

CHICAGOLAND  
**HEALTHCARE  
WORKFORCE  
COLLABORATIVE**

## **Member Spotlight: UI Health Volunteer Services**

**1.21.26 | 3-4PM**

*welcome!*



## MISSION

The Chicagoland Healthcare Workforce Collaborative unites employers and industry partners to support an inclusive healthcare workforce, provide accessibility for unemployed and underemployed populations, and develop innovative responses to the evolving needs of the healthcare industry.

## STRATEGIC PILLARS

1

### Local & Targeted Hiring

Focusing recruitment efforts in areas with higher concentrations of unemployment

2

### Education & Training

Bridging the gap by uniting a variety of partners across the healthcare industry

3

### Retention & Career Pathways

Offering education & training opportunities to new career pathways for employees

# EMPLOYER-LED SECTOR PARTNERSHIP

- 12+ employer partners
- 20+ strategic partners



# Data Insights for Workforce Strategy: A Collaborative Roundtable

CHWC, in partnership with the Civic Committee, Burning Glass Institute, and Tullman Family Office, will host a convening to explore actionable data insights that can shape healthcare workforce strategies in Chicago.

Participants will learn about the Civic Committee's Hire Chicago program and have the opportunity to review analyses on healthcare role demand and quality job benchmarks, identifying trends and opportunities for regional talent development.

**Next Tuesday!**

**January 27<sup>th</sup>, 9-10:30 AM, 33 S. State**

***Register at [chihealthworks.com](https://chihealthworks.com)***



**Michaela McGill**

Director, Hiring Initiative  
Civic Committee of the Commercial Club



**Cecilia Joy Perez**

Director of Education  
Burning Glass Institute



**Joel Simon**

Director of Workforce Innovation  
Burning Glass Institute



# Member Spotlight: UIHealth Volunteer Services

UIHealth boasts one of the largest volunteer departments in Illinois. The department not only provides support to staff and patients, but also serves as a talent pipeline.

In recent years, over 350 volunteers have transitioned to employment within the health system!

Today's presentation will feature stories from former volunteers who have been hired into the Volunteer Services & Workforce teams.



**Kinga Keilman**

Senior Director, Volunteer Services,  
Workforce Development & Clinical  
Rotations



**Pamela Bojorquez**

Program Coordinator for Volunteer  
Services



**Leslie Acosta**

Program Coordinator for Workforce  
Development



*How did volunteering  
influence your career?*

Please  
introduce  
yourself in the  
chat



# UNIVERSITY OF ILLINOIS HOSPITAL & CLINICS

## Volunteer Services - Workforce Development Initiatives

January 2026





# VOLUNTEERS



## Who We Are

We are a diverse and dynamic community of over **1,000 volunteers** from all walks of life, united by a shared commitment to providing exceptional care and support to our patients and their families. In summer of 2025, we proudly reached a major milestone becoming the **#1 Volunteer Program in Illinois**.

At the heart of our program is connection. We foster meaningful relationships, compassionate engagement, and a welcoming environment that enhances the patient experience and leaves a lasting impact on everyone we serve.



# OUR MISSION

We are committed to fostering a diverse healthcare workforce that reflects the vibrant community served by UI Health. Through our workforce development program, we empower individuals to explore and secure employment opportunities within our organization. By collaborating with strategic partners who share our vision, we strengthen our efforts towards achieving lasting, impactful change.

# OUR VISION

We aim to be the gateway to UI Health Hospital System, providing immersive experiences for those pursuing both career opportunities and advancement. As a guiding force, we inspire individuals to not only their own success but also uplifting others. Positioned within the Office of Volunteer Services, we offer a unique perspective, granting access and credentialing across various hospital clinics and departments to accelerate participants' growth and professional development.

# LOCAL TRAINING

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# HEALTHCARE CERTIFICATION & SKILLS TRAINING

Our training programs are offered free of charge to selected UIH volunteers and employees as a way of giving back. Participants gain the relevant certifications and experience. Our goal is to transitioned trained volunteers and employees into hospital employment and long- term healthcare careers.

