

# 2021 Volunteer Engagement Survey

# Why Conduct Volunteer Engagement Surveys

## Improve organizational performance and help retain volunteers

- Volunteers satisfied with their performance are more productive and provide a higher level of quality in performance often in the best interest of the organization

## Viewed as a management tool

- Continually gather data to identify trends that reflect our volunteer's views

## Empowers supervisors to identify processes for improvement

- Identifies issues that cross over the organization
- Identifies opportunities where volunteers are empowered to make changes

# About the 2021 Volunteer Engagement Survey

## Survey Selection

- Since no survey was conducted in the year 2020, for the 2021 Volunteer Opinion Survey period, invitations went to all volunteers who were active in July 2021 and who had posted hours during the period of FY20-21 (July 2020 to June 2021). The survey did not go to volunteers who had been inactivated during the survey period, nor active volunteers who had no hours (due to Covid-19).

## Survey Details

- Survey Period: 7/29/21 to 9/1/21
- Total Invites: 149
- Total Participants: 93 (Some volunteers served in multiple departments)
- 62% of invited volunteers took the survey

## Additional Information

- Four respondents selected “strongly disagree” to each answer. Based on some comment data, these responses may have been a mistake. However, their responses are included in the final numbers presented.

# Volunteer Programs by Department

**BZP \***

- Livability Committee
- Power 9 Board
- Purpose Convener
- Restaurant Ambassador

**CHF**

- Front Desk

**Covid Opportunities**

- Covid Care Navigator
- Covid-19 Test Site Volunteer
- Covid-19 Vaccine Site Volunteer

**Community Services**

- Brain Buddy
- Conversation Companion
- Errand Volunteer
- Errand Runner Volunteer
- CS Front Desk
- Meal Delivery Volunteer
- MoveWell Volunteer
- Support Line

**Communications**

- Event Ambassadors
- Event Volunteers

**Support Departments**

- Admin Services Front Desk
- Campus Greeter
- CAPS Crochet Group
- Community Health Committee
- Executive Volunteer
- Finance Committee
- Purpose Connector
- Strategic Planning Committee
- Volunteer Advisory Council

