

# Managing Volunteer Programs

## Senior Companion Program (SCP)

Sponsored by Northern Arizona University



# Program History

- Initially Authorized under the Domestic Volunteer Services Act of 1973.
- 18 projects were funded in August 1974, totaling over 1,000 volunteers.
- Expanded to serve 39 states by 1977.
- The Corporation for National Service came into being under the National and Community Trust Act of 1993.
- Senior Companion Program became one of three existing programs to be administered by the Corporation under the banner of “National Senior Service Corps”.
- Sponsored by City of Phoenix until 2010 when they had to relinquish the program due to budget cuts. It was one of the first Senior Companion Programs in the nation.
- Northern Arizona University received sponsorship through a competitive process and it is now run under the Civic Service Institute.

# Current Statistics

- Nationwide Statistics as of FY09
  - 14,684 volunteers
  - 12.2 million hours served
- Maricopa County Statistics as of 4/30/11
  - 77 volunteers
  - 65,287 hours served
  - 8,300 rides to clients
  - 48,600 miles driven with clients

# What Do We Do?

- Recruit and train volunteers age 55+, who are on limited incomes (200% poverty), to provide supportive, individualized services to help adults with special needs maintain their dignity and independence.
- Provide Person-to-Person Support
- Foster independence by encouraging clients to do things for themselves.
- Establish a trusting relationship through giving and receiving friendship.

# Supportive, Individualized Services?

- **Personal Care**

- Encourage and assist with dressing, grooming, and mobilization
- Accompany to medical appointments
- Provide support and assistance dealing with grief
- Encourage exercise. For example, taking walks with clients
- Assist in reality orientation/awareness

- **Nutrition**

- Assist in meal planning and light meal preparation
- Share a meal, i.e. accompany the client to a nutrition site
- Review and support the following of special diets, report irregularities or observations to volunteer stations
- Accompany client grocery shopping
- Assist in organizing food supplies and planning use of leftovers

- **Transportation**

- **Social Recreation**

- Provide companionship, playing cards or games, assist with crafts, reading, writing letters, active listening
- Accompany to social/recreational events

- **Home Management**

- Assist with shopping or errands
- Assist with light housekeeping (make beds, dishes, dust, sweep, take out trash)
- Assist with non-strenuous home repair, light gardening

- **Information and Advocacy**

- Help clients receive a needed service
- Bring unmet needs to the attention of community leaders, volunteer station staff, and other care providers

- **Respite Care**

# What We Don't Do...

- [Inside NAU Video-Senior Companion Program](#)

- Administrative/Clerical Tasks
- Maintenance
- Medical Care
- Group recreation
- Bathing, Lifting, Transferring



# How Do We Do It?

- We partner with Non-Profits, Public Entities and Proprietary Health Care Organizations who are already serving homebound and disabled clients age 50+.
- Examples: City of Phoenix Senior Centers, Foundation for Senior Living Adult Day Health Services, Tempe Community Action Agency, Area Agency on Aging, Various Senior Housing

# What Community Needs are Being Met?

- Client Needs
  - Loneliness/Isolation, Transportation, Health, Staying at home and independent
- Volunteer Needs
  - Staying active, Giving back, Health, Stipend
- Agency Needs
  - Expanding services, Increasing quality of services, Serving more clients, Cost savings

# Lessons Learned

- Seniors want to stay active and involved.
- Seniors want an opportunity to share their experiences.
- Seniors want to stay in their own homes.
- Once a week visits have a huge impact on a person's quality of life.
- Many agencies are having to cut back on services due to the economy.
- Volunteers make a significant impact on the quality and quantity of services offered.

# Needed Resources

- Funding is always an issue.
- Transportation
  - Gas Cards/Funding for Mileage
  - Bus Passes
  - Public Transportation
- Partnerships with agencies who work to keep seniors in their own homes AND provide ongoing case management.

# So... What's the Next Step?

- Getting the word out about SCP.
- Widen the program scope to all of Maricopa County.
  - Recruiting volunteers in areas not currently being served.
  - Partnerships with agencies that provide ongoing caes management.
- Serving more homebound clients within their own homes.
- Approaching new potential funding sources.

# How Can I Partner with SCP?

## Become a volunteer station

- Memorandum of Understanding
- Station Responsibilities
  - Client Care Plans
  - Time Sheets
  - Outcomes
  - Volunteer Evaluations
- Finding Volunteers

## Other ways to partner

- In- Kind Donations
  - Provide Training
  - Donate Meals to Volunteers
  - Provide Meeting Space
- Assist with Fundraisers
- Assist with Recognitions
- Word of Mouth Advertising

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