

CSSH Volunteer Survey

June 2, 2020 Results
(118 Respondents)



Survey Results Outline



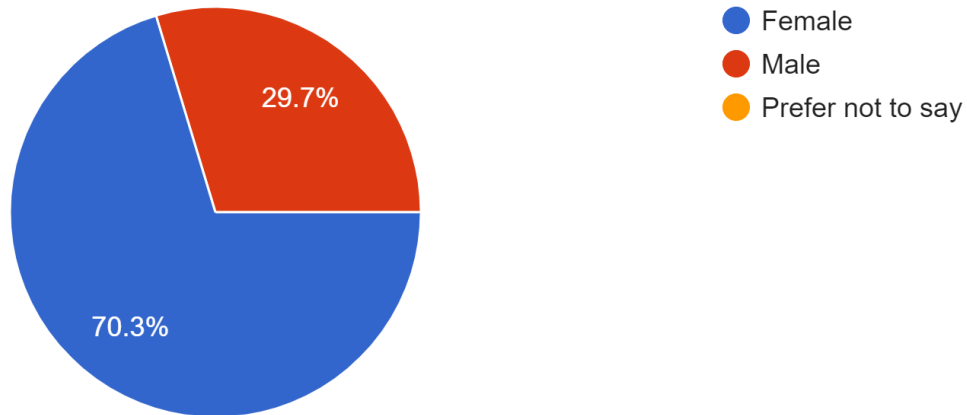
- Demographic Data based on 3 Characteristics
 - Gender
 - Age Group (60+ years, 30-59 yrs and under 30 yrs)
 - Number of times volunteered (Zero, One, 2-4, and 5+)
- How Respondents Learned about CSSH
- Respondents and the Shifts they Volunteered For
 - Data compilation by Demographic
 - Single Shift Volunteers
- Volunteer Shift Specifics (Volunteer Experience)
 - Welcomed to Shift
 - Safety and Health Conditions
- Training Program
- Meaningful Recognition of Respondents

Demographic Data



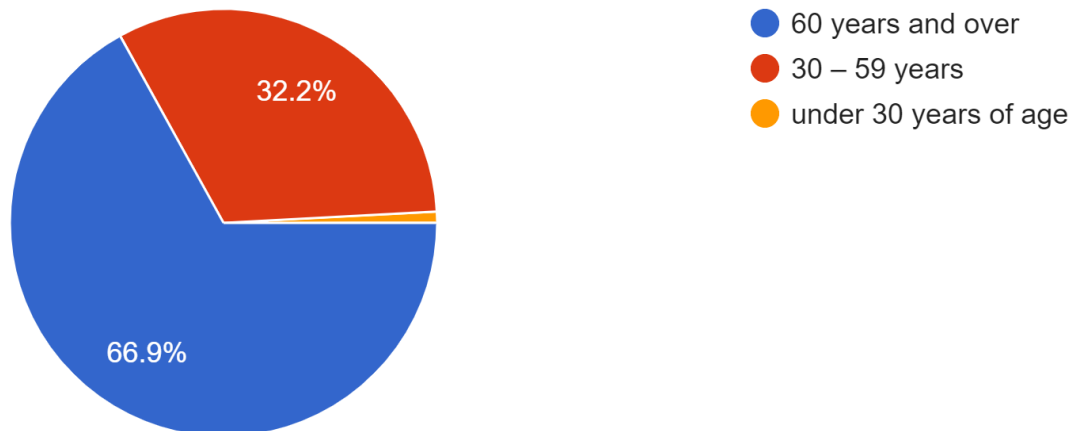
What is your gender?

118 responses



What is your age?

