of the Association of Leaders in Volunteer Engagement (ALIVE), and is a founder and facilitator of the National Alliance for Volunteer Engagement.

Roseanna Galindo, CAVS, with 30+ years in volunteer leadership, established Periscope BPA to bolster data communication among business professionals. An established leader in healthcare and a former DVS, her influence in volunteer engagement is far reaching. Hailing from CSU, Chico, her work on the Volunteer Satisfaction Index, “VSI,” has garnered international recognition, illuminating the intricacies of the volunteer experience. An advocate for data literacy, Roseanna guides leaders in the essentials of data storytelling. Her blog, "Periscope Insider" on PeriscopeBPA.com, intersects communication and data, solidifying her role as a champion for data literacy, the human experience in healthcare, and volunteer leaders everywhere.

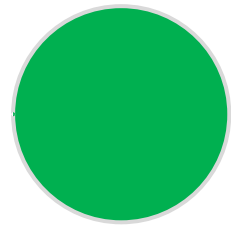


Todd McMullin graduated in non-profit management and has 25 years experience as a technology consultant for community organizations. He is the co-founder of a United Way chapter, a local Volunteer Center, Samaritan Technologies, The Disaster Help Network, The Congress of Volunteer Association Administrators and the Association of Leaders in Volunteer Engagement (ALIVE).



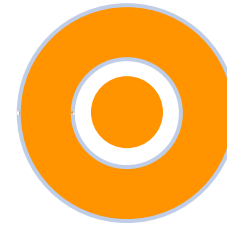
Target audience for today's webinar

SKILL LEVEL



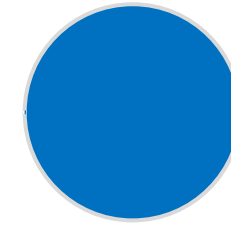
Minimal Knowledge

Looking for some basic information, key principles and “how-to’s” on the subject.



Working Knowledge

Integrated practices and moving beyond basic concepts. Looking for breadth and depth on a topic



Authoritative Knowledge

Looking for advanced knowledge, integration and concepts that are innovative and cutting edge.



By the end of today's session, you will be able to:



1. Explain the need for data collection
2. Collect impact metrics that matter
3. Manage your data strategy
4. Prepare a value analysis



Beyond Basic Value Metrics

- Going beyond # hours, # volunteers
- Collecting with purpose
- Business questions
- Organizational/industry metrics
- What metrics to collect and why

**BEYOND
BASICS**



Why YOU Need This

- Value of decisions
- Value of programs
- Value of time



Collect Metrics That Matter: Methods

From our Webinar Registration Poll...

How data is collected:

- “Use VSys to Collect Data” = $37/49 = 76\%$

What was collected:

- “Volunteer Engagement (e.g. # of interactions) = $29/49 = 59\%$
- “Volunteer / Student Hours” = $39/49 = 80\%$
- “Demographic Info (age, race, sex, zip) = $37/49 = 76\%$
- “Other” = $28/49 = 57\%$



Establishing value for each program and service is crucial to success!

- Surveys, interviews, workshops
- Existing industry data (example: HCAHPS)
- Job analysis, VSys Alignment Tool
- Stakeholder Analysis



Collecting Scope Metrics: Criteria & Prioritization

- Data Driven Criteria
- Defining & Assigning Values
 - Resource Allocation
 - Risk/Complexity
- Prioritization

Strategic Assessment		Buy-In Assessment		Strategic Power	Buy-in Power	Base Program Metrics		Operational Impact/Scope Metrics		
How well aligned is this program to the standards you listed in columns C-E? Rate from 1-5	How well aligned is this position to your organization's Mission, Vision, Values, etc. Rate from 1-5	Is this position really needed? Is there a strong request for it? Rate from 1-5	Is this position of high interest to volunteers? Do you have volunteers eager to engage in this program? Rate from 1-5			Include base metrics of total hours volunteered and the number of unique volunteers that were involved during the same time period.	Operationalize and score the impact of the program on administrative resources. This may be based on number of	Operationalize and score the impact of the program on regulatory. What standards do	Operationalize and score the impact of the program on financial resources. What necessary materials	
Standards Alignment	Mission Alignment	Needs Alignment	Interest Level			Total Hours	Total Volunteers	Resource Allocation Score	Complexity Score	Financial Impact Score
4	1	3	2			5	5	168	1	5
3	4	5	3			7	8	1932	4	2
3	5	4	1			8	5	252	2	2
5	5	5	5			10	10	1260	3	4
1	5	3	1	6	4	630	2	3		
5	3	5	2	8	7	588	1	2		
				0	0					

Challenges to Quantifying Value

- Time
- Access to data
- Technology proficiency (e.g. Excel)
- Organizational culture
- Knowing where to start



Manage Your Data Strategy

1. Start small, start early, start now
2. Identify business questions
3. Establish protocols
4. Identify, collect & analyze metrics
5. Visualize and share insights



