



## **STEPHANIE CHAN VO**

Stephanie Chan Vo, CVA, is the Director of Guest Services at Northwest Community Healthcare in Arlington Heights, IL. In this role since 2015, Stephanie manages the Volunteer Program, the Animal Assisted Therapy Program, hospital wide Guest Services and the Gift Shop. She oversees a team of 20 staff members that were awarded and recognized as the first annual NCH Team of the Year (2016). As the leader of nearly 800 volunteers, Stephanie coordinates all aspects of the robust and thriving program including recruiting, interviewing, onboarding, supervising, recognizing and retaining volunteers for positions ranging from information desk support to discharge/escort to nursing floor support and many more essential roles. Coordinating volunteers in over 80 hospital departments, Stephanie works with staff across the organization to help make volunteer experiences meaningful and impactful. Additionally, Stephanie manages large projects such as the hospital wide interior and exterior signage update and upgrade, and serves on multiple committees like the Patient Experience Executive Council.

Stephanie began her career in 2008 at the Chinese American Service League (CASL), the largest and most comprehensive social service agency serving Chinese Americans in the Midwest. There she started as their first Volunteer Coordinator and was later made the Senior Development Officer. In these roles she grew the Volunteer Program from only a handful of volunteers to over 700 volunteers. She also managed and coordinated agency special events, specifically the annual dinner galas and silent auctions. Furthermore, Stephanie restarted the Associate Board of young professionals, which she continued to serve on after leaving the organization.

In 2012, she began working at Susan G. Komen – Chicago as their first Volunteer Manager and was later made the Director of Business Development and Events. Again, as the first person to hold this position, she built a strong volunteer program supporting year-round opportunities like Komen Ambassadors, as well as large events like the Race for the Cure series which requires 600+ volunteers. Additionally, Stephanie was responsible for coordinating all affiliate events including two Race for the Cure events (Chicago/Grant Park and Lombard). She was also responsible for the majority of the affiliates fundraising efforts including procurement of event sponsors, third party events, Marathon for the Cure, etc. She also served as the primary liaison to the Board of Directors and managed the Internship Program.

Stephanie holds a B.S. in Public Affairs Management from Indiana University. She has her Certificate in Volunteer Administration. Stephanie is currently an instructor for Triton College's School of Continuing Education teaching Volunteer Management. She serves on many boards and committees throughout the community including the Association of Volunteer Administrators of Metropolitan Chicago (AVA-MC) - Past Board President, Chinese American Civic Council – Board of Directors First Vice President and the Chinatown Special Events Committee – Officer. Stephanie has also produced multiple pageants including the Miss Friendship Ambassador Pageants (2011, 2013, 2015) and Miss Chicago Chinatown pageant (2016). She received the 2018 Volunteer Achievement Award from Secretary of State Jesse White for Asian Pacific American Heritage Month.