118 responses

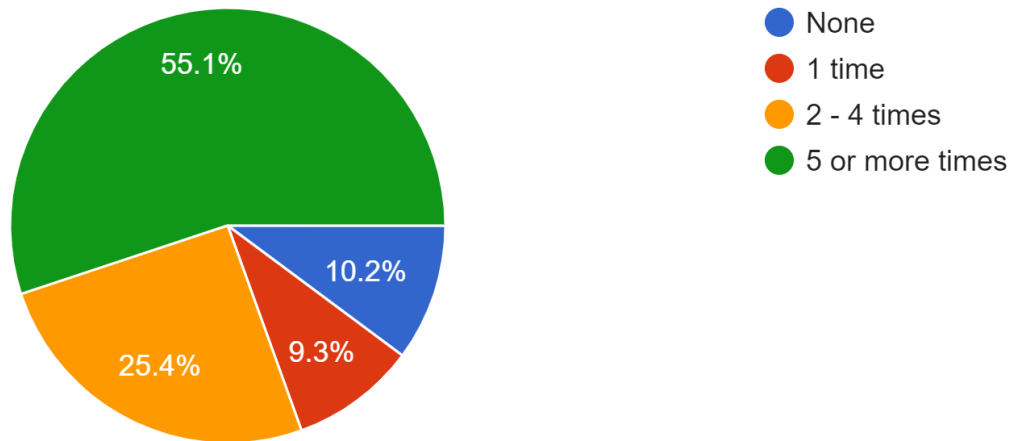


Volunteer Activity Level



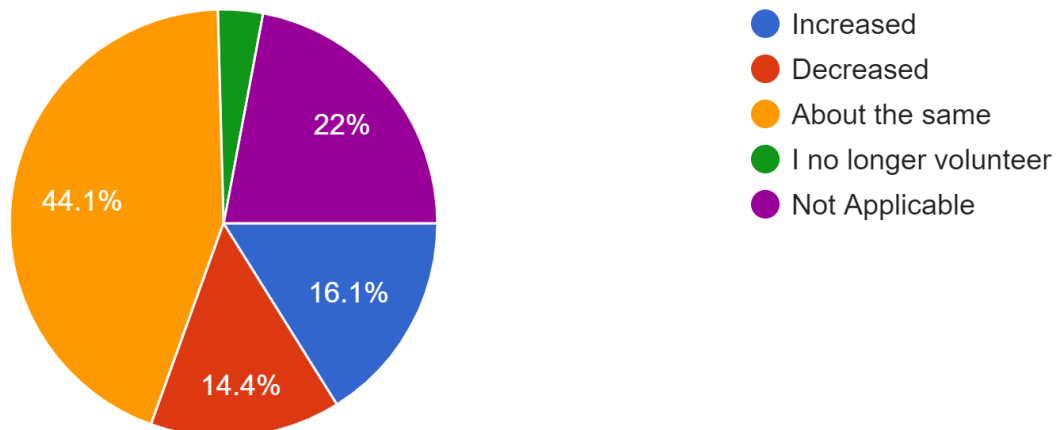
How many times did you volunteer this season?

118 responses



If you have volunteered for more than one year, has your volunteer commitment

118 responses



Demographic Data

Under 30 Age Group



Gender	Total	60 years and over	30 - 59 years	Under 30 years of age
Male	35	26	9	0
Female	83	53	29	1

Age Group Under 30 Years of age					
Gender	Male	%	Female	%	Total
	0	0.0%	1	100.0%	1
Times Volunteered					
<i>None</i>	0	0%	0	0.0%	0
<i>1 time</i>	0	0%	1	100.0%	1
<i>2 - 4 times</i>	0	0%	0	0.0%	0
<i>5 or more times</i>	0	0%	0	0.0%	0
Volunteer Commitment Change Previous Yr					
<i>Not Applicable</i>	0	0.0%	1	100.0%	1
<i>About the same</i>	0	0.0%	0	0.0%	0
<i>Increased</i>	0	0.0%	0	0.0%	0
<i>Decreased</i>	0	0.0%	0	0.0%	0
<i>I no longer volunteer</i>	0	0.0%	0	0.0%	0

- Of the respondents only one was under the age of 30
- How can CSSH grow to include a larger number of younger Bucks County residents?

