

MID-YEAR REPORT FOR OUTCOME PROGRESS 2020-2021

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

Agency Name: Central Iowa RSVP

Program Name: 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, 150 RSVP volunteers have been placed and have served 2,935 hours (est. – not all November timesheets are in from the RSVP volunteer stations) at 14 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 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. Our ability to measure outcomes for some of our assignments will depend on whether or not they are able to resume before the end of the fiscal year.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** None 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:** None 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):** One word...COVID. Many of our volunteer placements were suspended abruptly last spring. However, RSVP volunteers have continued to serve in the following capacities where safety measures and/or social distancing protocols are in place: home delivered meals, food pantry assistance, thrift store help, representative payee services, food delivery, transportation, and some capacity building assignments shifted to in-home, outdoor, or social distancing environments. In addition, emerging needs due to COVID were addressed including mask-making, telephone reassurance (of isolated elderly) and writing letters of encouragement to care facility residents. In September we were able to resume our school-based Pen Pal Program in one school system and two more will start Spring semester.

RSVP Volunteer Management for 55+ Continued

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):** 150 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 actually registered 13 new volunteers since July 1, 2020. Fortunately, they have been understanding of our limitations in offering an in-person orientation and the full variety of opportunities we have in a non-COVID environment.

8. 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's Get Connected website.

9. **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

MID-YEAR REPORT FOR OUTCOME PROGRESS 2020-2021

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

Agency Name: Central Iowa RSVP

Program Name: RSVP Volunteer Management for Disaster

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.

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:

- a. **Derecho Activation initiated by Story County Emergency Management:** Between 8/12/20 and 9/6/20 seven (RSVP) Volunteer Reception Centers were set up in Ames, Nevada, and Roland. In addition, RSVP staff and volunteers were able to test (in a real activation) the online/virtual volunteer registration process we have been working with SCEMA to implement.

Number of RSVP volunteers activated: Volunteer Reception Center: 6 (41 hours)

Number of community volunteers processed: 65 (412 hours doing debris clean-up for elderly/disabled and other Story County residents needing help).

- b. **Story County Public Health:** RSVP has begun the recruitment of RSVP volunteers to assist Public Health in a variety of ways with the COVID-19 vaccine roll-out. As of December 4, 23 RSVP volunteers have been recruited and subsequently trained (by MGHHS) to serve over the next several months in the following capacities:

- Answer phones and schedule patients to receive the vaccine
- Screen patients at vaccine clinic for any COVID symptoms
- Maintain patient flow at the clinic to ensure social distancing
- Assist patients with registration paperwork
- Observe patients in the waiting room who have received the vaccine for 20 minutes to ensure no adverse reaction
- Patient registration as part of strike teams (traveling vaccination teams)
- Transport the vaccine to off-site locations (RSVP Volunteer Drivers)

RSVP Volunteer Management for Disaster Continued

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:** Recruitment is ongoing. However, because of COVID-19, we have not been able to hold the traditional trainings and drills that we normally conduct. However, with a natural disaster hitting in August and a pending opportunity for our volunteers to assist Public Health with the roll out of the COVID vaccine, we have been able to keep our volunteers engaged and able to test what they learned and practiced in former drills and trainings in a real-time event.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** When trainings and drills are held, volunteers fill out an evaluation to indicate how the drill, training, or exercise helped them be prepared to respond. We were unable to have any in-person trainings/drills during this reporting period. In the derecho activation an after-action survey was conducted and communities assisted were documented.
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:** As a result of RSVP's VRC activation after the Derecho, 100% of community leaders requesting assistance were provided with volunteers who were processed, trained and safely activated to sites in: Ames, McCallsburg, Roland, Sheldahl and Zearing, assisting community leaders in expediting the clean-up needed in public areas and at homes in those cities. All RSVP volunteers were able to fill their role at the VRC's and successfully process and activate the community volunteers doing debris clean-up.
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):** The biggest barrier with the recruitment and retention of disaster volunteers in general is keeping them engaged and involved when there is no disaster or emergency to respond to. During this reporting period, that wasn't an issue 😊. Despite the challenges of a pandemic, RSVP disaster volunteers (who were comfortable doing so) were activated after the derecho. When there is not a pandemic or a natural disaster, 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 and public health emergencies). This has really helped keep this program exciting to the volunteers and valuable to the community.
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):** 6 RSVP VRC volunteers served, activating 65 community volunteers. To date, 23 RSVP volunteers have been recruited/trained to assist Public Health as the COVID vaccine rolls out. However, volunteers have not been activated yet.
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?** No
8. **Comments:**

MID-YEAR REPORT FOR OUTCOME PROGRESS 2019-2020

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

Agency Name: Central Iowa RSVP

Program Name: RSVP 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 290 one-way trips have been provided to 35 clients by 17 RSVP volunteer drivers during this reporting period. The volunteers have served 278 hours and driven 3,811 miles to date.

- 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 conducted at the end of the fiscal year.
- 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, 2021.

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 (June 2020), 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, 2021.

3. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):** COVID, COVID, COVID – Although we are pleased that our transportation program is operational, we are functioning at about 50-60% our anticipated capacity (without COVID complications). With safety protocols and measures in place we have been able to continue to provide service. However, requests for trips are down due to a reduction in scheduled medical appointments and for some of our riders, mandatory quarantines at independent and assisted living residences. About 40% of our volunteer driver pool are currently providing service and the number of clients accessing the service is down by approximately 50%. However, we anticipate that once the COVID vaccine begins to be administered to the public, we will see a significant increase in the need for rides to medical appointments and other essential services.
4. **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):** 35 to date
5. **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?** Our transportation service resumed June 1, 2020 after shutting down for 2.5 months because of COVID. One of the restrictions we put in place starting June 1 was not registering and taking trip requests from any NEW riders. Because our service had safety restrictions and limited drivers, we made the determination to make sure we could provide service first to our existing pool of riders. We did maintain a waiting list and since September 1 we have registered 3 new clients. Because of COVID, we have also been limiting trips to out-of-county destinations with few exceptions.
6. **Comments:** We look forward to the day when we can fully resume pre-COVID transportation services!

Staff Use Only:

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