Prepare a Value Analysis

	A	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1			Strategic Assessment		Buy-In Assessment						Base Program Metrics		Operational Impact/Scope Metrics			
2	Instructions: 1) Use the to 3 different standards Determinants of Health volunteer positions in C these align with standar position answer questio "Charting" screen relate		How well aligned is this program to the standards you listed in columns C-E? Rate from 1-5	How well aligned is this position to your organization's Mission, Vision, Values, etc. Rate from 1-5	Is this position really needed? Is there a strong request for it? Rate from 1-5	Is this position of high interest to volunteers? Do you have volunteers eager to engage in this program? Rate from 1-5	Strategic Power	Buy-in Power			Include base metrics of total hours volunteered and the number of unique volunteers that were involved during the same time period.	Operationalize and score the impact of the program on administrative resources. This may be based on number of volunteers and	Operationation alize and score the impact of the program on Might be regulatory. What standards do you need to comply with?	Operationalize and score the impact on department financial resouces. This may reflect necessary materials or	Overall Value	
3	Volunteer Position	HCAHPS	Standards Alignment	Mission Alignment	Needs Alignment	Interest Level					Total Hours	Total Volunteers	Resource Allocation Score	Complexity Score	Financial Impact Score	Overall Value Score
4																
5	Patient Partners	Communication with Nurses	5	4	5	5	9	10			1260	40	3	4	3	29
6	Surgery Navigators	Communication with Nurses	5	3	5	2	8	7			588	7		2	4	21
7	Sewing Team	Overall Rating of the Hospital	1		3	1	1	4			630	15	2	3	3	13
8							0	0								0
9							0	0								0
10							0	0								0



26				
27				
28				
29				
30				

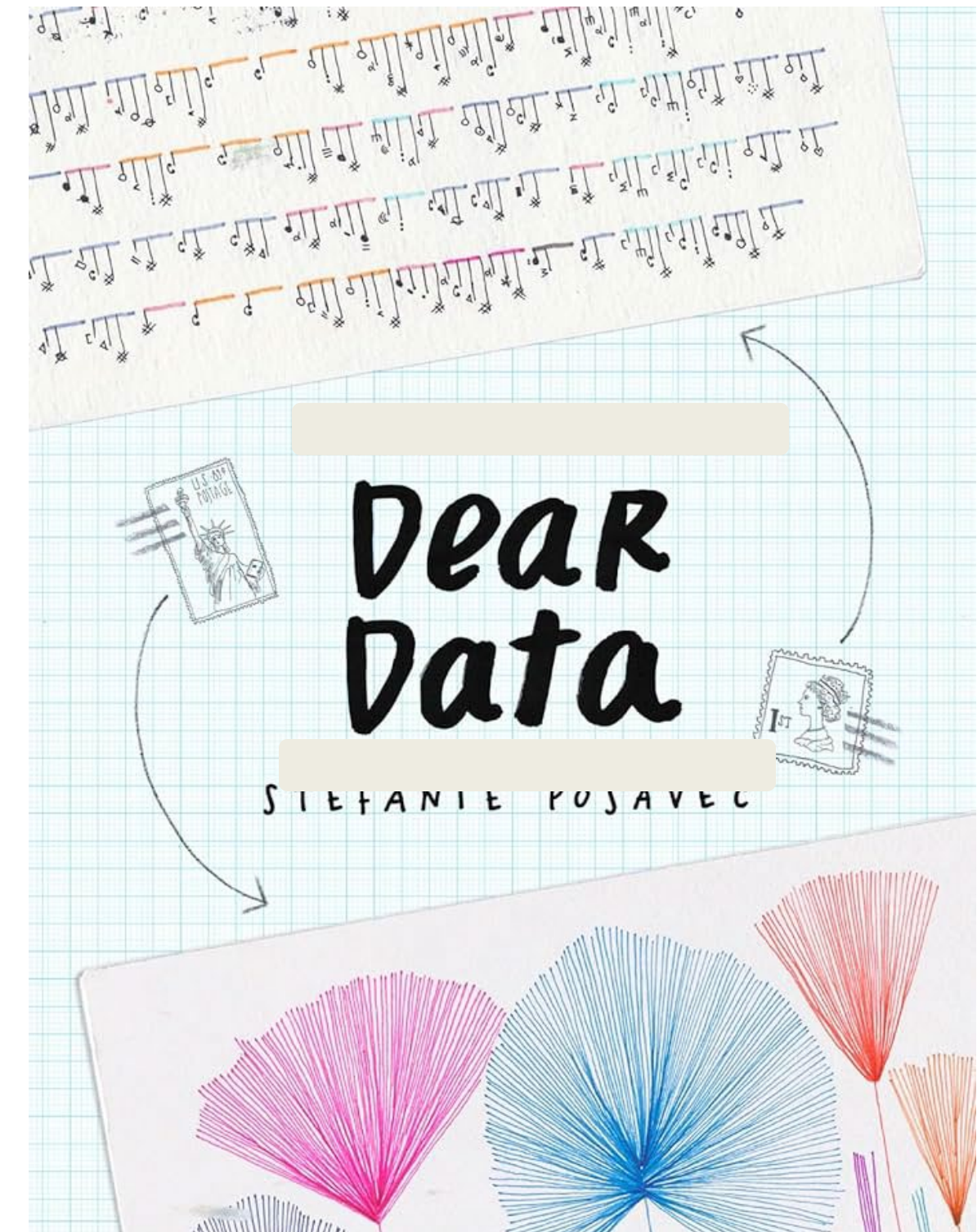
Validating & Reporting the Data

- Keep it simple!
- Reliability
- Engage your team to validate the scoring and the data
- Communicate your findings: data visualization (we'll be discussing this in August)



In Summary

- Data is your friend!
- Steps to set up effective data collection
- Empowerment through data analysis
- Telling your story with data





Ideas To Action

1. Use our Alignment Tool
2. Identify a “Business Question” and bring to next month’s webinar
3. Get involved! We’re writing a paper and presentation for Beryl...





Open Discussion & Questions



Summary of Resources

- VSysVoices: [Metrics & Data Storytelling](#)
- VSysVoices: “[Plan.Do.Check.Act.](#)”



Thank you for joining us!

For Questions contact Todd @
tmcmullin@vsysone.com
(518) 407-3134