Demographic Data

30-59 Year Age Group



Gender	Total	60 years and over	30 - 59 years	Under 30 years of age
Male	35	26	9	0
Female	83	53	29	1

Age Group 30 - 59 Years					
Gender	Male	%	Female	%	Total
	9	23.7%	29	76.3%	38
Times Volunteered					
<i>None</i>	0	0.0%	4	13.8%	4
<i>1 time</i>	0	0.0%	3	10.3%	3
<i>2 - 4 times</i>	5	55.6%	7	24.1%	12
<i>5 or more times</i>	4	44.4%	15	51.7%	19
Volunteer Commitment Change Previous Yr					
<i>Not Applicable</i>	2	22.2%	12	41.4%	14
<i>About the same</i>	5	55.6%	8	27.6%	13
<i>Increased</i>	1	11.1%	4	13.8%	5
<i>Decreased</i>	1	11.1%	5	17.2%	6
<i>I no longer volunteer</i>	0	0.0%	0	0.0%	0

- 24% of females in this demographic volunteered less than 2 times last year
 - *How can the Volunteer Committee look for ways to help this demographic, if they are willing to increase participation?*

Demographic Data

60 Years and over Age Group



Gender	Total	60 years and over	30 - 59 years	Under 30 years of age
Male	35	26	9	0
Female	83	53	29	1

Age Group 60 years and Over					
Gender	Male	%	Female	%	Total
	26	32.9%	53	67.1%	79
<i>Times Volunteered</i>					
<i>None</i>	1	3.8%	7	13.2%	8
<i>1 time</i>	1	3.8%	6	11.3%	7
<i>2 - 4 times</i>	8	30.8%	10	18.9%	18
<i>5 or more times</i>	16	61.5%	30	56.6%	46
<i>Volunteer Commitment Change Previous Yr</i>					
<i>Not Applicable</i>	4	15.4%	7	13.2%	11
<i>About the same</i>	15	57.7%	24	45.3%	39
<i>Increased</i>	5	19.2%	9	17.0%	14
<i>Decreased</i>	1	3.8%	10	18.9%	11
<i>I no longer volunteer</i>	1	3.8%	3	5.7%	4

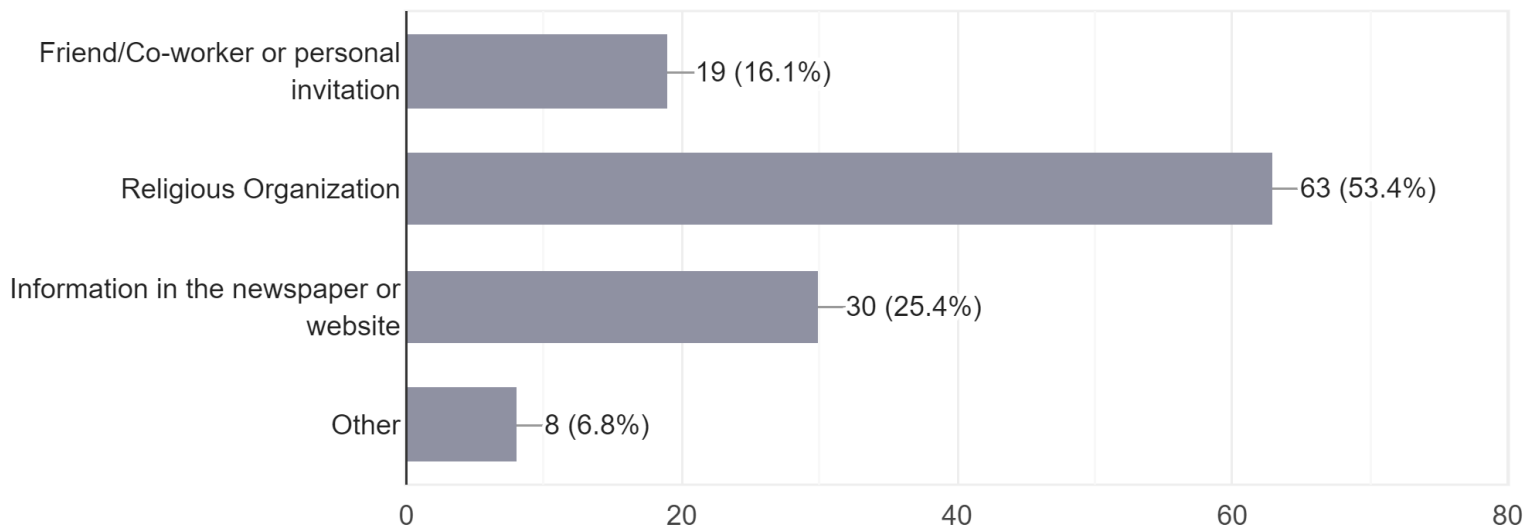
- This age demographic has the most volunteer responses by far
- Positive here is the high participation rate by the entire demographic
- An area for potential investigation is how to help this demographic to maintain their commitment level