**Youth Services**

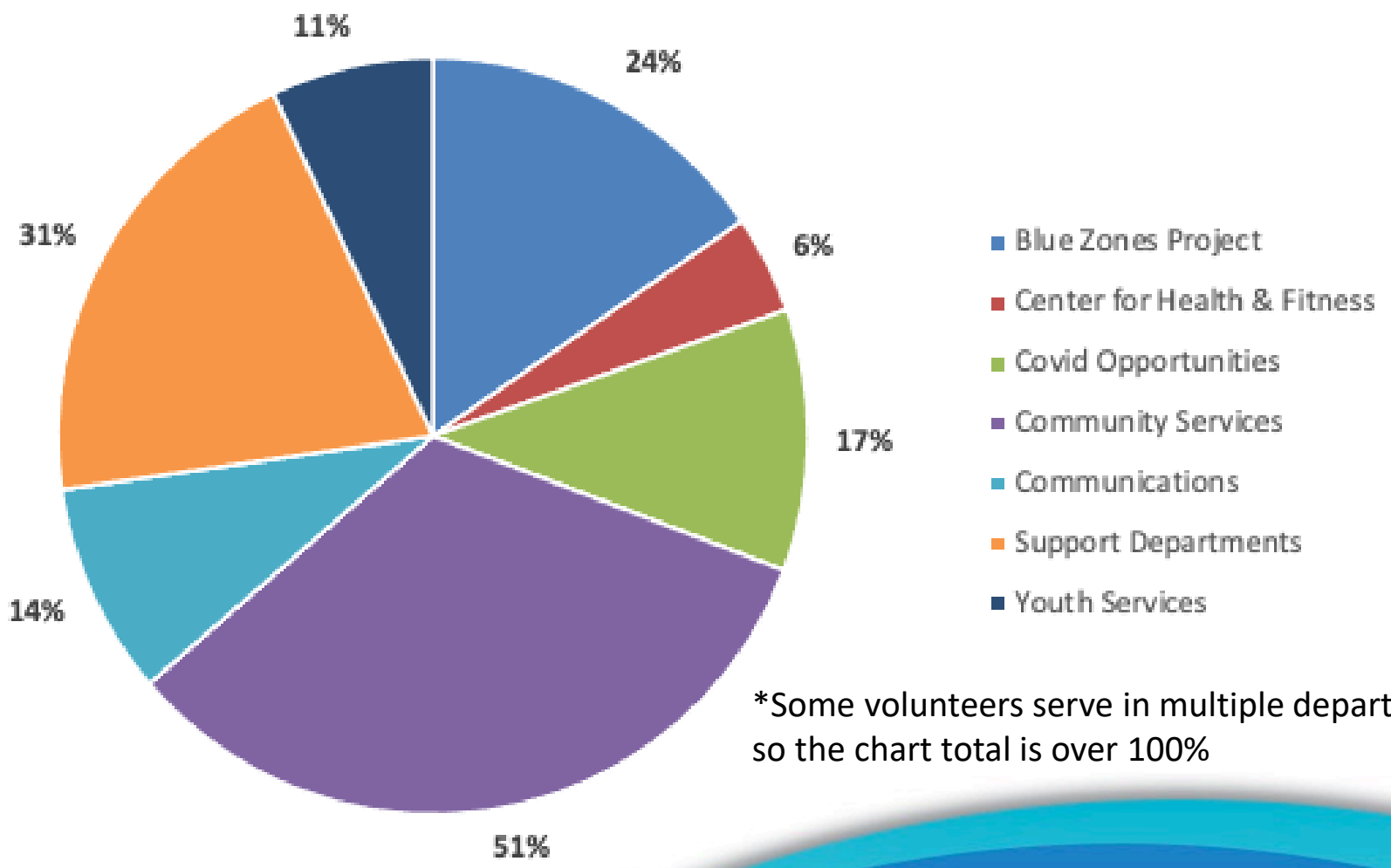
- Garden Angel

Total # of Active Programs During Survey Period = 28

\*BZP (Blue Zones Project) is now called Wellbeing Services

# Survey Participation

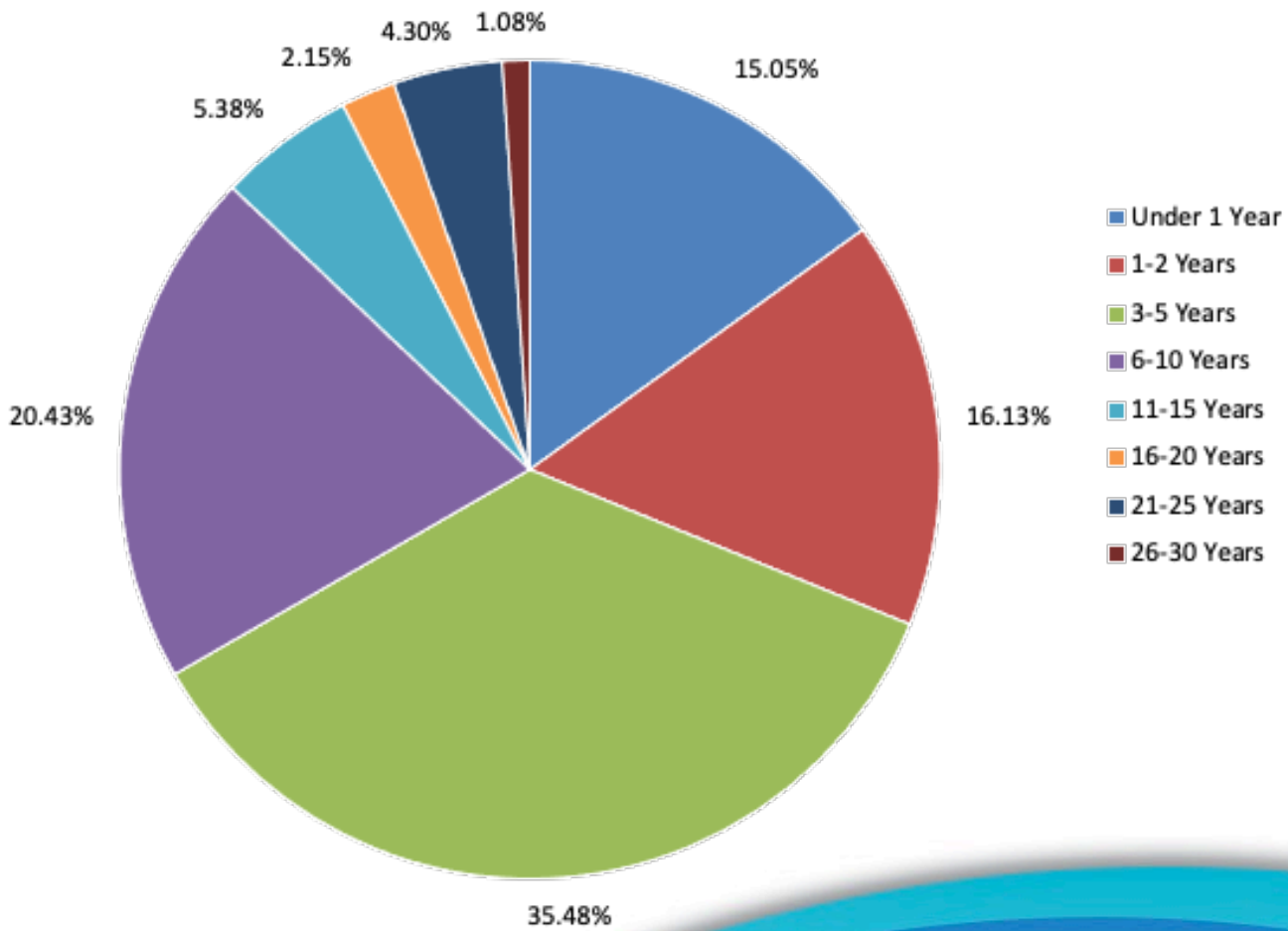
Representation of Departments in %\*



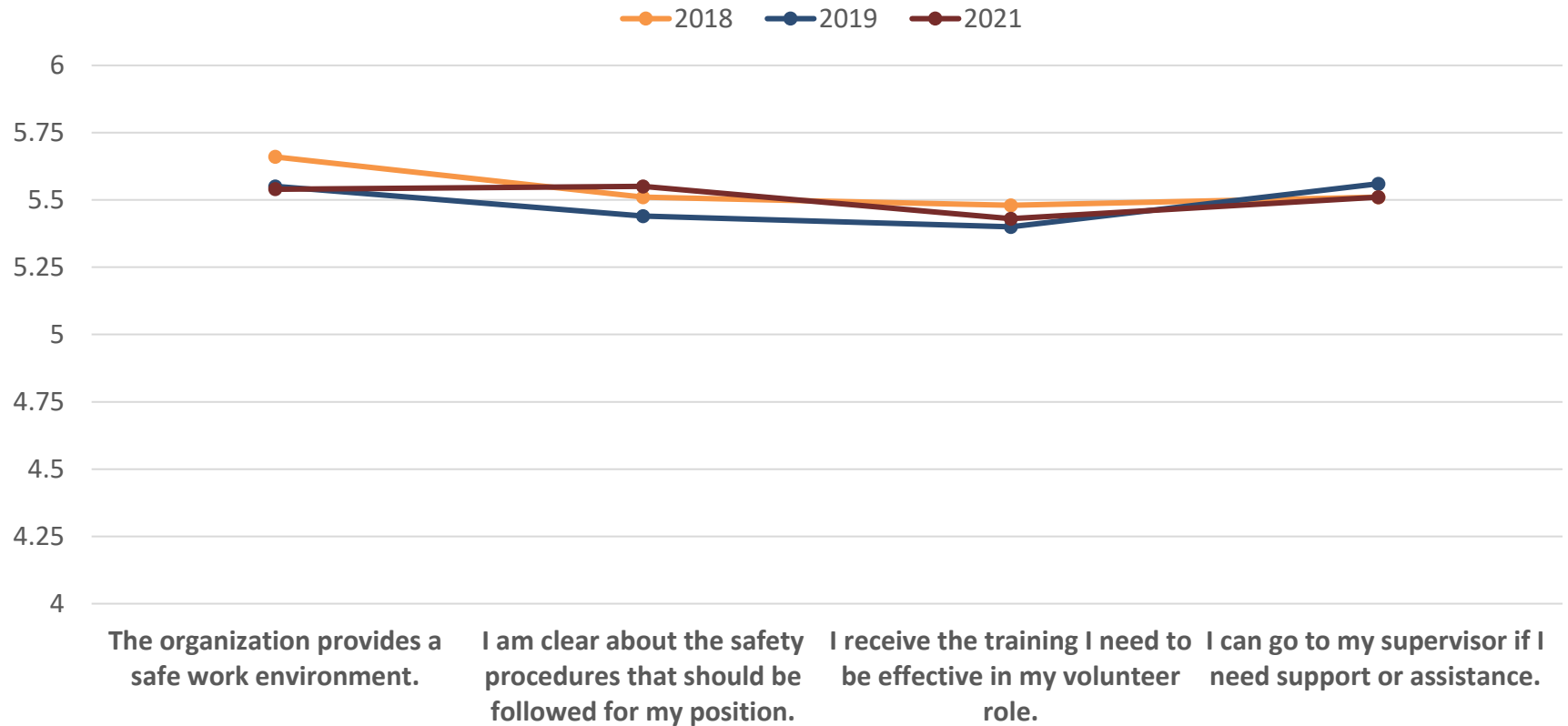
\*Some volunteers serve in multiple departments so the chart total is over 100%

# Survey Demographics: Years of Service

## Representation of Volunteer Tenure in %



# Position Information & Resources



# Position Information & Resources

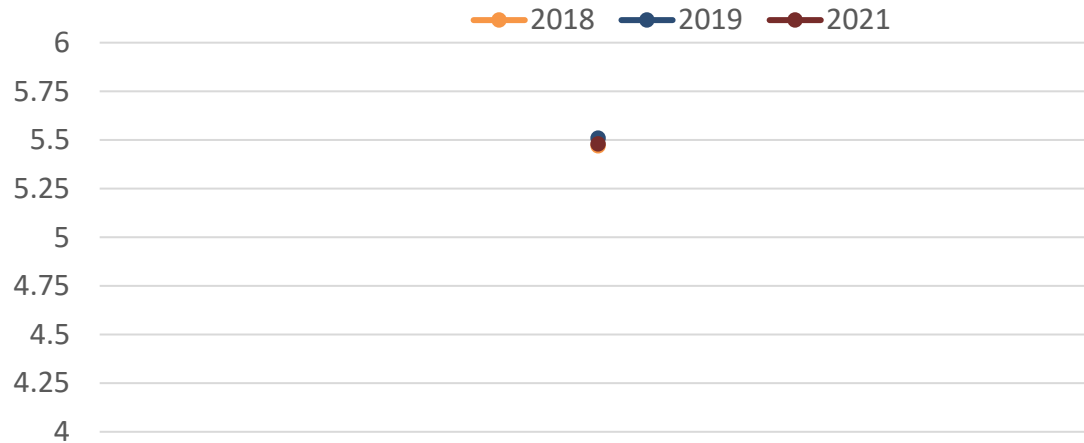
Statement:	Overall	BZP	CHF	Covid	CS	Comm.	Support	Youth
The organization provides a safe work environment.	5.54	5.90	5.00	5.33	5.72	5.45	5.45	5.20
I am clear about the safety procedures that should be followed for my position.	5.55	5.90	5.17	5.50	5.71	5.40	5.42	5.20
I receive the training I need to be effective in my volunteer role.	5.43	5.70	5.17	5.42	5.67	5.40	5.05	5.20
I can go to my supervisor if I need support or assistance.	5.51	5.60	5.17	5.42	5.71	5.30	5.25	5.40

## Comments:

- Numerous positive comments about supervisor accessibility and communication; Mishell Balzer and Kate Ekman mentioned specifically.
- “As a volunteer in the many COVID activities hosted by BCHD, the attention to patient, staff and volunteer safety was paramount and current as the pandemic unfolded. Stellar planning and implementation.”



