



Clinic by the Bay

Free Healthcare for the Working Uninsured



2018-2021

VOLUNTEER
SATISFACTION
REPORT





VOLUNTEER PROGRAM OVERVIEW

CBTB'S Volunteer Program began in 2010 and has flourished through the years. CBTB has engaged over 1,000 volunteers all committed to providing high quality healthcare to the community. There are both medical and administrative roles volunteers can fill such as:

- Medical Provider
- Scribe
- Reception
- Clinical Support (RN, EMT, MA, CNA)
- Eligibility Screening
- Health Coaching

COVID-19 IMPACT

While the coronavirus pandemic that started in 2020 has been a hard time for our community, CBTB stepped up and continued to engage volunteers to serve our community in a safe environment. The clinic transitioned to telemedicine visits in March 2020, and resumed in- person visits Nov 2020. Since then, we have resumed all of our core services and added additional services like COVID vaccinations and our Food Security Program.

VOLUNTEER PROGRAM DATA

Clinic by the Bay is fortunate to work with volunteers in all different stages of their life! While some volunteers are looking for opportunities to remain engaged after retirement, others are looking to gain experience so they can enter the healthcare field themselves, and others are current active healthcare professionals but ALL are here to provide essential high quality healthcare services to our underserved community. As we like to say around here "we are practicing the art of medicine, not the business of healthcare."

What are our volunteers employment status?

EMPLOYMENT STATUS	2018	2019	2020	2021
FULL TIME WORK	33%	47%	44%	37%
STUDENT	24%	12%	17%	20%
PART TIME WORK	9%	10%	10%	17%
RETIRED	24%	29%	28%	20%
UNEMPLOYED	3%	2%	0%	6%



VOLUNTEER SPOTLIGHT



Robin is a retired nurse who has been volunteering at CBTB since 2010

How long have they been volunteering?

TOTAL TIME VOUNTEERING	2018	2019	2020	2021
2+ YEARS	33%	47%	44%	37%
1 TO 2 YEARS	24%	12%	17%	20%
6MO TO 1 YEAR	9%	10%	10%	17%
LESS THAN SIX MONTHS	24%	29%	28%	20%

NEW VOLUNTEERS

How would you rate the application process for new volunteers?

SATISFACTION RATING	2018	2019	2020	2021
5	70%	76%	64%	67%
4	21%	16%	25%	13%
3	6%	4%	11%	20%
2	0%	0%	0%	0%
1	3%	2%	0%	0%

“
The team is amazing and great at welcoming new members.
”
- 2021 Volunteer Satisfaction Survey

How would you rate the orientation and training for new volunteers?



VOLUNTEER SPOTLIGHT



Guilda is a new Spanish Interpreter volunteer who joined the clinic July 2021.

SATISFACTION RATING	2018	2019	2020	2021
5	51%	65%	67%	60%
4	27%	27%	25%	33%
3	18%	6%	8%	7%
2	0%	0%	0%	0%
1	3%	2%	0%	3%

How helpful were the online competency training modules?

SATISFACTION RATING	2018	2019	2020	2021
5	27%	51%	50%	50%
4	39%	25%	28%	23%
3	33%	18%	14%	17%
2	0%	6%	3%	3%
1	0%	0%	0%	7%

VOLGISTICS: OUR VOLUNTEER MANAGEMENT SYSTEM



VOLGISTICS HISTORY

Clinic by the Bay has used Volgistics since the program started in 2010. Volunteers can easily manage their schedule through this system while also keeping track of their hours. It has been an easy and convenient way for volunteers to sign up for their shifts, and for clinical staff to know what volunteers will be present on a certain clinical day.

Volgistics is a great website that makes signing up for volunteer shifts and keeping track of hours convenient. The setup of the website is very straightforward, making it easy to navigate around. I have enjoyed my experience using Volgistics so far!!
 - Emily Cui, Volunteer



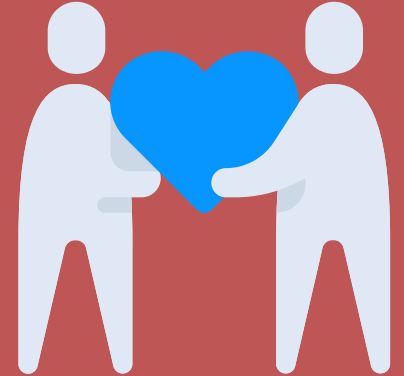
How satisfied are our volunteers with Volgistics?

SATISFACTION RATING	2018	2019	2020	2021
5	79%	80%	72%	77%
4	21%	18%	14%	17%
3	0%	2%	14%	3%
2	0%	0%	0%	0%
1	0%	0%	0%	3%

VOLUNTEER SATISFACTION

How would you rate the support you receive from staff?

SATISFACTION RATING	2018	2019	2020	2021
5	91%	90%	92%	100%
4	9%	8%	8%	0%
3	0%	2%	0%	0%
2	0%	0%	0%	0%
1	0%	0%	0%	0%



“
 Staff is very
 friendly, nice,
 and
 understanding.
 My skills are
 well matched.
 ”

- 2021 Volunteer Satisfaction Survey

Do you feel appreciated as a volunteer?

Y/N	2018	2019	2020	2021
YES	100%	100%	100%	100%
NO	0%	0%	0%	0%

Are you and your skills well-matched for your volunteer position?

Y/N	2018	2019	2020	2021
YES	100%	98%	97%	100%
NO	0%	2%	3%	0%

How satisfied are you with your overall volunteer experience at Clinic by the Bay?

“
Everyone works really well together and it is a pleasant culture and environment to work in.
 - 2021 Volunteer Satisfaction Survey
 ”

SATISFACTION RATING	2018	2019	2020	2021
5	82%	90%	83%	83%
4	18%	10%	14%	17%
3	0%	0%	3%	0%
2	0%	0%	0%	0%
1	0%	0%	0%	0%

Would you recommend Clinic by the Bay as a place to volunteer to friends, family or colleagues?

Y/N	2018	2019	2020	2021
YES	100%	100%	100%	100%
NO	0%	0%	0%	0%



How has Clinic by the Bay responded to the pandemic on a scale from 1-5?

What's working well with the program?
 "Attention to safety of volunteers. Support from clinic staff."

SATISFACTION RATING	2021
5	83%
4	17%
3	0%
2	0%
1	0%

IMPROVING OUR PROGRAM



KEEPING ALL OF OUR VOLUNTEERS SAFE IS OUR #1 PRIORITY

We have implemented new safety protocols to ensure everyone inside the clinic is safe from the COVID 19 virus.

VOLUNTEER FEEDBACK

VOLUNTEER SUGGESTIONS	ACTION STEPS
Offer more volunteer opportunities or positions + Admin projects that can be done remotely	CBTB is committed to keeping volunteers engaged remotely and has begun a community resource project with the goal of gathering and researching resources for our community
Continue to give the option of telehealth vs. on site visits	CBTB continues to offer a hybrid model of treatment, meaning patients can choose if they want to do telehealth or in person visits. Unvaccinated patients can ONLY have telephone appointments
I don't know how, but some sort of outdoor clinic-related volunteering activities	CBTB held an outdoor volunteer social June of 2021, and is looking forward to hosting more outdoor events as soon as safety conditions permit
If possible, add more clinic hours throughout the week, besides Tuesday and Thursday	We are currently offering weekend opportunities through our food security program if volunteers are unable to attend weekday shifts. We hope to implement more weekday clinical opportunities at our new site.
Modify the survey [training quizzes] to include not applicable for modules	The Mandated Volunteer Competency Modules are currently being revised



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