## Previous Programs:

- Certified Nursing Assistant (CNA)
- Medical Assistants (MA)
- Phlebotomy

## Future Training Programs:

- Surgical Technologist Program





# GOOD JOBS CHALLENGE CHICAGO NURSING ASSISTANT PATHWAY



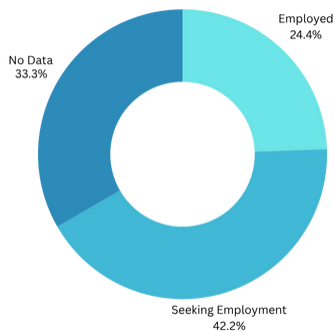
- The Good Jobs Challenge supports regional workforce training systems to establish sectoral partnerships that train and place workers in good jobs
- Partnership with **TTI Medical Training School** that provides the CNA training
  - Nursing theory
  - Laboratory & clinical experience to practice skills
    - CPR certification
  - Preparation for passing the IDPH state exam

# GOOD JOB CHALLENGE CNA PROGRAM OUTCOMES

64/70

have completed their IDPH exam and are employment ready

## Employment Outcomes



Across employment-ready graduates, **24%** have found employment and **42%** are actively seeking employment opportunities

office oncology administration  
technician surgical  
cdu nursing neuroscience  
icu emergency  
pediatrics assistant  
nsicu services medical  
ober neonatal  
stepdown

Student employment opportunities are **well aligned** with their CNA training!