How Volunteers Learned about CSSH Opportunities (All Respondents)



How did you first learn about volunteer opportunities with CSSH? (Please select all that apply)

118 responses



**** Over 50% that responded learned about CSSH through a Religious Organization***

**** Additional Breakdown of numbers by demographic on the next slide***

How Volunteers Learned about CSSH Opportunities (All Respondents)



	Male	Female
Religious Organization	15	47
<i>60 years and over</i>	11	32
<i>30 - 59 years</i>	4	15
Information in the newspaper or website	9	20
<i>60 years and over</i>	8	9
<i>30 - 59 years</i>	1	11
Friend/Co-worker or personal invitation	7	12
<i>60 years and over</i>	6	9
<i>30 - 59 years</i>	1	1
<i>under 30 years of age</i>	0	1
Other	4	4
<i>60 years and over</i>	1	2
<i>30 - 59 years</i>	3	2

Observation

- Large percentage of volunteers learn about CSSH through Religious Organizations

Additional Areas for Study

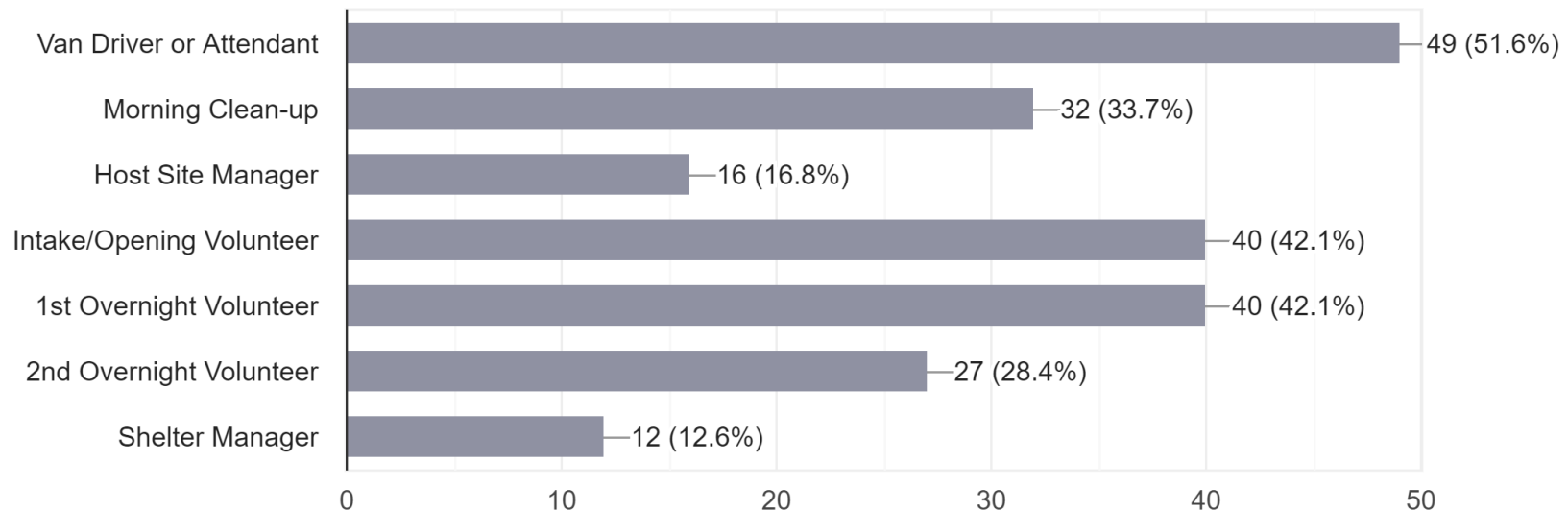
- How do we reach younger volunteers to help them learn about volunteer opportunities?
- Is there a way to change the volunteer experience to make it more accessible for different demographics?

