



Volunteers in Medicine of Monroe County

community-owned,
community-operated,
community-financed,
free medical clinic.

Problem

Volunteers in Medicine is an organization that provides free medical care for those without the ability to afford health insurance.

This organization currently schedules 800 volunteers using varying time and resource intensive methods for each of the different departments. These methods include different paper calendars, signup sheets, and excel spreadsheets. The sheer volume of volunteers and the limited amount of time the volunteer coordinators have makes them less effective at their other duties.

Goals

Design a more efficient volunteer scheduling process. Reorganize volunteers to instill a higher sense of pride, leading towards a greater feeling of accountability.

Concept Systems

Uniform Scheduling System



Uniform scheduling system
Online calendar
Online training
Spread task of scheduling



Volunteers manage their schedule
View available time slots
Access training documentation



Electronic sign in/ sign out
Allows tracking of volunteer hours
Allows admin to see who is signed in

Awareness Opportunities



Set up an area for recognition
Methods of Recognition
 Quarterly nominated awards
 Hour based awards
Volunteer Appreciation Day
Community partnerships/ recognition



Monthly department meetings
Newsletter
Document procedures

Delivery Overview