# CNA, MA & PHLEBOTOMY TRAINING PROGRAMS

Westside United & 27<sup>th</sup> Ward Zip Codes

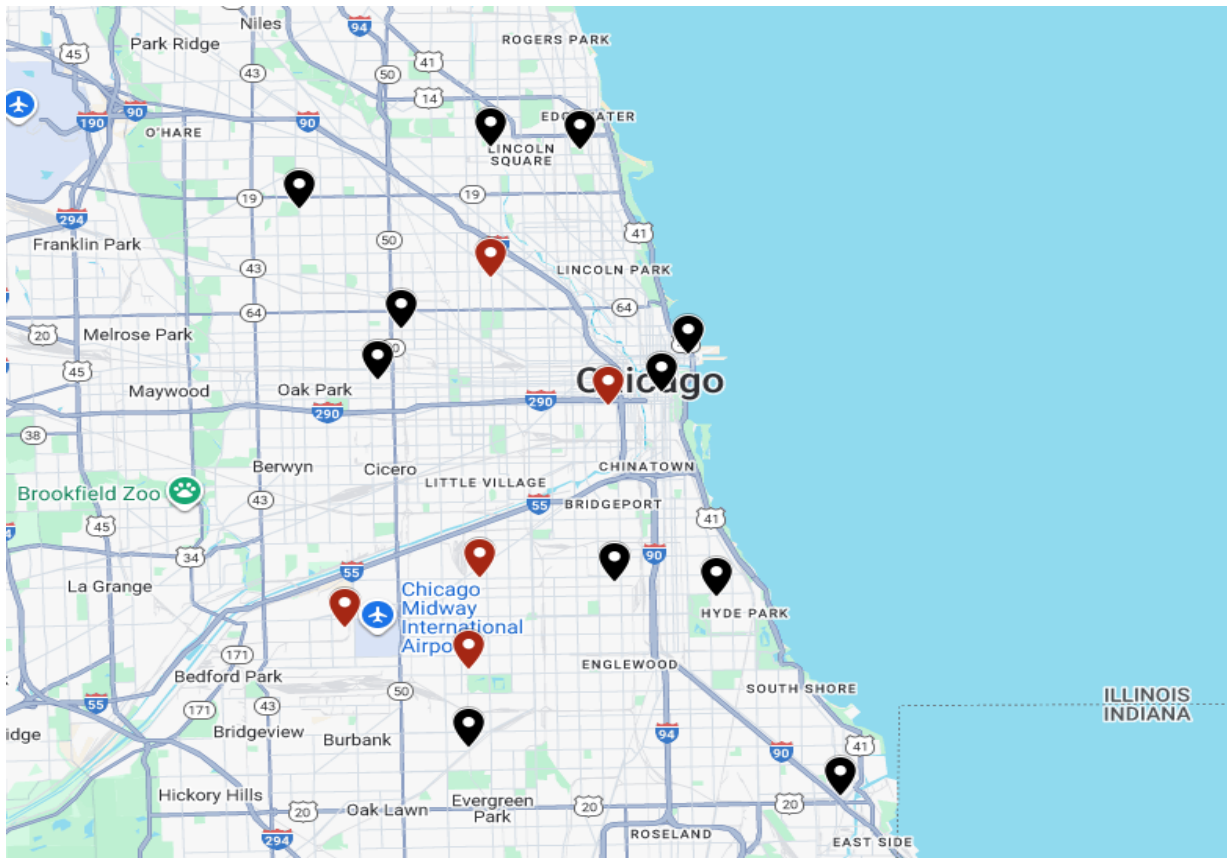
Westside United Zip Codes

27<sup>th</sup> Ward Zip Codes

ZIP Code	Count	Neighborhoods
60607	32	West Loop, University Village, Near West Side
60632	8	Brighton Park, Gage Park, Chicago Lawn
60629	7	West Elsdon, Chicago Lawn, Ashburn
60647	5	Logan Square, Humboldt Park, Hermosa
60651	4	Austin, West Garfield Park
60638	4	Garfield Ridge, Clearing
60608	3	Back of the Yards, Bridgeport, Canaryville
60625	3	Lincoln Square, Ravenswood, Albany Park
60609	3	Bridgeport, McKinley Park
60611	2	Streeterville, Gold Coast, Near North Side
60615	2	Hyde Park, Kenwood
60644	2	West Garfield Park, Humboldt Park
60652	2	West Lawn, Marquette Park
60639	2	Hermosa, Belmont Cragin
60640	2	Uptown, Edgewater, Lake View
60617	2	South Chicago, East Side
60634	2	Dunning, Montclare
60623	2	South Lawndale, Lower West Side
60604	2	Loop (Downtown Chicago)
60612	1	Near West Side, East Garfield Park
60613	1	Lakeview, North Center
60614	1	Lincoln Park
60618	1	Avondale, Irving Park
60619	1	Chatham, Avalon Park
60620	1	Roseland, Pullman
60621	1	Englewood
60624	1	West Garfield Park
60626	1	Rogers Park
60636	1	Englewood
60637	1	Hyde Park, South Shore
60641	1	Portage Park
60645	1	West Ridge
60659	1	Rogers Park
60660	1	Edgewater
60661	1	West Loop, Fulton Market

- 105 students have completed a UI Health training program

## PARTICIPANT ZIP CODES



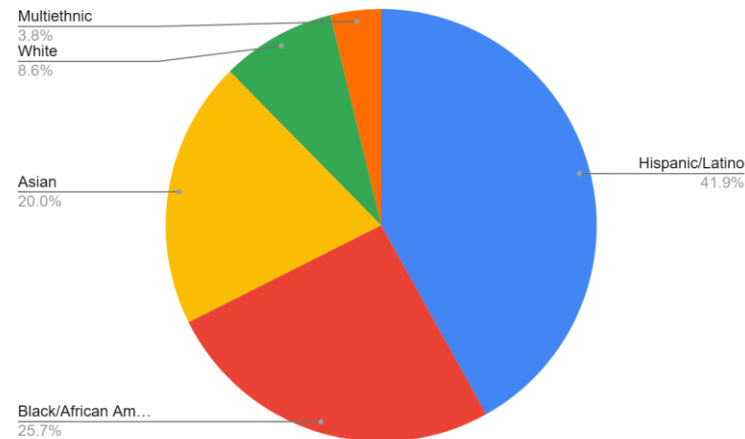
Red points = top 5 participant zip codes

