



VOLUNTEER SERVICES PROGRAM

KEY PROCESS: VOLUNTEER PROGRAM

- Augment Medical Services and Resources through the Volunteer Provider Program

VOLUNTEERS IN HEALTH

- Chapter 766.115
- Chapter 110



WHO ARE THEY?

CHAPTER 766.115

- COVERS LICENSED HEALTH CARE PROVIDERS WHO DONATE THEIR PROFESSIONAL SERVICES
 - at their own office
 - at local hospitals
 - at volunteer clinics

CHAPTER 110

- **THEY ARE BASICALLY “UNPAID”
CHD EMPLOYEES**

They augment our Work-Force

- **Through University Interns**
- **Work-Study Programs**
- **Volunteers serving the CHD**



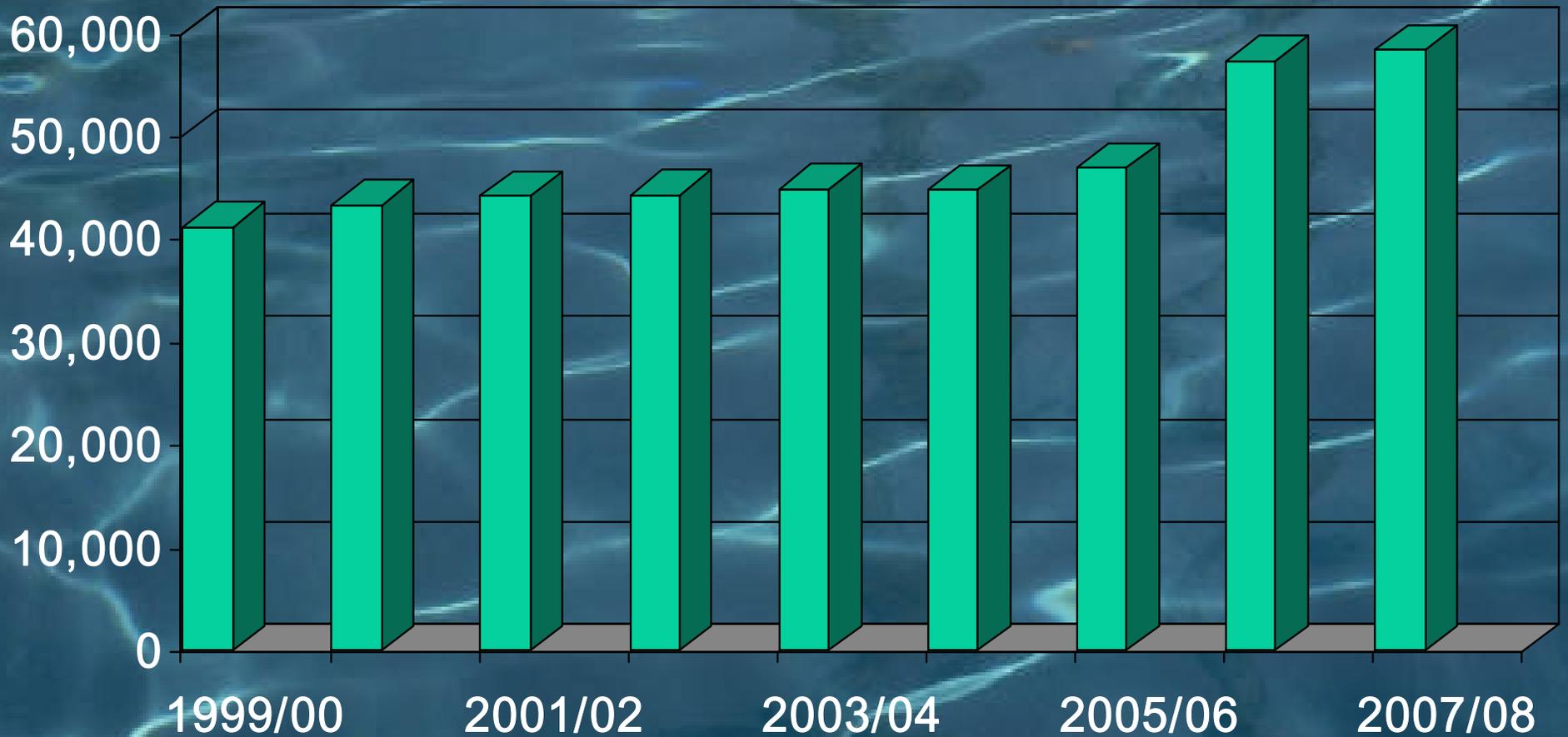
KEY ACTIVITIES

- Maintain Volunteer Data Base
- Recruitment of New Partners and Volunteers
- License Review and Contract Execution
- Eligibility Training
- Monitoring Health Care Professionals and Clinics
- Informing providers of results and need actions

