

AMERICAN SOCIETY OF DIRECTORS OF VOLUNTEER SERVICES

DVS PROFILE

SURVEY RESULTS

JUNE 1983

# AMERICAN SOCIETY OF DIRECTORS OF VOLUNTEER SERVICES

## INTRODUCTION

A survey usually has its beginning when an individual or group is confronted with an information need and there is not sufficient data.

One of the primary functions of most professional societies is to act as a clearinghouse and central source of information for both the professional group and the industry its members represent. Consequently, the survey has gained tremendous popularity. This resource used by societies to serve their members and to inform their outside audiences, such as the news media and the general public about their profession, Needless to say, the collection and dissemination of information relative to the needs of the profession has proven to be an increasingly important service to society members.

The American Society of Directors of Volunteer Services (ASDVS) Board of Directors and staff realized that its membership had universal interests relative to the profiles of both volunteer services departments in hospital/health care institutions and the ASDVS member. In its ongoing efforts to provide continuous quality service to its membership and assist with its planning and decision making, ASDVS charged its 1980 Committee on Affiliations with the responsibility to research the feasibility of developing a survey to consider the purpose of the particular study and to determine how the data would be used.

Once the Committee had identified the information need and a determination was made that existing data was inadequate, the first step of planning the survey was to define the objectives. Because the required accuracy level of the data would have a direct bearing on the overall survey design, the objectives were developed as specific and clear-cut as possible. The ASDVS Profile Survey was developed by the 1980 Committee on Affiliations.

Some objectives of the survey were to obtain a sampling of the types and number of volunteers located in hospitals/health care institutions; to obtain information both on the nature and character of volunteer services departments; and obtain personal data on the ASDVS member. It was expected that the results of the ASDVS Profile Survey would provide a profile of ASDVS members collectively, provide profiles of ASDVS members represented within each affiliated group, and serve as a basis for comparison and reference among members and affiliated groups.

The survey was pretested by nine affiliated groups, representing the nine AHA regions, after which a tabulation and full analysis of the pretest was performed. The 1981 Committee on Affiliations was responsible for conducting the survey pretest.

AMERICAN SOCIETY OF DIRECTORS OF VOLUNTEER SERVICES

ASDVS PROFILE SURVEY RESULTS

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I. THE HOSPITAL/HEALTH CARE INSTITUTION

A. LOCATION

1. Regional

<u>Category Label</u>	<u>Code</u>	<u>Absolute Frequency</u>	<u>Relative Frequency (Pct)</u>
New England	1	68	8.6
North Atlantic	2	143	18.1
Middle Atlantic	3	77	9.7
South Atlantic	4	77	9.7
Midwest	5	167	21.1
North Central	6	60	7.6
South Central	7	52	6.6
Mountain	8	44	5.6
Pacific	9	96	12.1
District-Territory	10	1	.1
Canada	11	7	.9
	TOTAL	792	100.0

2. Locale

<u>Category Label</u>	<u>Code</u>	<u>Absolute Frequency</u>	<u>Relative Frequency (Pct)</u>
Metropolitan	1	388	49.0
Suburban	2	278	35.1
Rural	3	116	14.6
Multiple Response	4	8	1.0
	-1	2	.3
	TOTAL	792	100.0

B. INSTITUTION'S AFFILIATIONS

1. Of the 792 responses, 749 or 94.6 percent indicated that their hospital was a member of the American Hospital Association.
2. Of the 792 responses, 23 or 2.4 percent said their hospital was affiliated with the American Osteopathic Hospital Association.
3. Of the 792 responses, 26 or 3.3 percent said their hospital was affiliated with the Federated Hospitals of America.

*No C or D categories*

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E. NUMBER OF EMPLOYEES

<u>Category Label</u>	<u>Code</u>	<u>Absolute Frequency</u>	<u>Relative Frequency (Pct)</u>
Under 50	1	1	.1
50-99	2	1	.1
100-199	3	11	1.4
200-299	4	22	2.8
300-399	5	45	5.7
400-499	6	50	6.3
Over 499	7	652	82.3
	-1	<u>10</u>	<u>1.3</u>
	TOTAL	792	100.0

F. LABOR UNION AGREEMENT

Of the 784 responses, 228 or 28.8 percent said their hospital had a labor union agreement; 556 or 70.2 percent said there no union agreement at their hospital.

