



Benevilla

Cultivating Caring Communities

Presented by
Michelle Dionisio
President & CEO

History

- Benevilla established as Sun City Interfaith Services, Inc. in 1981 from a grass roots effort to respond to community needs.
- Core Purpose: Benevilla exists to help people live independently
- Creation of a Caring Community - volunteer based home services, information & referral, adult day services.
- Congregations, corporations/small businesses and Service Clubs assist with volunteer recruitment.

History

- Transportation, grocery shopping, and business assistance programs kicked-off in 1986.
- Today 695 volunteers touching 20,000 people annually.
- Utilizing community resources to serve residents – partnerships with hundreds of organizations through the years (the government, other nonprofits and the business community).

Responding to Community Needs

- Calls from residents.
- Input from community organization representatives (Advisory Council).
- Examples of how Benevilla has responded over the years:
 - Volunteer transportation escort program
 - Church service transportation for community members
 - Mall shopping transportation.

Transportation Program

Target Population

- Transportation program designed for individuals who may be socially isolated, need assistance with LADL's, or need time-limited support as a result of a recent life event (medical issue, etc.) and have limited financial resources to afford fee-based transportation.
- Transportation is provided for clients when other resources are not available or applicable.

Service and Parameters

- Occasionally volunteers will transport clients outside of our service area.
- Clients must have the ability to transfer in and out of the vehicle independently.
- Volunteer escorts the client to and from their home and their destination, never leaving the client at the curbside. Some volunteers will wait for the client at the destination if the client is very frail and/or ill.

Service and Parameters

- Clients may contribute toward the cost of gasoline when transportation is provided by a volunteer outside the service area.
- Volunteers cannot utilize client-owned vehicles.
- Only authorized individuals can ride with the volunteer and client.

Volunteer Drivers

- Volunteer application, including MVR, references, and background checks.
- Must utilize their own vehicle and provide copy of Arizona Drivers License and current auto insurance card.
- Drivers are strongly encouraged to enroll in RSVP (Retired Senior Volunteer Program).

Volunteer Drivers

- All volunteer drivers attend orientation and are given volunteer guidelines booklet.
- Volunteers are required to participate in periodic trainings/meetings.
- Reporting of service hours and any concerns regarding the client served.

Volunteer Drivers

- Performance feedback – regular contacts, annual volunteer satisfaction surveys, and annual “review and renew”.
- Volunteer recognition – informal kudos, formal recognition through annual volunteer brunch, special summer hero recognition.

Emerging Needs and Opportunities

- Increased need for transportation as community ages. A variety of modes must be available to address residents needs.
- Volunteer workforce must grow to meet the need.
- Find ways to reduce barriers for volunteers to serve (i.e., stipend for gasoline, address auto insurance issues).

Emerging Needs and Opportunities

- Utilize Federal funds to assist with innovative ways to address transportation needs of the elderly and disabled individuals – (i.e., mobility management, reimbursement for cost of gasoline, trip vouchers).
- Community collaboration – engage groups such as; merchant associations, homeowners associations, governments, for profit providers, nonprofits, citizens working together to address the needs and develop solutions.

Questions



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