Shifts People Volunteered For (95 Respondents)



What shifts have you volunteered for? (Please select all that apply)

95 responses



- ***All Respondents that had this question are people that volunteered for 2 or more shifts***
- ***Additional research and compilation of the data is on the next few slides***

Shifts People Volunteered For (95 Respondents)



- The table below illustrates by percent of female volunteers in their demographic identified as Age and Number of Times Volunteered
 - Example 53.3% of female volunteers that identified as 60+ yrs and volunteered 5 or more times, volunteered at some point as a Van Driver or Attendant

Percentage of Female Volunteers									
Gender	Age	Volunteer	Van Driver or Attendant	Morning Clean-up	Intake/ Opening Volunteer	Shelter Manager	Host Site Manager	1st Overnight Volunteer	2nd Overnight Volunteer
Female	60 years and over	5 or more times	53.3%	50.0%	50.0%	23.3%	36.7%	50.0%	33.3%
	60 years and over	2 - 4 times	40.0%	40.0%	50.0%	0.0%	0.0%	20.0%	20.0%
	30 - 59 years	5 or more times	53.3%	33.3%	40.0%	6.7%	13.3%	46.7%	40.0%
	30 - 59 years	2 - 4 times	42.9%	28.6%	28.6%	0.0%	0.0%	42.9%	14.3%

- Overall there appears to be a good distribution of Female Volunteers across the numerous Volunteer Positions

Shifts People Volunteered For



- The table below illustrates by percent of male volunteers in their demographic identified as Age and Number of Times Volunteered
 - Example 75% of male volunteers that identified as 60+ yrs and volunteered 5 or more times, volunteered at some point as a Van Driver or Attendant

Percentage of Male Volunteer									
Gender	Age	Volunteer	Van Driver or Attendant	Morning Clean-up	Intake/ Opening Volunteer	Shelter Manager	Host Site Manager	1st Overnight Volunteer	2nd Overnight Volunteer
Male	60 years and over	5 or more times	75.0%	18.8%	37.5%	18.8%	6.3%	43.8%	31.3%
	60 years and over	2 - 4 times	50.0%	12.5%	37.5%	0.0%	12.5%	12.5%	0.0%
	30 - 59 years	5 or more times	50.0%	25.0%	50.0%	25.0%	25.0%	25.0%	50.0%
	30 - 59 years	2 - 4 times	0.0%	20.0%	20.0%	0.0%	0.0%	80.0%	20.0%

- A possible area of concern here could be the number of 2nd Overnight Volunteer percentages by demographic

Single Shift Volunteers



This table illustrates those that only volunteered for one type of shift. Description would be a “niche” or “role” volunteer that settles into a comfortable role (Van Driver or Attendant being the highest)

What is your gender?	What is your age?	How many times did you volunteer this season?	What shifts have you volunteered for? (Please select all that apply)
Male	60 years and over	5 or more times	Van Driver or Attendant
Female	60 years and over	5 or more times	Van Driver or Attendant
Male	60 years and over	5 or more times	Van Driver or Attendant
Female	30 - 59 years	5 or more times	Van Driver or Attendant
Female	30 - 59 years	5 or more times	Van Driver or Attendant
Male	60 years and over	5 or more times	Van Driver or Attendant
Male	60 years and over	5 or more times	Van Driver or Attendant
Male	60 years and over	5 or more times	Van Driver or Attendant
Female	60 years and over	5 or more times	Morning Clean-up
Female	30 - 59 years	5 or more times	Morning Clean-up
Male	60 years and over	5 or more times	Morning Clean-up
Female	60 years and over	5 or more times	Morning Clean-up
Female	30 - 59 years	5 or more times	Intake/Opening Volunteer
Female	60 years and over	5 or more times	Intake/Opening Volunteer
Male	30 - 59 years	5 or more times	2nd Overnight Volunteer
Male	30 - 59 years	5 or more times	2nd Overnight Volunteer
Female	60 years and over	5 or more times	1st Overnight Volunteer
Male	60 years and over	5 or more times	1st Overnight Volunteer

Volunteer Shifts

(Areas for Further Analysis)



