Caring Hands Volunteer Caregivers Program
What is Caring Hands?

• A Volunteer Program that matches caring individuals with seniors (age 60+) and form long-term one-on-one relationships.

• Volunteers provide key services to enable seniors to remain independent in their own homes for as long as safely possible.
Providing Compassionate Services Since 1999

• Seed planted within the Pastoral Care Board at John Muir Medical Center in 1997

• Proposal written and $35,000 over two year grant received from Faith in Action Program of the Robert Wood Johnson Foundation in 1998

• Collaborative effort formed with social service agencies, congregations of various faiths and community-at-large.
Initial Steps: 1998-1999

• John Muir Medical Center Auxiliary matched funds at $50,000 for a 2 year period

• An Advisory Committee from collaborative entities was formed

• Program Manager hired

• Additional Fundraising (United Way, local foundations, service clubs, congregations)
Next Steps—1998-1999

• Identifying key constituents
• Policies and Procedures established
• Volunteer Support—Office and Caregivers Recruited
• Fundraising continues
• Networking with County and other agencies
• Create Volunteer Training
• Senior home assessments
• Create initial matches
• Oversee all aspects
First Volunteer Training and Matches with Seniors---
January 1999!!!
Caring Hands From 2000 to Today!

- Volunteers
  --Recruitment
  --Thorough Background Screen
  --Orientation
  --Training
  --Match with Senior
  --Ongoing Support from Social Workers
  --Continuing Education
Caring Hands From 2000 to Today!

• Seniors

--Intake Process
--Home Assessment
--Matching with Volunteer
--Case management
--Quality of Life Surveys
Ongoing Community Collaboration

• Ongoing Community Engagement and Fundraising

--Never forget Mission and Vision
--Build strong relationships
--Be Aware and Open to shifts in demographics in your community
--Volunteer Recruitment & Fundraising
Celebrate Successes

• Honor Volunteers
• Recognize Donors
• Share successes with community
• Tell your stories
• It’s all about the PEOPLE!
Kathryn and Don
VOLUNTEERS ASSISTING THE ELDERLY
About CAREGIVERS

- Founded in 1984
- One of the original pilot programs for volunteer caregiving—in the nation!
- Interfaith Council on Aging with a grant from the Robert Wood Johnson Foundation
- To provide free services to seniors by volunteers who live in the communities served
- 4.25 FTE Staff with plan to grow to 4.75 FTE Staff
- Annual Operating Budget is under $500,000
  - Less than 4% from public sources.
- Private, nonprofit 501(c)3 agency
It’s All About People...

- Staff
- Board of Directors
- Donors

Our work begins and ends with...
- Seniors
- Volunteers
## What’s the Tipping Point?

### Function | Annual
---|---
Screening Volunteers (~40 per year @ 2.5 hours each) | 100 hours
Screening Seniors (~150/year @ 5.5 hours each) | 800 hours
Quarterly Training Workshops (2 hours each plus prep time) | 12 hours
Coffee@CAREGIVERS | 24 hours
Building Bridges After-School Program | 120 hours
Case Management (10 minute check-up per month) | 996 hours
Non-Client Referrals | ?
Speaking Engagements | 24 hours
Tracking/Data Entry per Volunteer/Senior (avg 2 minutes per entry for 760) | 600 hours
Other duties as assigned, including reporting for grants, event support, etc. | 240 hours

### Total

<table>
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<tr>
<th>3340 staff hours</th>
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<tr>
<th>Each Additional Volunteer (“flex” time allows for 80 volunteers)</th>
<th>2.5 hours screening; 30 minutes tracking</th>
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<tbody>
<tr>
<td>Each Additional Senior (“flex” time allows for 32 seniors)</td>
<td>5.5 hours screening; 150 minutes mgmt/tracking</td>
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Program Support System

- **330 Volunteers**
- **562 Seniors**
- **Volunteer Coordinators**
- **Nine High Schools**
- **Phone Friends**

**Team CAREGIVERS**
Senior Assessment

- Field an Inquiry (15)
- Prep for an Assessment (15)
- Travel Time To/From (45) • Throughout Ventura County
- Conduct Assessment (90)

Make a Personal Introduction (20)
- Identify a Volunteer (20) • Using Personal Knowledge Base
- Address Immediate Needs (30) • Resource Management • Food Stamp Eligibility
- Review Assessment/Create File (15)

Confirm the Volunteer Match (20)
- Senior Case Management (10) • Quarterly Check-Ups, Additional Follow-Up, as needed
- Reassess Senior Needs (105) • As needed

Notes:
- Average waiting list of 40-50 seniors in the queue
- Seniors require a high level of patience by staff, volunteers
- In addition to volunteer time, seniors also receive 5.5 hours of personal staff attention during the initial assessment and a 10-minute quarterly follow-up call.
Building Bridges Intergenerational Program

- High School Student Volunteers
  - Pt. Hueneme, Rio Mesa, Ventura, Foothill, Buena, Pacific, Oxnard, Channel Islands
  - 400+ Alumni!
Phone Friends
Volunteer Voices...