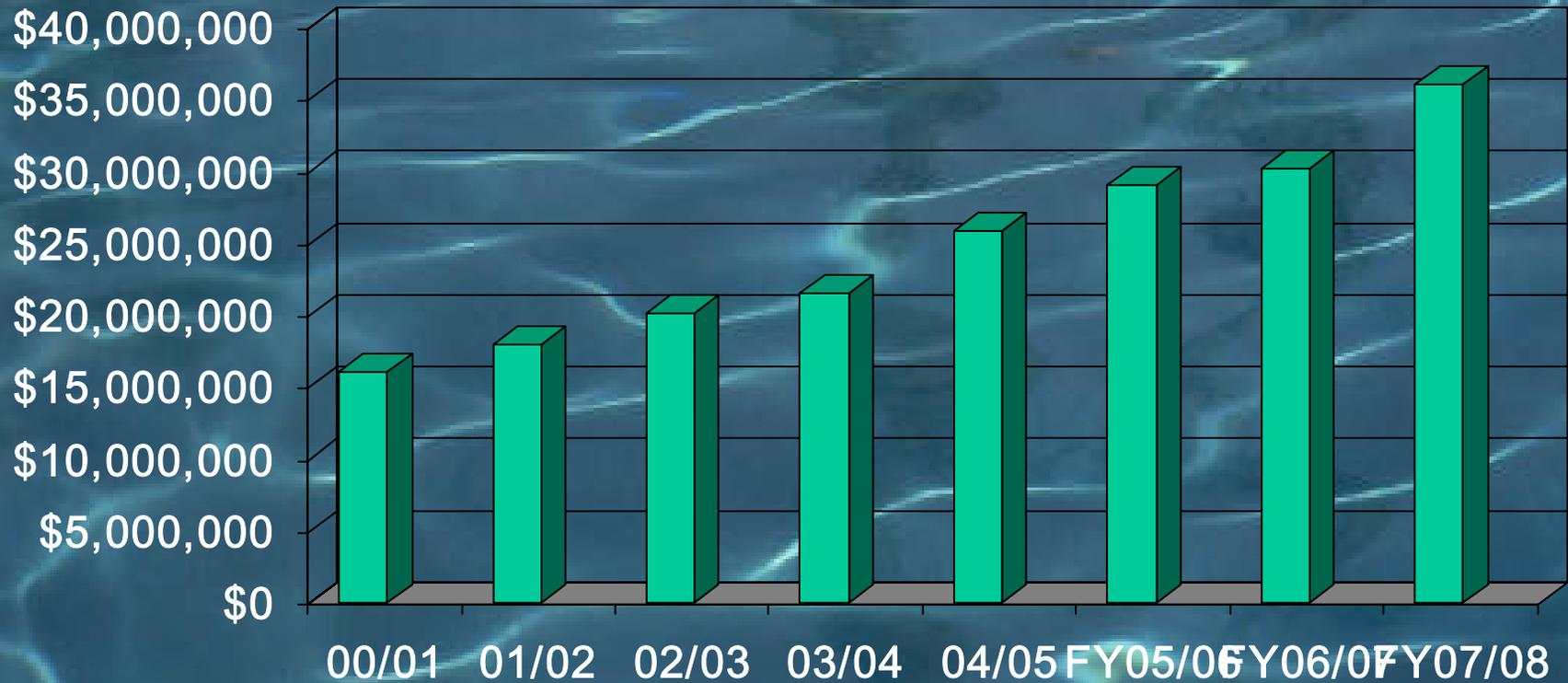
KEY ACTIVITIES

- Marketing Program and Secure Donations
- Securing Sponsorship for Annual Volunteer Recognition and event planning and hosting
- Individual Award Nominations
- Quarterly and Annual Reports

VOLUNTEER PROGRAM CLIENT VISITS



VALUE OF SERVICES & PARTNER CONTRIBUTIONS





CLOSING THE GAPS



Recruitment and Retention

Contract and Monitor



Securing Sponsors/Hosting of Annual Volunteer Banquet





Nominating Providers for Community Awards

Featuring Providers in Publications

CARING FOR THE UNINSURED, URBAN MERCY CLINIC Lends Helping Hand

Through a partnership with the Miami-Dade County Health Department (MDCHD) and other agencies, the Urban Mercy Clinic has gained much respect and recognition through its involvement with the community. Their support has continually helped the MDCHD promote and protect the health and safety of Miami-Dade County residents as part of the Volunteer Health Care Services Program.

Founded in 1999, the Urban Mercy Clinic provides medical care at no cost to indigent patients and families. A variety of care, including internal medicine, pediatrics, podiatry and preventive medicine, is available to patients of the clinic. Dr. Eileen Ramsaran and volunteer physicians from the Christian Medical and Dental Associations treat needy patients that come to Urban Mercy Clinic for care. Additionally, medical students from Nova Southeastern University receive their community health training at the clinic. Over 1,000 patients visit Urban Mercy each year to be



taken care of by the clinic's dedicated staff, students and residents.

For their tireless work and dedication year after year, the Urban Mercy Clinic has repeatedly won community medical service awards from the MDCHD and the City of North Miami Beach. "We are fortunate to have a cadre of volunteer professionals providing medical care for those in need of medical care," said Nancy Humbert, Acting Executive Administrator.



ACCOMPLISHMENTS

- From 1993 to present, the Volunteer Program has grown steadily
- Resulting in a dramatic increase of health care services
- Marketing program and secure donations for Annual Volunteer Recognition