Noteworthy Information from the Data Provided

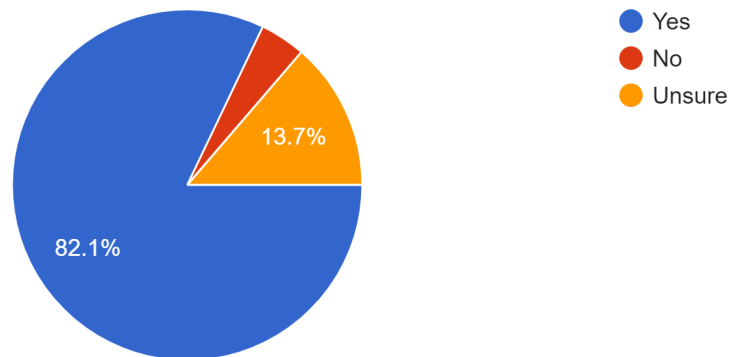
- **66% (63/95) respondents only do 1 or 2 type of shifts**
 - The largest item of specialization is Van Driver or Attendant
 - The second largest one was Morning Clean-up
 - Niche or routine shifts are the norm
- **2nd Overnight Shift for Males are lightly covered**
 - This is a difficult volunteer position to fill on a regular basis
 - How do we get more people to volunteer for this shift?

Volunteer Experience (Welcomed for Shift)



Were you greeted and welcomed when you arrived at your first volunteer opportunity for the 2019
– 2020 Code Blue Season?

95 responses



**The no was 4.2% of respondents (4 out of 95 responses)*

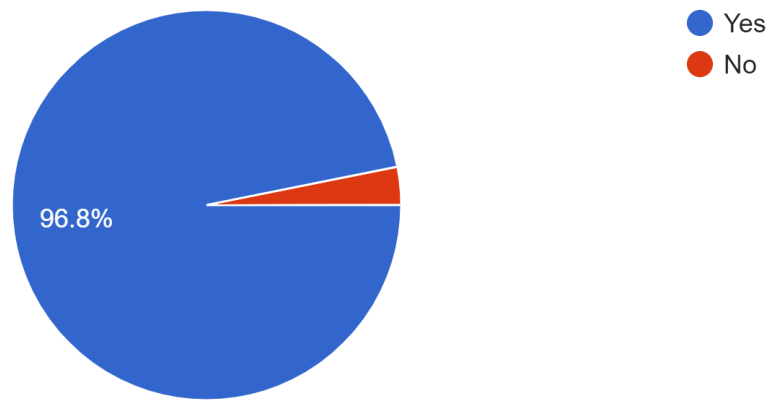
- ***Look at ways to identify the first volunteer shift per year for each volunteer to ensure they are welcomed***

Volunteer Experience (Safety and Comfort)



As a volunteer in the shelter did you have everything you needed to ensure the comfort and safety of our guests and volunteers?

95 responses



3 Negative Responses and Expanded Comments

- As a van driver this is not applicable
- Sometimes lacked toiletries or SEPTA cards
- Sometimes guests would like some clothing but we don't have their size.

Individuals That No Longer Volunteer



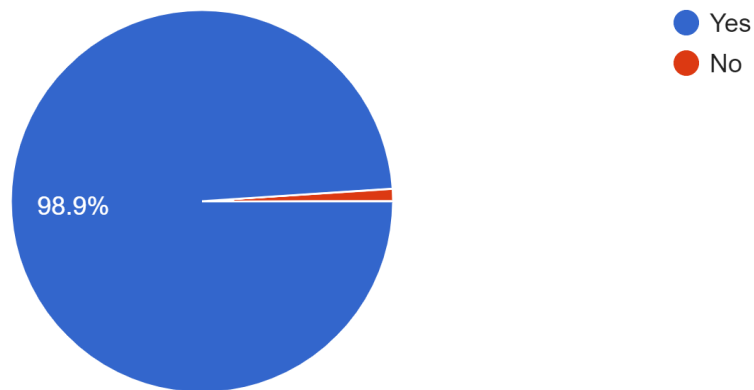
What were some of the reasons that you didn't volunteer more often?	Please leave a comment as to what the CSSH board can do to help you and your family become active in our organization. Thank you for taking the time to complete this survey.
After taking the training, the experience wasn't the right fit for me	I would still love to make the dinners. I missed out this year due to illness.
Health issues! Provided funds for pillow purchases in lieu of time.	Please continue your special work!
I have aged and cannot function as I used to: helping guests in and out of the van, lifting heavy bins of supplies	I continue to donate financially. Are there ways I could help as a Senior Citizen?
I am 84 and living in independent living facility.	Thank you and Trinity Buckingham for allowing me to be involved for 5 years.