Phone Friends

- Monthly check-up calls for each senior in the program
  - Compassionate Callers
    - Approx. 30 seniors per month
    - Geared toward a “homebound” volunteer
    - Social avenue to meet multiple needs

- Developing an in person/on-the-phone training program
  - Back up support from our professional staff
  - Based on the Stephen Ministries Program
Volunteer Screening Process

Field an Inquiry (15)
Prep Volunteer Packet (15)
Interview in Office (45)
Orientation/Training (30)
Confirm the Senior Match (10)
Make a Personal Introduction (10)
Identify a Senior (20)
• Using Personal Knowledge Base; no technical support tools available
LiveScan (5)
• Many Volunteers do not proceed with LifeScan
Volunteer Case Management (10)
• Quarterly Check-Ups
Re-Assess Volunteer Status (30)
• To date we have not seen a need to reassess a volunteer
Notes:
• Ideally, Volunteer Training is offered quarterly
• Two-hour workshops are designed around topical issues
• Coffee@Caregivers
• Individual volunteers receive two hours of personalized attention during the start-up phase and eight hours of optional training time annually.
Our Primary Purpose

- Make a one-on-one match
  - Neighborly deeds
    - Non-medical
    - Non-professional
    - 2-4 hours per week
    - Rides to the doctor
    - Trip to the grocery store
    - Friendly visits
    - Household maintenance & management
Making a Match

- **Geography**
  - Ventura, Pt. Hueneme, Oxnard, Camarillo, Santa Paula, Fillmore

- **Scope of Interest**
  - What the Volunteer is willing to do or “not do” to meet the senior’s needs

- **Personality**
  - Narrow down potential matches/profiling
  - Things they may have in common (i.e., background, hobbies, interests, etc.)

- **Something to Build A Friendship On?**
Volunteer Support System

Recruitment and Retention

• Initial Orientation
  - Volunteer Manual and Handbook
• Quarterly Trainings
  - Volunteer Workshops (e.g., dementia, vision impairment)
  - Walking in Their Shoes
• Coffee@CAREGIVERS
  - Open House for our volunteers & friends
  - 4th Thursday of each month!
• Volunteer Recognition
  - Rubicon Theatre, New West Symphony
• Healthy Strides
  - 5K Walks targeted in the areas we serve
• Volunteer Coordinators
  - Liaisons who supplement staff contact
2014 Marks the 30th Anniversary

- 25 Original Pilot Programs
- 16 Survivors
- Upwards of 600 volunteer caregiving organizations
To promote volunteer caregiving through the advocacy, support, and development of local programs.
Here’s what the future holds...

- U.S. Census projects a 41.6% increase in people over 60 years of age in Ventura County.
- 147,136 senior residents will double by the Year 2050—a net increase of 191%.
- Silver Tsunami
- CAREGIVERS offers an effective, community-based solution
- Across the nation...
BIGGER QUESTIONS

- What is the best business model for delivering volunteer caregiving?
- What are the BEST practices that can be shared from one organization to another? (e.g., 7-hour volunteer training program; background checks on volunteers)
- How do we build sustainable volunteer caregiving organizations that can meet a growing need?
- Do you have a volunteer caregiver program at your hospital?
- How do we measure the impact of this critical social service in the bigger scheme of transitional care?
- How do we make the case to donors that isolated seniors are vulnerable and need their help?
## A Holistic Approach

### Cross-Trained Staff
- Executive Director (1.0)
- Program Manager (1.0)
- Program Coordinators (1.5)
- Program Assistant (.5)
- Administrative Assistant (1.0)

### Volunteer Support (equal to 25 full-time staff!)
- Phone Friends
- Volunteer Liaisons
- Volunteer Recruiters
- Event Volunteers
On Thursday...

Pat Blaisdell is presenting:
Continuing the Journey:
Post-Acute Care Patient Experience.

Her perspective is from a hospital point of view.
Thanks to our Donors!

- **Foundations**
  - California Wellness Foundation
  - Harriet Samuelson Foundation

- **Corporations**
  - Amgen
  - Haas Automation
  - Kaiser Permanente

- **Individuals**
  - Good Deed Doers (Ask me how you can be one today!)
  - Thank you, Susan and James Cheek, Larry Bushey, Jack Tingstrom

- **Events**
  - “Wearin’ o’ the Green” Golf Tournament
  - Fall Sailathon in Ventura Harbor

- **Planned Gifts**
  - Thank you, Donna Logan
  - Thank you, Marjorie Roswell
Senior Moments...

Lights, Camera, Action!

...You’ll Always Remember!
You can reach Tammy at...

Tammy I. Glenn, MBA
Executive Director
CAREGIVERS
1765 Goodyear Avenue, Suite 205
Ventura, CA 93003
(805) 658-8530
tammy@vccaregivers.org

www.vcCaregivers.org