G. EDUCATIONAL REQUIREMENTS FOR THE POSITION

<u>Category Label</u>	<u>Code</u>	<u>Absolute Frequency</u>	<u>Relative Frequency (Pct.)</u>
None	0	27	3.4
High School			
Diploma	1	119	15.0
Associate Degree	2	46	5.8
Bachelor Degree	3	412	52.9
Master Degree	4	11	1.4
Other	6	163	20.6
	-1	<u>14</u>	<u>1.8</u>
	TOTAL	792	100.0

H. VOLUNTEER SERVICES BUDGET

1. Of the 790 responses, 682 or 86.1 percent said that the volunteer services department had a separate budget; 108 or 13.6 percent did not have a separate budget. Two did not respond to this question.
2. Respondents indicated that the budget for the volunteer services department was prepared by the following:

*Where is #3?*

4. Relationship of Auxiliary to Volunteer Services Department

Of the 786 responses to the relationship of the auxiliary to the volunteer services department,

- a. 281 or 35.5 percent said that the auxiliary relationship is ex-officio to the volunteer services department
- b. 24 or 15.7 percent said the auxiliary relationship was a volunteer services committee
- c. 373 or 47.1 percent said that the auxiliary had other relationships to the volunteer services department
- d. 129 or 16.3 percent said that inservice volunteers were required to join the auxiliary

II. THE VOLUNTEER SERVICES DEPARTMENT

A. RANGE OF RESPONSIBILITY

Of the 789 responses to the respondents' direct responsibilities, the following were reported:

1. 771 or 97.3 percent said they developed goals and objectives for the volunteer services department
2. 765 or 96.6 percent said they developed written policies and procedures
3. 776 or 98.0 percent said they recruit and interview volunteers
4. 761 or 96.1 percent said they orientate volunteers
5. 667 or 84.2 percent said they train volunteers
6. 766 or 96.7 percent said they educate staff, volunteers, and patients about volunteer services
7. 682 or 86.1 percent said they ensure compliance with government laws and institutional policies
8. 768 or 97.0 percent said they ensure effective management of the volunteer placement and use
9. 706 or 89.1 percent said they provide channel for volunteer suggestions
10. 776 or 96.7 percent said they develop and implement volunteer services programs
11. 766 or 96.7 percent said they evaluate volunteer services programs
12. 752 or 94.9 percent said they survey institution's needs for volunteer services
13. 664 or 83.8 percent said they prepare a budget
14. 641 or 80.9 percent said they prepare annual department budget
15. 729 or 92.0 percent said they keep written records of volunteer's service
16. 742 or 93.7 percent said they represent the volunteer services department at department head meetings

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4. Positions Reporting to the Respondent

Of the 792 responses to other positions reporting to the respondent,

- a. 156 or 19.7 percent said the volunteer coordinator reported to them
- b. 443 or 55.9 percent said that a secretary reported to them
- c. 396 or 50.0 percent said individuals other than the above reported to them

5. Volunteer Services Areas the Volunteer Services Department is Involved

Of the 789 responses to volunteer services areas the volunteer services department is involved, the following responded:

- a. 691 or 87.2 percent said the volunteer services department was involved in an inservice program
- b. 433 or 54.7 percent said the department was involved in community outreach
- c. 249 or 31.4 percent said the department was involved in patient education
- d. 308 or 38.9 percent said the department was involved in joint volunteer programs with other agencies/institutions
- e. 555 or 70.1 percent were involved in inhospital fundraising, (e.g., baby photos, gift shops)
- f. 438 or 55.3 percent said the department was involved in special fundraising
- g. 115 or 14.5 percent said the department was involved in activities other than those enumerated above.