Volunteer Training (95 Respondents)



Do you feel that you were provided with enough training to be successful in your volunteer role?

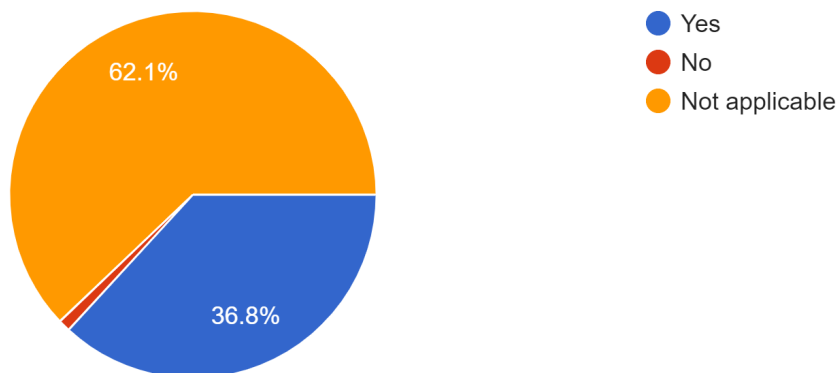
95 responses



- ***Only one negative response***

If you participated in the mentoring program or visited the shelter before volunteering for a shift, did you find this helpful?

95 responses



- ***Only one negative response***

Volunteer Training



General Observations

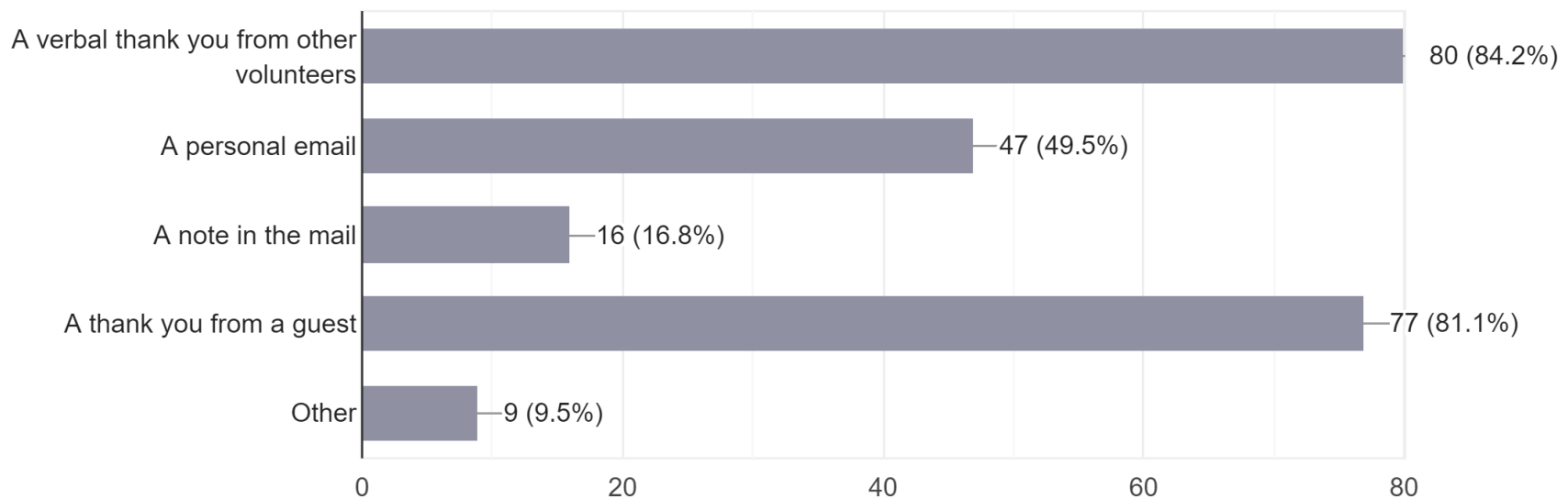
- The Volunteer Training Program has few negative responses from all the respondents to the survey
- The mentoring program, for those that participated and responded, was very positive
- There was one comment that stated “Maybe create a training slide on how to interact with the guests.”

