

## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1 – November 30 of the current year!**

**Agency Name: Central Iowa RSVP**

**Program Name: Volunteer Management for Emergencies/Disasters**

**Brief Description of Program:** Central Iowa RSVP has a special role in a disaster or major emergency in Story County. RSVP volunteers are pre-trained to staff a Volunteer Reception Center, and a Non-Emergency Phone Bank. The Volunteer Reception Center registers all volunteers who step up to help in an emergency. They are issued proper identification and deployed at the request of city/county officials. The Non-Emergency Phone Bank is activated to help link volunteers with response and recovery needs. This structure of volunteer management planning for disasters/emergencies has expanded geographically and has also been modified to be implemented across other emergency systems, including Public Health emergencies, partnering with MGHHS and managing search teams and staffing a tip hotline in the event of a missing or abducted child/person, partnering with the Story County Sheriff's Office and the State DCI.

**Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

Recruitment and training are ongoing. Drills have been conducted and we continue to offer regular training opportunities to keep volunteers engaged and determine ways to improve the system. The following recruitment, trainings and activities have been conducted since July 1, 2018:

- Conducted Volunteer Reception Center/Phone Bank Exercise on September 29th from 8am-noon. Exercise was held at the Ames City Auditorium. Exercise tested the process for registering and placing spontaneous volunteers in appropriate volunteer opportunities to aid in disaster recovery. It also tested the process for receiving and sending calls through the non-emergency phone bank and communicating between the phone bank and the volunteer reception center. Community volunteers from Story County ACTORS, Volunteer Center of Story County, Coalition for Disaster Recovery, and RSVP participated as spontaneous volunteers.
- Formed VME Disaster Core Team of seven volunteers interested in taking on more leadership in the planning of the VME programs. This team helped plan the VRC/Phone Bank Exercise and will be focusing on updating the VRC forms, processes, and communication.
- Recruited/trained 6 new volunteers in disaster/emergency basics (1 Nevada, 1 Story City, 4 Ames)
- Updated RSVP VME Registration Form
- Continued data entry of new/trained disaster volunteers
- Completed inventory of disaster tubs at Ames location (Ames City Auditorium)
- Received training on Story County Iowa Alerts system from Story County Emergency Management. RSVP may use this system for activation notifications to VME volunteers in the future.
- Scheduled tip hotline training for January 15th
- Attended monthly PARTNER meeting
- Attended quarterly CDR meeting

- RSVP was asked to provide volunteer management for the Marshalltown tornado recovery beginning July 24th. Story County VME volunteers stood up a VRC that processed 74 volunteers to canvas the impacted area. Additionally, VME volunteers assisted at the Multi-Agency Resource Center that was stood up to help families locate resources. This was a great opportunity for Story County volunteers to gain experience in a real incident and bring back lessons learned. RSVP has also assisted with the formation of the Marshalltown Long Term Family Recovery Center and is chairing the Volunteer Management Committee.
- Prepared and submitted volunteer opportunities in disaster to the Ames Tribune (weekly) and for the RSVP newsletter (quarterly)

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:** All volunteer participating in drills fill out an evaluation to indicate how the drill, training, or exercise helped them be prepared to respond. However, end outcomes can only be measured in the event of an actual disaster or emergency.
2. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** To date, 100% of training/drill participants indicated that their involvement in the exercise or training helped them be prepared to respond in the event of an actual disaster or incident.
3. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:** RSVP was not activated during this reporting period.
4. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):** The biggest barrier with the recruitment and retention of disaster volunteers is keeping them engaged and involved when there is no disaster or emergency to respond to. In July, 8 Story County RSVP Disaster volunteers assisted with response to the tornado that hit Marshalltown (part of Central Iowa RSVP’s service area). Tasks included helping at the RSVP table at the MARC (multi-agency resource center) and setting up and facilitating a VRC to process community volunteers canvassing the impacted neighborhoods. In addition to this “real time” experience, the RSVP Disaster Volunteer Coordinator provides ongoing training opportunities (drills and exercises) to keep the volunteers engaged. In addition, we have duplicated this volunteer management for disasters system, expanding not only geographically, but also across other emergency systems (i.e. missing persons). This has really helped keep this program exciting to the volunteers and valuable to the community.
5. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):** 22 volunteers participated in drills or trainings to date this fiscal year and 1 assisted with data entry.
6. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?** No
7. **Comments:**

## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1 – November 30 of the current year!**

**Agency Name: Central Iowa RSVP**

**Program Name: RSVP Volunteer Transportation Program**

**Brief Description of Program:** RSVP volunteer drivers use their own vehicles to provide Story County residents (mostly elderly) with safe and reliable transportation to and from medical appointments and other essential services in the county. All trips are coordinated by RSVP staff and priority is given to those needing rides to in-county medical appointments (doctor appointments, therapy and treatment sessions, picking up medication, etc.). RSVP also provides residents with out-of-county medical appointments for services not available in Story County (i.e. seeing a specialist; appointments at the VA Medical Center in Des Moines).

**Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

A total of 591 one-way trips have been provided to 60 clients by 37 RSVP volunteer drivers. The volunteers have served 533 hours and driven 7,627 miles.

- 1. Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:** Statistics are gathered from the Assisted Rides platform/database, which tracks client, volunteer, and trip data. Outcomes are measured using an RSVP Transportation Client Survey.
- 2. Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** An annual client survey will be conducted in June or July, 2018.
- 3. Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:** In the last client survey, 100% of the clients reported that having the RSVP transportation service improves their access to necessary services and has a positive effect on their overall sense of well-being and independence. Results from this fiscal year will be available in June or July, 2019.
- 4. Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):** The only barriers/challenges we have encountered is in recruiting more volunteer drivers in the Nevada area. The number of clients/riders registered with our transportation program in Nevada increased from 10 to 26 during fiscal year 16-17! We are fortunate that many of our drivers who live outside of Nevada are willing to help Nevada residents. But having drivers come from another community is not the most cost-effective option. We did recently recruit another new driver from Nevada but we are actively trying to recruit more. The other challenge we face is the growing number of riders who

do not donate to the program. So, donations have dropped and are not coming close to covering our mileage reimbursement costs. We are exploring grant options to support these costs.

5. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**
  
6. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?** We have not turned qualified participants away but have denied certain trip requests because they were beyond the parameters of our transportation services (client not ambulatory enough, one-time urgent trip request, i.e.). We did have to suspend service for one Nevada client for a period of two weeks due to him repeatedly abusing the “guidelines and parameters” of our service. We also will not provide residents with rides home from a medical procedure involving sedation, which is occasionally requested. All other in-county trip requests for registered riders were fulfilled.
  
7. **Comments:**

## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1 – November 30 of the current year!**

**Agency Name: Central Iowa RSVP**

**Program Name: Story County RSVP Volunteer Management for 55+**

Brief Description of Program: Central Iowa RSVP provides adult volunteers aged 55+ quality opportunities to share their skills, interests, and life experiences in response to a wide variety of community needs. RSVP provides an effective volunteer management infrastructure for screening, recruiting, and placing volunteers in assignments that will enhance the services of public, non-profit, and health care agencies while also enriching the lives of the volunteers.

- 1. Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:** To date, 417 RSVP volunteers have been placed (528 placements) and have served 10,323 hours at 37 different volunteer stations (public, non-profit, and health care agencies) in Story County. No age-eligible volunteers were turned away.
- 2. Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:** Volunteer assignments in the schools are ongoing and outcomes (when applicable) are measured at the end of the school year (student surveys or reports from the teachers). The same is true of assignments addressing food security, independent living, and other measurable assignments. Completed assignments include the winter weatherization project, conducted in partnership with the Volunteer Center. A total of 23 (plus 3 provided with the materials only) homes of low-income families, veterans, and/or elderly disabled residents in Story County were provided with energy saving measures by RSVP and Volunteer Center volunteers.
- 3. Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** Measurement of assignment outcomes has not been conducted to date.
- 4. Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:** No specific assignment outcomes have been measured to date.
- 5. Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):** We have not experienced any changes or barriers in this service to date.

6. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):** 412 volunteers have been activated to date.
7. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?** Not any who are age-eligible. We have had a few individuals who have submitted an online application via our website that are younger volunteers. Unless interested in our Volunteer Management for Emergencies Program, we have referred them to the Volunteer Center of Story County for placement.
8. **Comments:** For RSVP, specific outcomes-based assignments have the impact measured at the end of the fiscal year. At this time we are only able to report numbers of volunteers, hours, and volunteer stations served.

**Staff Use Only:**

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No