# Recognition



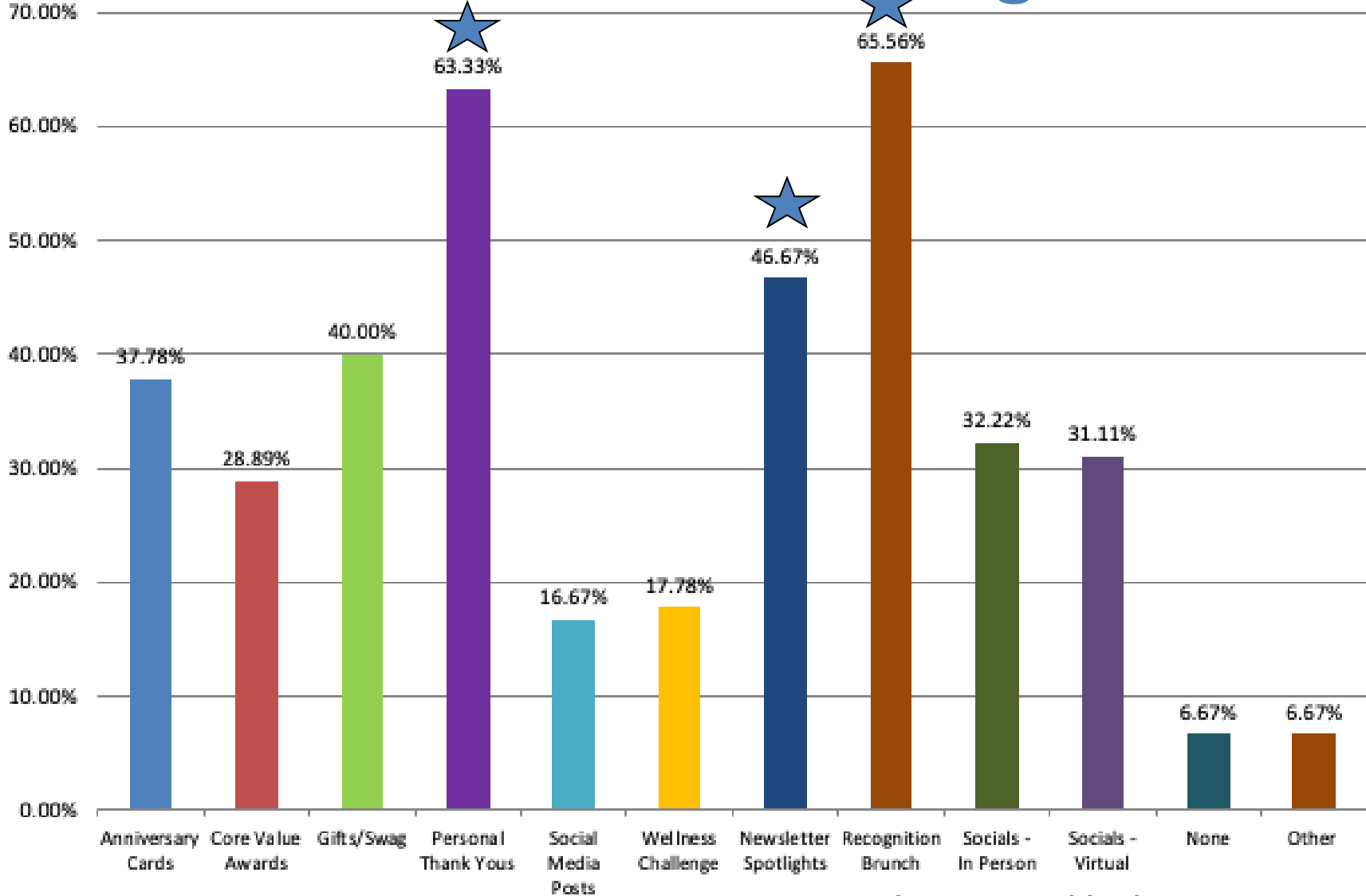
Overall, I feel valued and recognized for the work I do.

Statement:	Overall	BZP	CHF	Covid	CS	Comm.	Support	Youth
Overall, I feel valued and recognized for the work I do.	<b>5.48</b>	5.45	5.17	<b>5.83</b>	5.76	5.27	5.32	<b>5.10</b>

## Comments:

- Volunteers feel valued for the most part and note Thank you's received.

# I value BCHD's efforts to recognize volunteers with the following methods:



Note: Volunteers could select as many as apply.

