

LEAN A3 by Margaret Enniss-Trotman

<p>1. Reason for Action: There are too many handoffs and bottlenecks by volunteers serving clients at Parker Street food and Furniture Bank</p> <p>2. VISION / Analysis – what you are trying to improve (specific) Team and AIM: Streamline Process flow of Volunteer serving clients at Parker Street food and Furniture Bank to remove bottlenecks, improve process flow, and time delays.</p>	<p>4. Gap Analysis: (between current and Future process maps) = Change</p>	<p>7. Completion Plan: The results of your PDSA processes – that is “Sustained” over time Spread</p>
<p>2. Current State: Show Flow Map- your current Process you want to change = Baseline measurement</p>	<p>5. Solution Approach: Find Change Ideas –list possible changed to test</p>	<p>8. Confirmed State: Show a new graph that demonstrates an improved outcome Sustain & Spread</p>
<p>3. Target (or Future) State: Show Flow Map of your Ideal/Target State Measure</p>	<p>6. Rapid Experiments (Show results of Multiple PDSA Cycles =Rapid Cycle Improvement) Change</p>	<p>9. Insights: what you have learned; where you need to go next; new Ideas to help sustain and spread your changes</p>

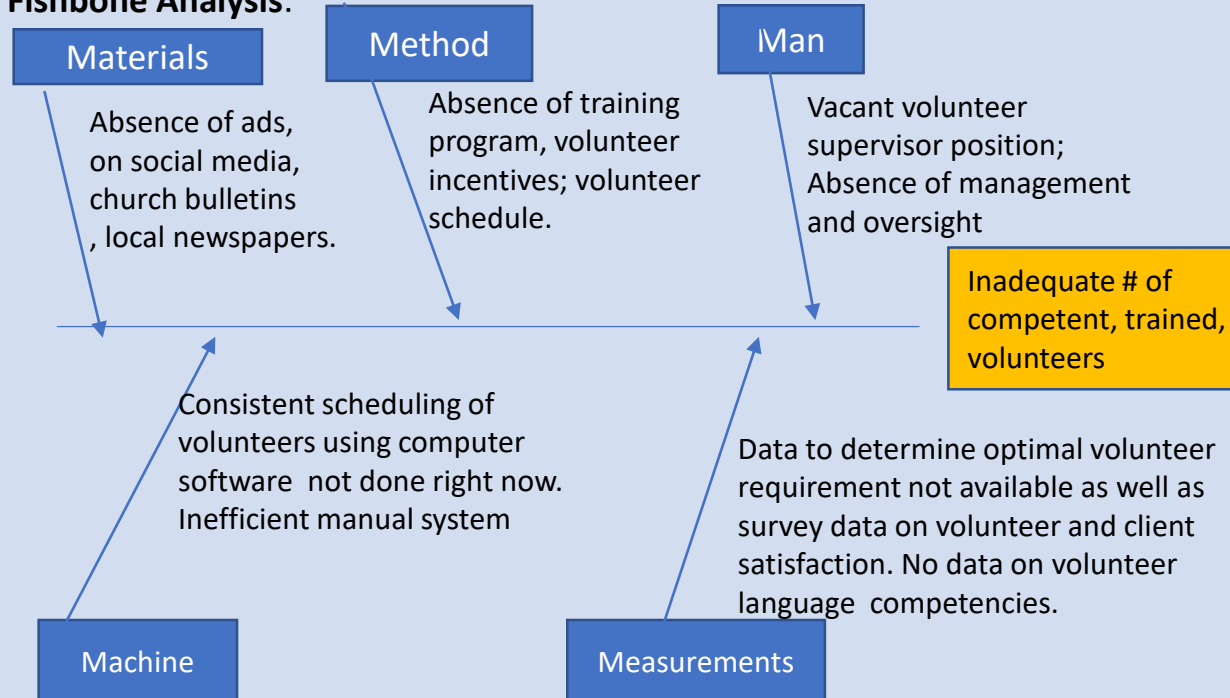
Title: Inadequate number of trained volunteers at Foodbank by Margaret Enniss-Trotman

Background: Inadequate number of competent, trained volunteers currently available to serve foodbank clients. Demand for food assistance is growing and management will not be able to accept new clients, especially Arabic-speaking ones in the next 6 to 12 months.

Current State: Seems to be an issue arising out of the pandemic, mainly fear of infection, remote workplace arrangements, and influx of many Arabic-speaking immigrants to Halifax. Low volunteer numbers leading to long lines and client conflicts during wait times and long service lines.

Goal: Encourage recruitment, training, and retention of 50% more volunteers, including Arabic-speaking persons.

Fishbone Analysis:



Action Plan

Issue	Corrective Action	Owner	Status	When
Absence of ads	Put advertising strategy for volunteers in place	Ops. Director	Done	Oct. 9
Absence of training program	Develop and deliver training program and refresher	Ops Director	In progress	Oct. 30
Vacant volunteer supervisor position	Prepare job description and post vacancy, interview and hire	GM	Done	Nov. 1
Computer scheduling of volunteers not done	Purchase/Install new software, train new volunteer supervisor; Client Services Supervisor (fill in)	GM/Ops Director	In progress	Nov.15
Volunteer requirement data not available	Conduct needs assessment recruit and train more volunteers as needed	Ops. Director	In progress	Nov.30

Improvement Assessment

Volunteer and staff assessment surveys were conducted to determine satisfaction, engagement, and desire to remain as volunteers, and suggest recommended improvements. Follow up surveys will be done early in Jan. 2022. improvements at that time. Strategic improvements will be in place and tested for Christmas, the busiest time of year. Anticipating improvements in satisfaction at that time.

Employee and Volunteer Assessment Survey