6. Fiscal Year 1982 Total Budget for the Volunteer Services Department

<u>Category label</u>	<u>Code</u>	<u>Absolute Frequency</u>	<u>Relative Frequency (Pct.)</u>
Less than 10,000	1	227	28.7
10,000-19,999	2	46	5.8
20,000-39,999	3	206	26.0
40,000-59,999	4	138	17.4
60,000 or more	5	175	22.1
	TOTAL	792	100.0

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c. Areas represented on the Advisory Committee

*Hospital  
Advisory  
Committee*

The percentages enumerated below under "c" and "d" are based on the total responses rather than to the 157 reporting an advisory committee.

Of the 792 responses on the advisory committee,

101 or 12.8 percent said the inservice corps was represented on the committee

20 or 2.5 percent said medical staff was represented

55 or 6.9 percent said nursing services was represented

84 or 10.6 percent said the auxiliary was represented

30 or 3.8 percent said personnel was represented

34 or 4.3 percent said community relations was represented

76 or 9.6 percent said others were represented

d. Advisory Committee charges

Of the 792 responses, the following indicated that their Advisory Committee was charged as follows:

90 or 11.2 percent said the committee reviewed current volunteer assignments

92 or 11.6 percent developed volunteer assignments

72 or 9.1 percent evaluated department policies

73 or 9.2 percent evaluated department objectives

78 or 9.8 percent had other charges not included above

C. STAFFING PATTERNS IN THE VOLUNTEER SERVICES DEPARTMENT

1. Number of Individuals Employed Full-Time for Fiscal Year 1982/1981 (exempt and nonexempt)

1982 Number of Full-time Exempt

<u>Category Label</u>	<u>Code</u>	<u>Absolute Frequency</u>	<u>Relative Frequency (Pct.)</u>
1 or 2	1	723	91.3
3 - 5	2	42	5.3
6 - 10	3	2	.3
11 - 50	4	11	1.4
51 - 100	5	4	.5
101 - 200	6	6	.8
Over 200	7	4	.5
	TOTAL	792	100.0



ASDVS Profile Survey/11

2. Number of Individuals Employed Part-Time for Fiscal Year 1982/1981 (exempt and nonexempt)

1982 Number of Part-time Exempt

<u>Category Label</u>	<u>Code</u>	<u>Absolute Frequency</u>	<u>Relative Frequency (Pct.)</u>
1 or 2	1	776	98.0
3 - 5	2	6	.8
6 - 10	3	5	.6
11 - 50	4	1	.1
51 - 100	5	2	.3
101 - 200	6	1	.1
Over 200	7	<u>1</u>	<u>.1</u>
	TOTAL	792	100.0

1982 Number of Part-time Nonexempt

<u>Category Label</u>	<u>Code</u>	<u>Absolute Frequency</u>	<u>Relative Frequency (Pct.)</u>
1 or 2	1	703	88.8
3 - 5	2	52	6.6
6 - 10	3	16	2.0
11 - 50	4	2	.3
51 - 100	5	3	.4
101 - 200	6	6	.8
Over 200	7	<u>10</u>	<u>1.3</u>
	TOTAL	792	100.0

1981 Number of Part-time Exempt

<u>Category Label</u>	<u>Code</u>	<u>Absolute Frequency</u>	<u>Relative Frequency (Pct.)</u>
1 or 2	1	780	98.5
3 - 5	2	7	.9
6 - 10	3	2	.3
11 - 50	4	1	.1
51 - 100	5	1	.1
Over 200	7	<u>1</u>	<u>.1</u>
	TOTAL	792	100.0

ASDVS Profile Survey/13

2. Number of College Student Volunteers Employed 1982/1981

1982 Number of College Student Volunteers

<u>Category Label</u>	<u>Code</u>	<u>Absolute Frequency</u>	<u>Relative Frequency (Pct.)</u>
1 or 2	1	424	53.5
3 - 5	2	63	8.0
6 - 10	3	99	12.5
11 - 50	4	161	20.3
51 - 100	5	20	2.5
101 -200	6	14	1.8
Over 200	7	<u>11</u>	<u>1.4</u>
	TOTAL	792	100.0