# I value BCHD's efforts to recognize volunteers with the following methods:

## Top three ways volunteers report valuing BCHD recognition:

Volunteer Recognition Brunch

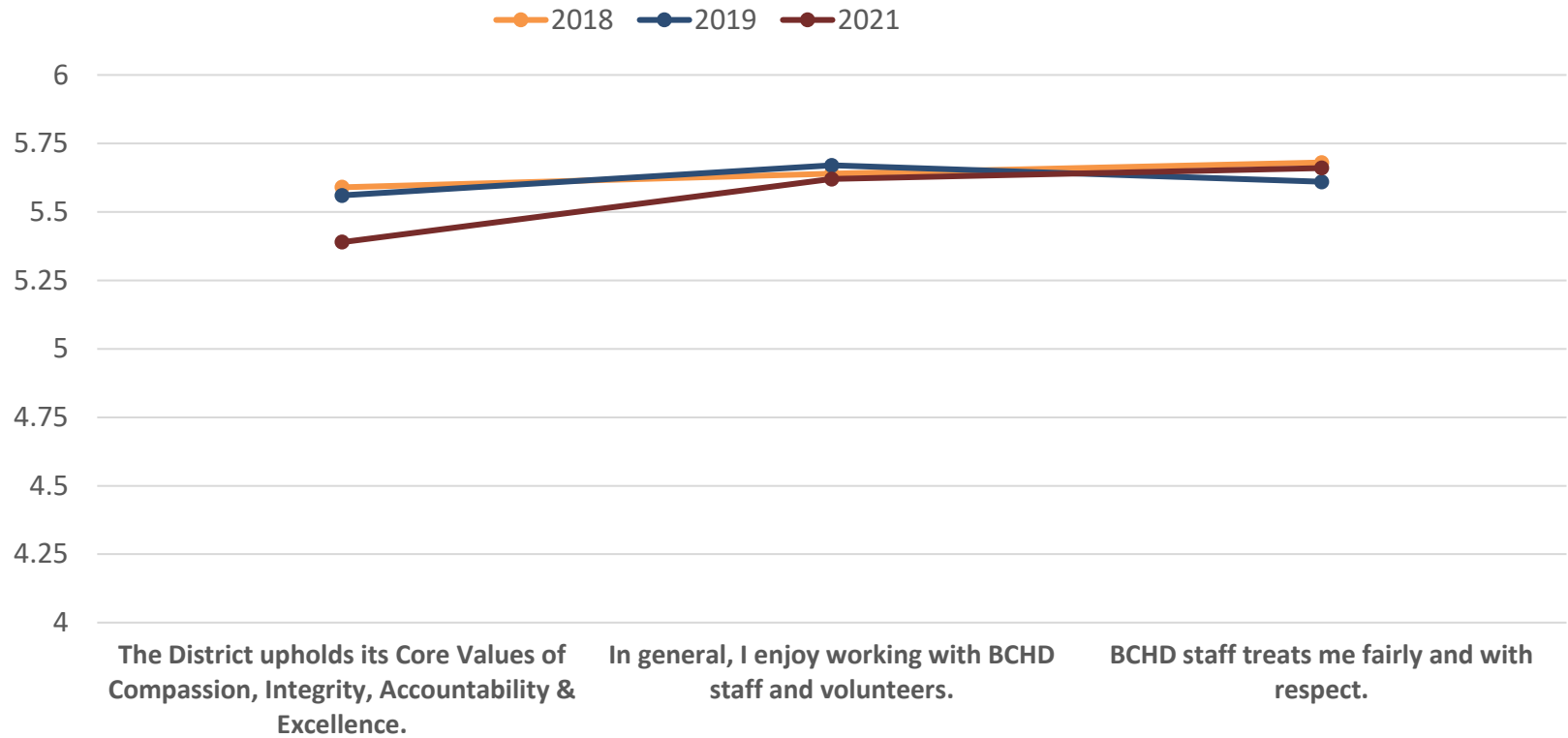
Personal Thank You's

Volunteer Newsletter Spotlights

## Comments:

- Events appreciated (Luau mentioned specifically).
- Recognition efforts not necessary, except maybe thank you note.
- Supervisor feedback helpful.
- Special perks like early vaccination.
- Committee members recognized for service anniversaries in newsletter.