60632, 60629, 60607, 60647, 60638



# PARTICIPANT ETHNICITIES

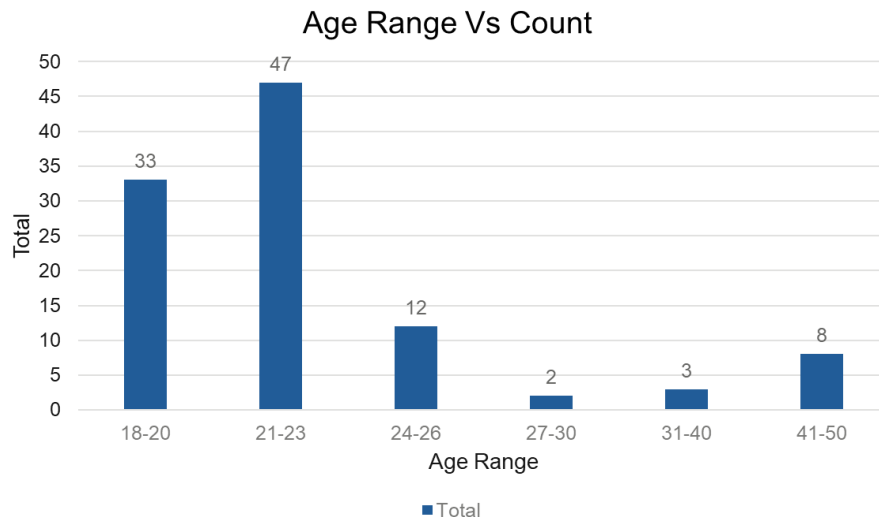
Ethnicity	Count	% of Total
Hispanic/Latino	44	41.9%
Black/African American	27	25.7%
Asian	21	20.0%
White	9	8.6%
Other/Multi-ethnic	4	3.8%
<b>Total</b>	<b>105</b>	<b>100%</b>



- **Over two-thirds (87.6%)** of respondents identify as either **Hispanic/Latino**, **Black/African American**, or **Asian**.
- Data reflects a **diverse population**, with no single group making up more than half.

# PARTICIPANT AGES

Age Range	Count	% of Total
18–20	33	31.4%
21–23	47	44.8%
24–26	12	11.4%
27–30	2	1.9%
31–40	3	2.9%
41–50	8	7.6%



- The **majority (80.8%)** of individuals are between **18 and 23 years old**.
- Only **6.1%** of individuals are **older than 30**.
- The **peak concentration** is in the **21–23** age range, which makes up **47.5%** of the total.

# SHADOW A CERTIFIED NURSING ASSISTANT (CNA)

Designed to give volunteers meaningful exposure to the role of Certified Nursing Assistants while rotating between hospital units such as ICU, Med- Surg, and Step – Down.

Partnership with **UIC Doctor of Nursing Practice (DNP) project**

## **Previous Cohorts:**

- Fall 2025: 14 participants
- Winter 2025: 16 participants



# MENTORING EDUCATIONAL DEVELOPMENT

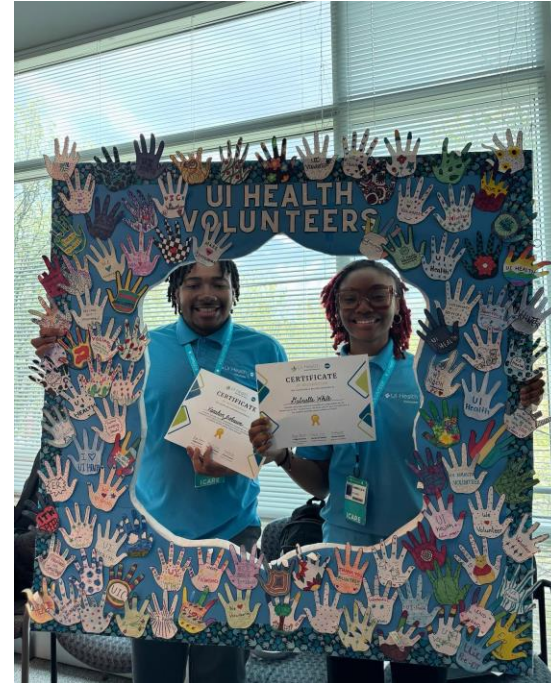
Introduces high school students from our partner schools to various hospital departments, giving them early exposure to healthcare careers through volunteer opportunities.

## Partnership with **Christ The King College Prep**

- Students participate in a one-year program

## Partnership with **ITW David Speer Academy**

- Students participate in an 11-week program





# **PATH TO ACADEMICS, COMMUNITY AND EMPLOYMENT - P.A.C.E. AT NATIONAL LOUIS UNIVERSITY INTERNSHIP**

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# PATH TO ACADEMICS, COMMUNITY AND EMPLOYMENT (PACE) INTERNSHIP

PACE is a 3-year, post- secondary certificate program designed to meet the transitional needs for young adults with multiple intellectual, learning and developmental disabilities.