1981 Number of College Student Volunteers

<u>Category Label</u>	<u>Code</u>	<u>Absolute Frequency</u>	<u>Relative Frequency (Pct.)</u>
1 or 2	1	502	63.4
3 - 5	2	58	7.3
6 - 10	3	68	8.6
11 - 50	4	127	16.0
51 - 100	5	17	2.1
101 - 200	6	12	1.5
Over 200	7	<u>8</u>	<u>1.0</u>
	TOTAL	792	100.0

3. Number of High School Student Volunteers employed 1982/1981

1982 Number of High School Student Volunteers

<u>Category label</u>	<u>Code</u>	<u>Absolute Frequency</u>	<u>Relative Frequency (Pct.)</u>
1 or 2	1	283	35.7
3 - 5	2	9	1.1
6 - 10	3	22	2.8
11 - 50	4	220	27.8
51 - 100	5	164	20.7
101 - 200	6	79	10.0
Over 200	7	<u>15</u>	<u>1.9</u>
	TOTAL	792	100.0

ASDVS Profile Survey/15

2. Age

<u>Category Label</u>	<u>Code</u>	<u>Absolute Frequency</u>	<u>Relative Frequency (Pct.)</u>
Under 31	1	51	6.4
31 - 35	2	82	10.4
36 - 40	3	74	9.3
41 - 45	4	92	11.6
46 - 50	5	124	15.7
51 - 55	6	156	19.7
56 - 60	7	112	14.1
Over 60	8	88	11.1
	-1	<u>13</u>	<u>1.6</u>
	TOTAL	792	100.0

B. PROFESSIONAL AFFILIATIONS

- 1.\* Of 781 responses, 775 or 97.9 percent said they were ASDVS members; 6 or .8 percent said they were not an ASDVS member.
- 2.\* Of the 781 responses,
  - 271 or 34.2 percent said they were members of a regional health care director of volunteer services organization
  - 582 or 73.5 percent said they were members of a state health care director of volunteer services organization
  - 278 or 35.1 percent said they were members of a local health care director of volunteer services organization

\*The six respondents indicating that they were not members of the ASDVS are presumed to be DVSSs who have replaced a former ASDVS member at that hospital, and received their mailings.

3. Professional Membership Dues

Of the 762 responses, 687 or 86.7 percent said their institution paid their professional membership dues; 75 or 9.5 percent said their institution did not pay their membership dues.

\*This figure does not adequately represent the two regional groups affiliated with ASDVS based on an indepth review of the statistics. Respondents indicated affiliation with a regional group when it appears there was actually reference to a state affiliation. Data is not currently in a form to report these statistics as desired. It will be extracted and compiled to obtain data more reflective of the respondents and the ASDVS affiliated groups and will be reported in the VSA or some other communication to the membership.

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3. Current Enrollment

Of 775 responses, 73 or 9.2 percent said they were enrolled in a degree program; 17 or 2.1 percent did not respond.

4. Current Enrollment Major

<u>Category Label</u>	<u>Code</u>	<u>Absolute Frequency</u>	<u>Relative Frequency (Pct.)</u>
Education	1	4	.5
Health-Phys Ed-Sci	2	1	.1
Psych-Counsel	3	5	.6
Business-Secretarial	4	8	1.0
Business Admin-Mngt	5	15	1.9
Administration	7	14	1.8
Social Work	8	5	.6
Social Science	9	3	.4
Liberal Arts	11	3	.4
Communications	12	3	.4
Nursing	13	1	.1
Humanities	14	2	.3
Life Sciences	15	1	.1
Combined Subj Areas	21	6	.8
Not Given	22	2	.3
Does Not Apply	33	702	88.6
No Response	99	<u>17</u>	<u>2.1</u>
	TOTAL	792	100.0

5. Education Conferences/Seminars Attended

Of the 792 responses, 740 or 93.4 percent said they had attended educational conferences over the past 12 months sponsored by a volunteer-related professional organization; 44 or 5.6 had not attended.