# BCHD Culture



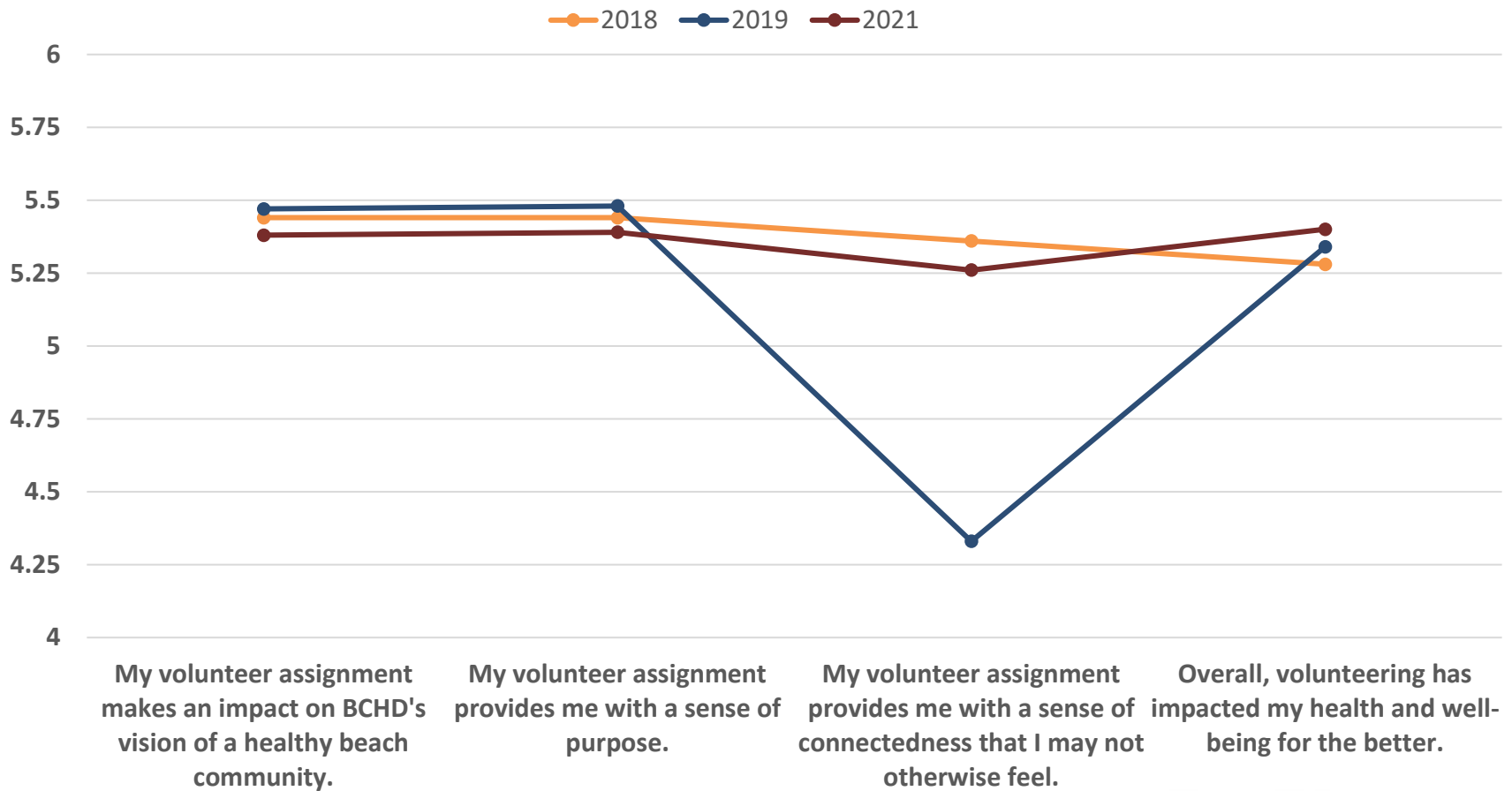
# BCHD Culture

Statement:	Overall	BZP	CHF	Covid	CS	Comm.	Support	Youth
The District upholds its Core Values of Compassion, Integrity, Accountability & Excellence.	<b>5.39</b>	5.45	<b>5.17</b>	<b>5.75</b>	5.59	5.27	5.36	5.00
In general, I enjoy working with BCHD staff and volunteers.	<b>5.62</b>	5.64	<b>5.17</b>	<b>5.83</b>	5.81	5.45	5.62	5.50
BCHD staff treats me fairly and with respect.	<b>5.66</b>	5.73	<b>5.17</b>	<b>5.92</b>	5.83	5.36	5.64	5.50

## Comments:

- Very positive feedback regarding BCHD staff and culture: friendly, polite, professional, positive, upbeat, happy.

