



Volunteer Connection

2017/2018: Year in Review

Program Overview

The Volunteer Connection provides vital services to the residents of Clackamas County through a dynamic collaboration between paid staff, volunteers and community partners. Thanks to the efforts of 20 paid staff and 226 volunteers, the six programs that comprise the Volunteer Connection served thousands of older adults and people with disabilities to empower them to maintain their health and independence.

RSVP – Retired Senior Volunteer Program

503-650-5796

RSVP (Retired Senior Volunteer Program) is America's largest volunteer network for people age 55 plus. RSVP is a Senior Corps program operated under the auspices of the Corporation for National and Community Service (CNCS). During 2017/2018, Clackamas County RSVP volunteers participated in community impact positions where they provided much needed support to food pantries and food distribution sites, assisted individuals who can no longer manage their own finances, educated seniors about Medicare options and fraud awareness, transported seniors and persons with disabilities to critical care appointments and provided services that help older adults and persons with disabilities live in their own home and remain independent for as long as possible. In July 2017, RSVP was awarded additional grant funding

from CNCS to expand the delivery of Stanford University's Chronic Disease Self-Management curriculum. This program utilizes trained volunteers and staff to provide a six-week class series in self-care tools and techniques at venues throughout the county. In 2017/18, 185 RSVP volunteers served 32,122 hours, providing critical services to county residents through partner service agencies. If, as a community, we were to pay for these services, the cost would be nearly \$800,000.

Family Caregiver Support Program

503-650-5605

The FCSP provides emotional support, service coordination, training, information and respite planning services to unpaid family caregivers and relative parents to help them better cope with the complex challenges of caregiving. These services also include evidence-based workshops to support people living with chronic health challenges. In 2017/2018, the program provided intensive services to 119 individual family caregivers and relative parents, and offered chronic disease self-management workshops to 135 residents of the county.

Money Management Program (MMP)

503-650-5623

MMP volunteers assist older adults and individuals with disabilities who need help with budgeting, balancing checkbooks or bill paying. The benefits for service recipients include

increased housing stability, better access to health care and increased access to socialization opportunities. With the help of 142 volunteers, MMP managed more than \$2,300,000 in public assistance funds and assisted 271 individuals referred by community partners.

Transportation Reaching People Program (TRP)

503-655-8208

Across Clackamas County volunteer and paid drivers provide transportation to medical appointments and essential errands for seniors and individuals with disabilities. In 2017/18 TRP drivers logged 284,652 miles which includes over 11,500 medical related trips (up 11% from last year), 37% of which were for life-sustaining procedures such as chemotherapy, anti-coagulation treatments and dialysis. In the past year the need for dialysis transportation has become a large focus for the TRP team. This group represents only 3% of all registered TRP riders but 20% of total miles driven. We have received funding for a full-time paid driver to focus on dialysis transportation and the loan of an addition vehicle from our partner, Ride Connection. All of this is enhanced by our team of volunteer drivers, who have donated over 16,500 hours and 189,270 miles of their personal resources to assist our community with their transportation needs.

Senior Companion Program (SCP)

503-655-8875

Senior Companions provide assistance to help maintain the independence of isolated and homebound seniors and individuals with disabilities. In 2017/18, SCP served more than 100 individuals, providing transportation, socialization, meal planning and preparation and more. Last year, Senior Companions provided 22,054 hours of service (an estimated value of \$544,513). SCP continues to develop more closely aligned partnerships with programs within Clackamas County Social Services to improve service delivery. SCP completed year 2 of 3 years of additional grant funding to provide the evidence-based Mental Health First Aid training to SCP volunteers and community partners

throughout the county. This training has been provided at local senior centers for their staff and patrons as well as to all Senior Companions.

SHIBA- Senior Health Insurance Benefits Assistance

503-655-8269, option #4

Certified volunteer SHIBA Counselors provide information to Medicare beneficiaries on enrollment and billing, supplemental health insurance, prescription plans and resources for reduced-cost medications. In 2017/18, SHIBA directly assisted 2,542 individuals with Medicare issues, including 1,796 one-on-one consultations. In addition, 4,339 community members were provided Medicare-related information at fairs and other events. The program also helps prevent Medicare fraud, abuse, waste and errors and has trained 95 percent of program volunteers to assist clients with these issues.

Looking Ahead

Over the past year, Volunteer Connection has strategized ways to reach out and utilize volunteers in more dynamic ways. As a result of this analysis, the following programmatic innovations are planned for 2017/18:

- Expansion of the Chronic Disease Self-Management Program, an evidence-based curriculum developed by Stanford University that is led by trained volunteers and staff. This includes regional and statewide collaboration to coordinate effective service provision and utilization of resources.
- Implementation of RPM, Representative Payee Management, in the Money Management Program. This database provides internal accountability measures and will result in changes in the ways volunteers in the program are utilized.
- Increased collaboration with community partners, including Portland State and Marylhurst Universities, George Fox College, Easter Seals, Clackamas Community College, county senior centers and non-profits, to maximize service provision.
- Increased TRP rides for individuals requiring life-sustaining services, including dialysis, anti-coagulation clinics and chemotherapy.