ASDVS Profile Survey/19

2. Of 782 responses, 742 or 93.7 said they were a department head; 40 or 5.1 said they were not; 10 were missing.
3. Of 780 responses, 761 or 96.1 percent said they had total managerial responsibility for the volunteer services department; 19 or 2.4 did not.
4. Of 783 responses, 734 or 92.7 percent said they were employed on a full-time basis; and 49 or 6.2 percent said they were employed on a part-time basis.

E. TENURE

1. Years with Present Employer

<u>Category Label</u>	<u>Code</u>	<u>Absolute Frequency</u>	<u>Relative Frequency (Pct.)</u>
1	1	58	7.3
2	2	77	9.7
3	3	91	11.5
4	4	83	8.0
5	5	56	7.1
6	6	50	6.3
7	7	55	6.9
8	8	43	5.4
9	9	35	4.4
10	10	47	5.9
11	11	23	2.9
12	12	29	3.7
13	13	22	2.8
14	14	11	1.4
15	15	29	3.7
16 or more	16	75	9.5
	-1	28	3.5
	TOTAL	792	100.0

ASDVS Profile Survey/21

- f. 92 or 11.6 percent said they had previous personnel experience
- g. 36 or 4.5 percent said they had previous real estate experience
- h. 38 or 4.8 percent said they had previous insurance experience
- i. 52 or 6.6 percent said they had previous banking/finance experience
- j. 302 or 38.1 percent said they had previous hospital/health care experience
- k. 285 or 36.0 percent said they had previous experience in other work.

G. CURRENT VOLUNTEER SERVICES INVOLVEMENT

Of the 792 responses, 93 or 11.7 percent indicated that they did not have current personal volunteer services involvement. Of those 699 responding,

- 1. 391 or 49.4 percent said they were involved in volunteer services in hospital/health care at the local level; 171 or 21.6 percent said they were involved at the state level; and 58 or 7.3 percent said they were involved at the national level.
- 2. 387 or 48.9 percent said they were involved in volunteer services in community organizations of volunteer agencies at the local level; 101 or 12.8 percent said they were involved at the state level; and 31 or 3.9 percent said they were involved at the national level.
- 3. 320 or 40.4 percent said they were involved in volunteer services in church/synagogue at the local level; 26 or 3.3 percent said they were involved at the state level; and 6 or .8 percent said they were involved at the national level.
- 4. 79 or 10.0 percent said they were involved in volunteer services in legislative/political organization at the local level; 36 or 4.5 percent said they were involved at the state level; and 10 or 1.3 percent said they were involved at the national level.
- 5. 125 or 15.8 percent said they were involved in volunteer services in other areas not mentioned above; 34 or 4.3 percent said they were involved at the state level; and 16 or 2.0 percent said they were involved at the national level.

ASDVS Profile Survey/23

- a. 646 or 81.6 percent said their institution offered continuing education and tuition reimbursement; 140 or 17.7 percent did not
- b. 782 or 98.7 percent said their institution offered paid vacation
- c. 777 or 98.1 percent said their institution offered paid sick leave
- d. 772 or 97.5 percent said their institution offered paid holidays
- e. 746 or 94.2 percent said their institution offered a life insurance plan
- f. 769 or 97.1 percent said their institution offered a health insurance plan
- g. 564 or 71.2 percent said their institution offered a dental insurance plan
- h. 715 or 90.3 percent said they were reimbursed by their institution for work-related car mileage.

J. SALARY RANGES FOR ASDVS MEMBERS

<u>Category Label</u>	<u>Code</u>	<u>Absolute Frequency</u>	<u>Relative Frequency (Pct.)</u>
Under \$10,000	1	21	2.7
10,000-14,999	2	75	9.5
15,000-19,999	3	220	27.8
20,000-24,999	4	287	36.2
25,000-29,999	5	142	17.9
30,000-34,999	6	29	3.7
Over 35,000	7	5	.6
	-1	13	1.6
	TOTAL	792	100.0