# Purpose Alignment & Impact



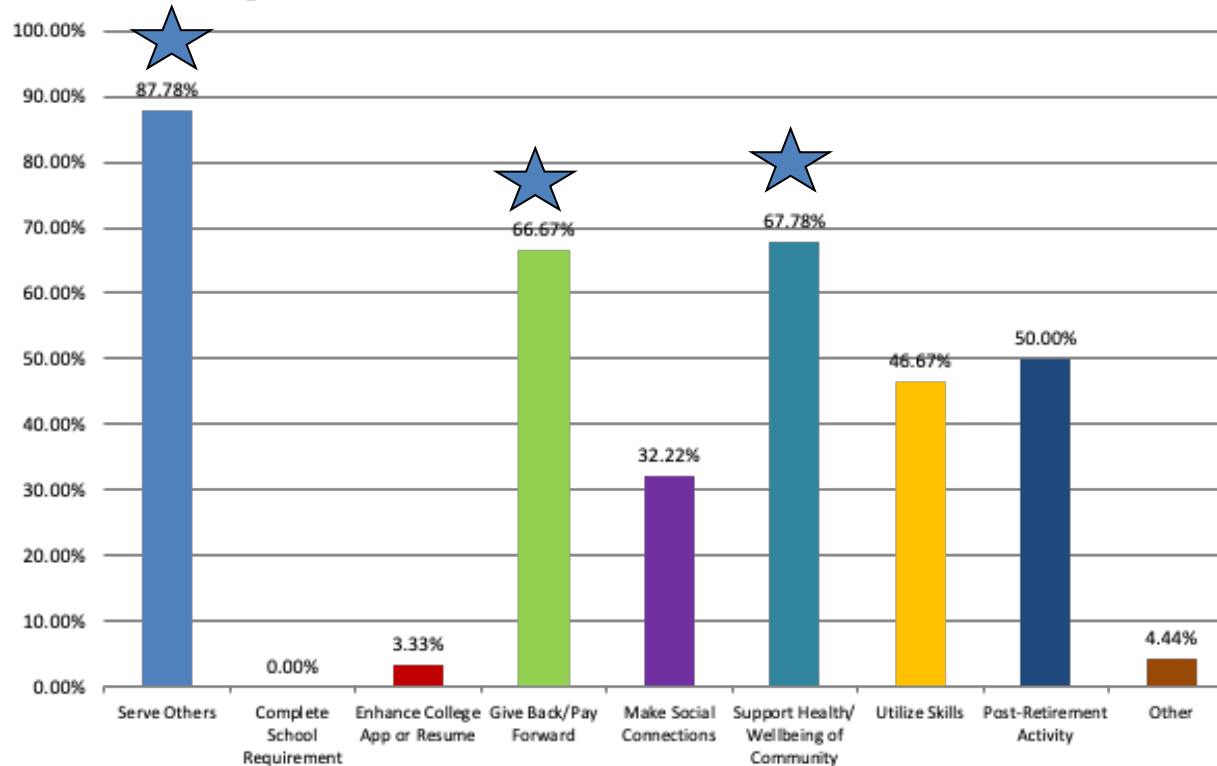
# Purpose Alignment & Impact

Statement:	Overall	BZP	CHF	Covid	CS	Comm.	Support	Youth
My volunteer assignment makes an impact on BCHD's vision of a healthy beach community.	5.38	5.64	5.00	5.67	5.60	5.09	5.14	5.30
My volunteer assignment provides me with a sense of purpose.	5.39	5.64	5.17	5.83	5.60	5.18	5.32	4.90
My volunteer assignment provides me with a sense of connectedness that I may not otherwise feel.	5.26	5.64	5.17	5.67	5.38	5.00	5.18	5.20
Overall, volunteering has impacted my health and well-being for the better.	5.40	5.45	5.17	5.67	5.63	5.18	5.45	4.90

## Comments:

- Volunteering, in general, is seen as a positive influence. During the pandemic, it contributed to positive mental health and feelings of optimism.

# My initial and/or current motivation for volunteering:



Note: Volunteers could select as many as apply.

## Comments:

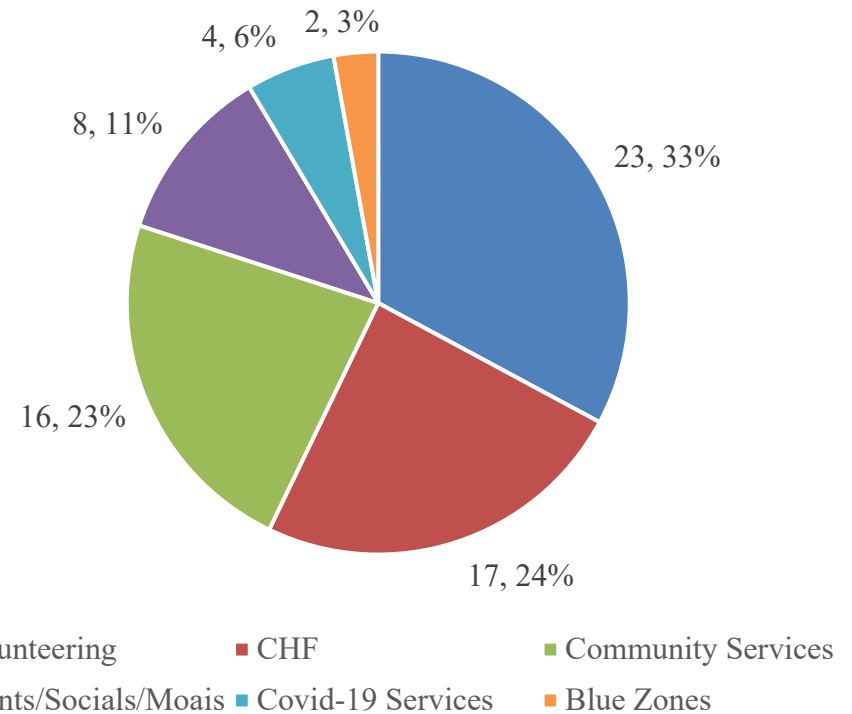
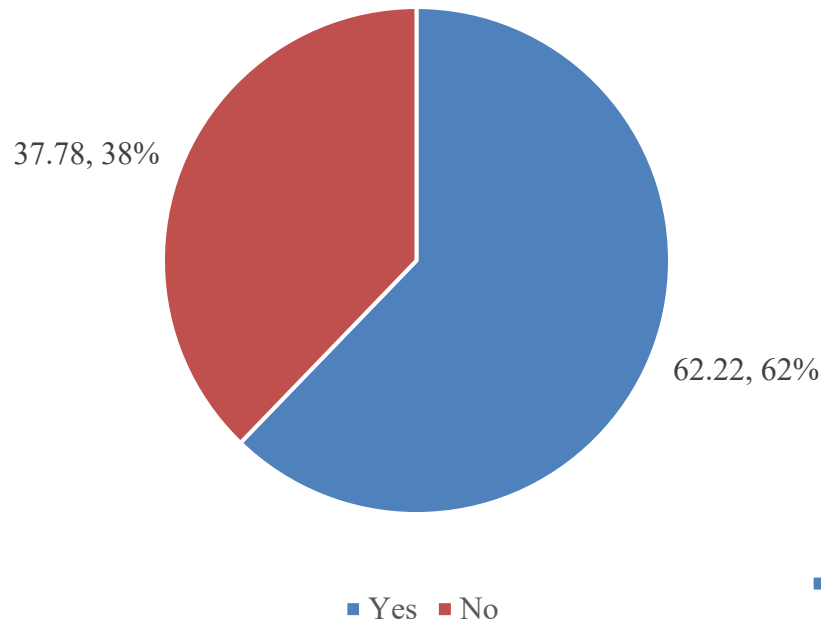
- Enhance new skills.
- Distract from political issues.
- Promote community gardening and composting.
- Help specific individual.

