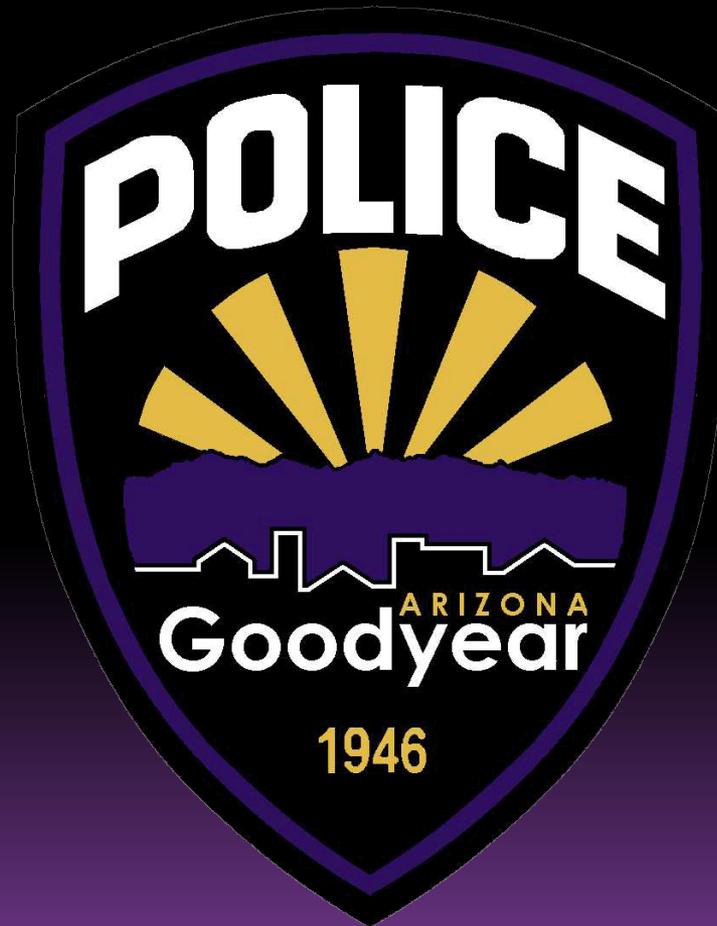


VIPS

“Volunteers in Police Service”



Y.A.N.A

(You Are Not Alone)

- **Started in 1995 by The United States Postal Service**
- **Program to aid seniors physically challenged with no family member to help care for them or limited care**
- **Program that offers assistance and referrals to seniors in local communities**
- **Provide weekly telephone and in person contact with seniors to insure well being**
- **Law enforcement agencies nationwide provide programs similar in scope to senior residents**

Why YANA in Goodyear?

- Increase in senior population moving to Goodyear from other States and Canada
- No family members to care for them
- Affordable housing, dry weather conditions and low cost of living
- YANA project sanctioned by the Goodyear Police Department through VIPS (Volunteers in Police Service)
- City Council and residents approve program
- Feasibility study completed of 425 homes justifying program and hung 9500 door hangers in 12 sub divisions to determine level of interest in program. Conclusion program long over due for many residents
- Present positive image of law enforcement in community

Benefits of the Yana Program in the City Of Goodyear

- **Promotes peace of mind and a sense of security for the elderly, handicapped and disabled seniors**
- **VIPS/YANA volunteers to make weekly calls to check on the well being of YANA participants**
- **Weekly field visitation to participant's home by VIPS (Volunteers in Police Service) on patrol/YANA volunteers**
- **Proactive program which will allow officers to focus on core functions to protect and serve**
- **Potential to expand services and direction of the YANA program**
- **Currently have 137 enrolled participants in the program**
- **Largest concentration of participants in Historic Goodyear and Pebble Creek Communities**

How Does the YANA Program work?

- Phone calls and visits made Monday- Friday by VIPS /YANA volunteers to register participants
- An ALERT will be issued if participant does not answer after 3 phone attempts and have not notified Yana office that they are out for doctor appointment, vacation or other
- Complete registration information will be printed out and sent out with Patrol VIPS /YANA volunteer
- VIPS will make home visit to verify if there is an emergency
- Registration form will provide information to officers, dispatch and if an emergency to first response units
- YANA database created to record phone calls, field visits , comments and other relevant information including police reports
- Statistical reports will be presented at the Police Department's monthly COMPSTAT meetings

Y.A.N.A

▣ **What does the service cost?**

- YANA is provided free of charge by the Goodyear Police Department

▣ **How to Apply**

- Must complete a YANA registration form
- Seniors 55 and older, homebound and disabled residents living in Goodyear qualifies for program
- Welcome basket /orientation provided to all new participants on initial home visit. Donations provided by local businesses, residents, volunteers and churches in the community
- Online registration also provided

Scripts

- **Scripts created for VIPS/ YANA volunteers making phone calls and field visits**
- **Training to insure consistency in language and message**
- **VIPS will attend a 3-4 hr training session conducted by Lt. Jeff Rogers and Rose Beals prior to making phone calls or home visits.**
- **Training on protocol, policies, procedures, appropriate language and behavior to insure consistency**

Personnel

- **6- YANA admin, 2- patrol VIPS/ VIPS Coordinator will operate the program**
- **Program will operate 5 days a week from 9am-3pm by VIPS/YANA volunteers**
- **Increase in the number of VIPS /YANA volunteers operating the program will depend on the number of registered participants, as the program grows we will add new volunteers as staff**

Y.A.N.A

■ Funding

- Research will continue on several grant opportunities for program funding and supplies
- We also work with the Goodyear business community to request donations and grants
- YANA volunteers hold fund raising events
- Goodyear Police Department provide donations when funds are available

■ Marketing Plans

- Brochures, Door Hangers , Invitations, Fliers, Events, Press release and Media coverage has been successful in getting the word out to the community
- Web page and e-mail created and direct phone line
www.goodyearaz.gov/yana/ 623-882-7481

**Yana is at the threshold of other
larger and bigger projects for
the City of Goodyear, involving
seniors, disabled, handicapped
homebound and other
participants. This is just the
beginning**