Partnership with **National Louis University**

- Interns gain early exposure to healthcare careers through volunteer opportunities
- Develop their employment skills while giving back to the community.



# NORTH LAWNSDALE EMPLOYMENT NETWORK

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# NORTH LAWDALE EMPLOYMENT NETWORK (NLEN)

In partnership with NLEN, we support individuals from underrepresented communities by providing a paid volunteer opportunity that reduces unemployment, serves as a first step toward a meaningful healthcare career, and uplifts the community.





# PROFESSIONAL DEVELOPMENT WORKSHOPS

Focused on preparing participants to successfully enter and advance in the healthcare workforce. We host monthly workshops centered on essential career skills, including:

- Resume Building
- Interview Preparation
- Networking Strategies
- Job Application Navigation
- 1:1 Mentorship Sessions



# EMPOWERING VOLUNTEERS INTO CAREERS

Over the past decade, the Volunteer Services department has become key player in providing entry into the hospital and university system, promoting professional development for almost **400 volunteers**. Many of these volunteers have transitioned into full time UI Health employees, showcasing the strength and reliability of this workforce pathway.

The Volunteer Services office is also committed to hiring from within our volunteer pool. This practice aligns with our mission to create career opportunities for those who have shown dedication to our organization. Many of our volunteers have begun their journey as extra help office support associates and have successfully moved into positions such as program coordinators, demonstrating the potential for growth and career advancement within our team.

# SUCCESS STORIES

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**Nicole Dziedzic**  
 UI Health Volunteer since 2018  
 Clinical Rotations Coordinator at UI  
 Health since February 2024



**Manpreet Bhalla**  
 UI Health Volunteer since 2017  
 Program Coordinator since 2021  
 Program Manager at UI Health since November 2025



**Pamela Bojorquez**

UI Health Volunteer since 2020

Volunteer Services Office Specialist since 2021

Program Coordinator at UI Health since November 2025



**Leslie Acosta**

UI Health Volunteer since 2023

Volunteer Services Office Administrative Intern 2024

Volunteer Services Office Support Associate 2025

Workforce Development Program Coordinator since August 2025



**Shania Cordon**

UI Health Volunteer since 2023  
2025 Administrative Office Intern  
Volunteer Services Office Support Associate since  
July 2025



**Katie Chen**

UI Health Volunteer since 2022  
2024 UI Health CNA student  
Volunteer Services Office Support Associate since  
December 2025



# LOOKING AHEAD

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In 2026, our goal is clear to continue expanding our training programs based on hospital needs, growing our youth engagement efforts and continue building sustainable pathways into healthcare careers.





## Follow UI Health Volunteers on social media.



Facebook:  
UI Health Volunteers



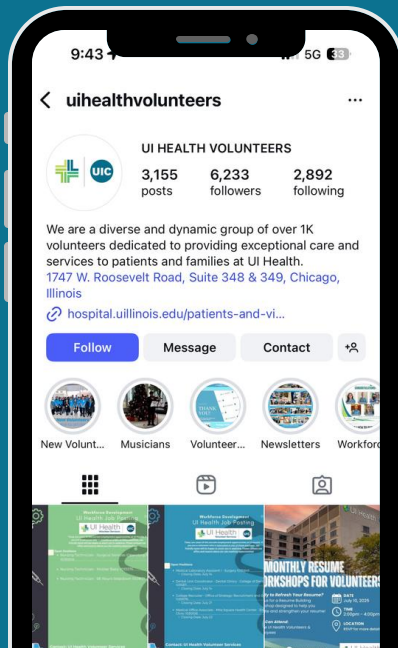
Instagram:  
@uihealthvolunteers



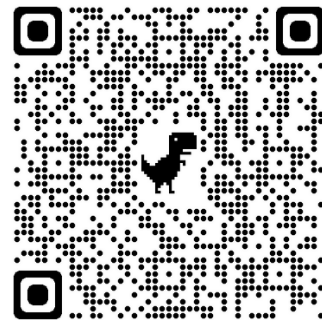
Twitter:  
@UIHVolunteers



TikTok:  
@uihealthvolunteers



UI Health Volunteer Website + Application



volserv@uic.edu



312-355-4325

**THANK YOU!**

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