## Top three motivations:

- To Serve Others
- Support Community Health & Wellbeing
- Give Back/Pay it Forward



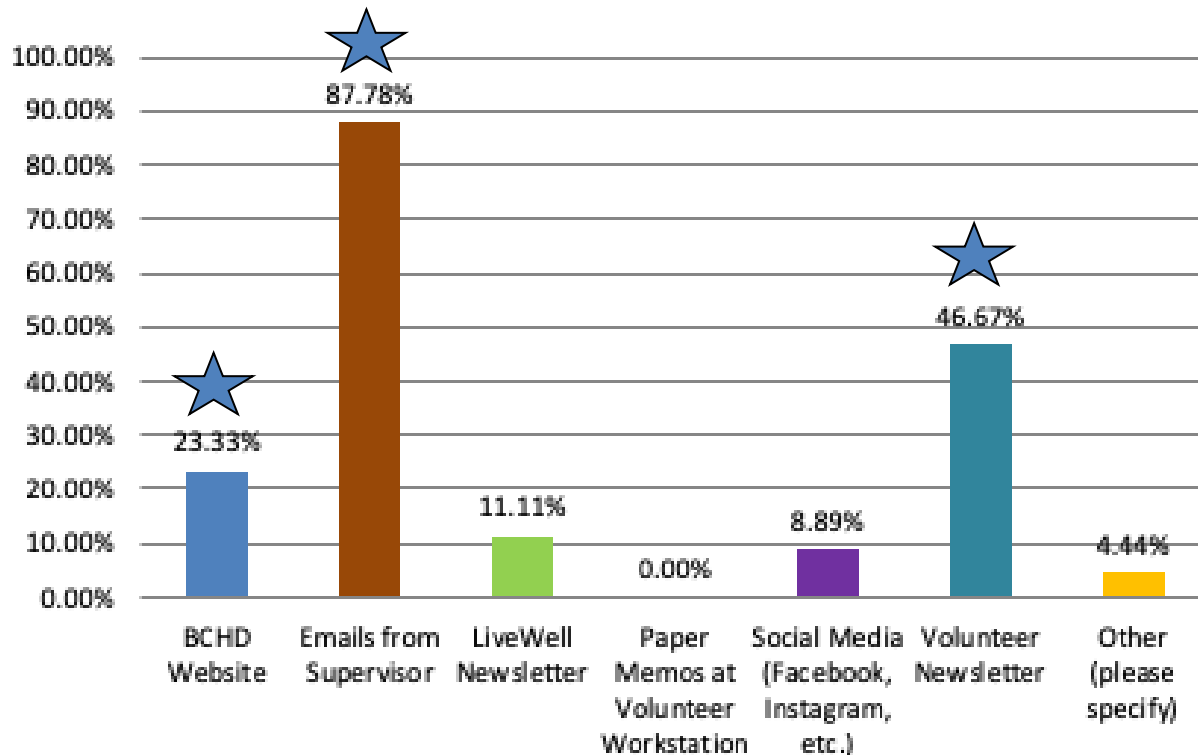
# Since volunteering with BCHD, I have referred someone to BCHD programs & services:



## Notes

- The majority of respondents do refer others to BCHD programs & services
- Volunteering is the most popular referral source and within that, 43% specifically named Errand Volunteering

# My preferred method(s) of receiving information about my volunteer position and BCHD include:



## Comments:

- The “other” preferred methods include monthly group connection, phone calls, personal or group emails from team, and texts when specific to the volunteer

## Additional comments regarding training:

- Two requests for ongoing Community Services training
- Two requests for Diversity, Equity and Inclusion workshops
- One request for direct-to-volunteers updates about BCHD initiatives, successes and ongoing needs
- One request for refresher training for Brain Buddies when in-person visits resume
- One request to expand volunteer opportunities to support Community Services
- One request to “focus on isolation for clients who are alone most of their day”

## Additional comments:

- A majority of the final comments were positive regarding volunteer experience
- Other comments mainly related to volunteers looking forward to resuming in-person interactions with other volunteers, clients, at the gym and social events
- Regarding events, one commenter asked for more notice and another said that they are shy in group settings (on zoom or in person)

# Action Items from 2021 Survey

Since no outstanding data trends were noted in any particular area, we have focused on key findings to create recommendations for the near future in Volunteer Services, mainly to meet volunteer preferences, address requests and lower scores. Below is a sampling of the goals for Volunteer Services based on volunteer feedback.

## Action Items

- In order to enhance a sense of connectedness and to support volunteers ongoing, we have developed enhanced systems to personalize check-in beyond intake: 30-day check in calls for new volunteers and annual check in calls outside of the evaluation period (Implemented)
- Survey results show that the main areas of focus Volunteer Services uses to communicate to volunteers is in alignment with their preferred methods: Emails from Supervisor, Volunteer Newsletter, and BCHD website. Volunteer Services should continue focusing on these methods (Ongoing)
- Survey results show that volunteers prefer recognition by these methods: Volunteer Recognition Brunch (when possible), Personal Thank Yous, and Newsletter Spotlights. When safe to do so, a focus on the Volunteer Recognition Brunch will be greatly appreciated by volunteers. Additionally, Volunteer Services will make considerations for the holidays and next fiscal year's budget based on volunteer preferences (by 7/1/22)
- While scores remain excellent, areas of opportunity are identified for Center for Health & Fitness and Youth Services volunteers in particular. Review survey results with these departments to discuss opportunities for improvement which can be initiated or supported by Volunteer Services (TBD)
- In order to meet requests of a number of Community Services volunteers, work with Community Services to collect resources to share with the volunteers that relate to their ongoing training requests (TBD)