Recognition for Shift



Did you receive any of the following when you volunteered at the shelter or drove with the van?
(Please select all that apply)

95 responses

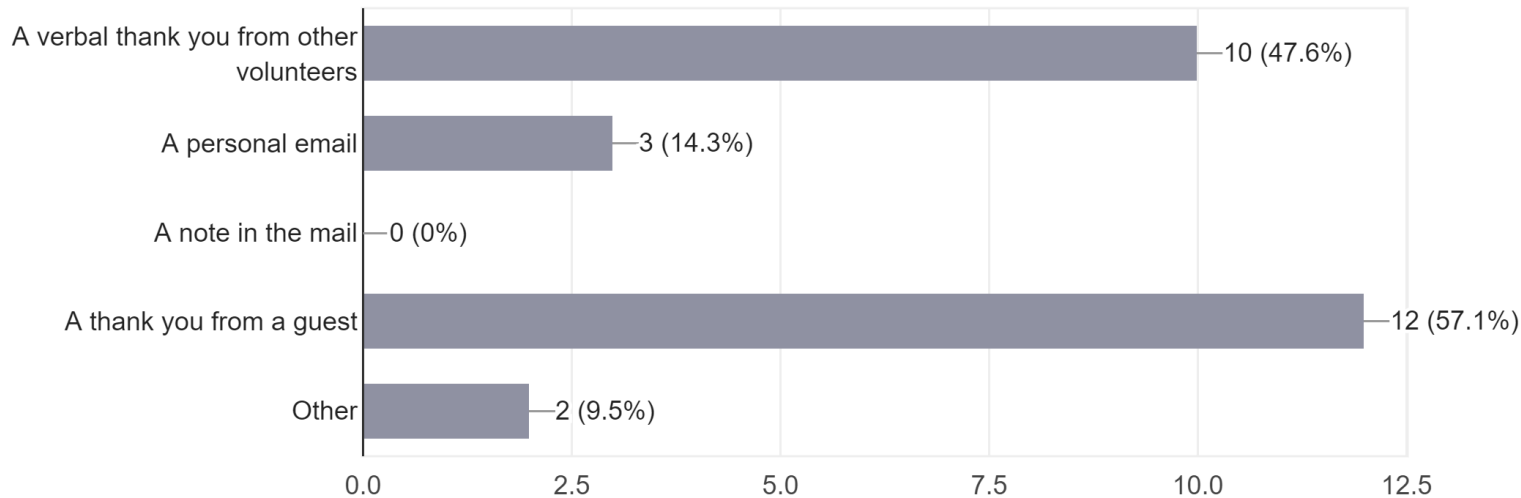


Meaningful Recognition



If you didn't receive any of the above, which would be the most meaningful to you? (Please select all that apply)

21 responses



Areas to improve for recognition

- Verbal “thank you” from the other volunteers
 - Recurring training and inclusion in turnover notes could assist

General Survey Observations



- **Positives**

- 118 Responses is very high—interpret people care a lot about the organization and what it does
- Amazing commitment from the respondents with almost half volunteering for more than 5 shifts this past season
- Volunteer Training is meeting expectations and people feel prepared for shifts
- There is a good distribution of Female volunteers across all of the different shifts
- Complete lack of negative comments

General Survey Observations



- **Growth Opportunities**

- Of the 118 respondents only 1 was under the age of 30—how do we reach this demographic to increase volunteer
- The number of Male respondents was low—is this confirmed with the volunteer database? If so are there ways to expand or increase this demographic
- Recruitment is strong and appears to mainly come from Religious Organizations—how do we increase exposure which may help recruitment throughout all demographics

Moving Forward



- **2020 Will be a Year of Change**
 - COVID-19 and what does that do to the Volunteer Workforce?
 - Over half of all respondents are 60+ yrs and will they still be willing to volunteer this upcoming season?
 - How do we reassure and inform volunteers about their safety?
 - What does CODE BLUE look like in the coming year?
- **Additional Areas to Consider**
 - Given COVID-19 are you likely to volunteer next year?
What safety measures would make you comfortable?