

2007-08 APPLICATION SUMMARY

PROGRAM TITLE: Elder Help Volunteer Program

PROVIDER: Sue Maddron, Consultant

DESCRIPTION: Elder Help is a volunteer program which seeks to match clients 60 years of age or older, with compatible volunteers who can offer a variety of assistance. The program will operate in Eugene, Springfield, Junction City, Veneta, Creswell, Florence and Cottage Grove. The paid Consultant of the program recruits trains and assists the Senior Connection staff with the matching of volunteers to clients of the Senior Connection Program. Volunteers assist senior clients weekly with activities of daily living, such as, grocery shopping, yard work, and running errands, thus allowing the senior to remain in the community and live independently. Most clients matched with a volunteer are ineligible for Medicaid, OPI or other in-home services.

The program also provides the Telephone Link to Caring (TLC) service. TLC is a program for older adults who live alone and are at risk for accidents or social isolation. TLC volunteers call program clients at predetermined times. If the senior fails to answer on the third attempt to call, an emergency contact is notified. If that contact cannot be reached, the client's S&DS worker is contacted. If the worker is not available, the callers are instructed to contact the S&DS screener who will refer the caller to the Adult Protective Service triage line. This service is available to seniors in Oakridge, Cottage Grove, Creswell, Veneta, Junction City, Eugene, Florence, and Springfield.

SERVICE OBJECTIVES: Elder Help services will provide 3,800 units --- 3,000 EH and 800 TLC--- of volunteer service to 60 unduplicated persons during the 2007-08 contract year. Clients will receive approximately three hours of service per week from their volunteer.

METHOD OF SERVICE PROVISION: The Consultant receives payment for recruiting, training, assuring criminal record checks are completed, and matching the volunteers with Senior Connections Program clients. Close coordination is maintained with staff to ensure that clients most in need of the service receive it. Training for new volunteer will be provided by the Consultant every two months.

In addition, volunteers receive a monthly news letter and ongoing consultation, either by phone or in person. The Consultant plans to maintain 40 volunteers throughout the year.

ELDER HELP MONITORING SUMMARY: This past year the Procurement and Monitoring Committee (PMC) completed one site visit of the program (Holiday Potluck). Liaison visits were also conducted by the Contract Manager. Issues addressed during the above-mentioned visits included: 1) Review of the Older Americans Act monthly report; 2) Review of the program's compliance with contract provisions; 3) Review of the interaction between the Senior Connection client and the Elder Help volunteer; and 4) Review of community support for the Elder Help program as evidenced by the donations for the holiday party. PMC found that the program meets or exceeds State and contract standards. The Program continues to offer excellent service to older Lane County individuals.

REVENUE SUMMARY:

OAA	\$15,112
Fees	0
Donations	0
Other Funds	0
<u>In-Kind</u>	<u>\$ 59,698 (Match required \$1,692)</u>
Total Budget	\$ 74,810

COMPARATIVE SUMMARY (In-Kind not Included)

	2005-06 Actual – Partial Yr	2006-07 Proposed	2006-07 Thru 2-28-07 (67%)	2007-08 Proposed
Units of Service*	2,942	4,500	2,423 (54%)	3,800
Persons Served** (Unduplicated)	53	60	66 (110%)	60
LCOG Funds	\$10,855	\$15,025	\$10,032 (67%)	\$15,112
Unit Rate	NA	NA	NA	NA

* A "unit of service" is one hour of in-home service provided to a person age 60+, by an Elder Help volunteer or one telephone contact provided by the Telephone Link to Caring volunteer.

** "Person served" are counted as the number of unduplicated persons receiving service from an Elder Help or TLC volunteer.

COMMENTS:

1. LCOG agrees to reimburse the Consultant at a rate of \$24.69 per hour, up to a maximum annual payment of \$15,112. The Consultant agrees to devote approximately 51 hours per month to the program, 12 months a year, not to exceed 612 hours annually. Historically, the Consultant has been reimbursed in a similar manner.
2. In addition to trainings being offered every other month, a monthly newsletter will be sent to volunteers which includes information on educational opportunities. Telephone contact with volunteers will also be maintained.
3. The estimated number of persons served is the same as proposed for the previous.
4. The estimated number of units of service is 700 less than the previous year. This is due to in part to the following: An over optimistic projection last year; A reduction of the FTE for Senior Connection staff; and Volunteers spending less time with their clients for a variety of reasons.
5. The Consultant plans to work .27th of an hour more per month than worked in FY 2006 - 07 due to the slight increase of the award amount. The result of this change is reflected in a \$.08 per hour pay increase.

PMC RECOMMENDATION: That the SSAC recommend that LCOG accept the application submitted by Sue Maddron to coordinate the Elder Help Volunteer Program for FY 2007-08, and that Ms. Maddron be awarded \$15,112 of Older Americans Act III-B funds for program operations in FY 2007-08, pursuant to her application. Ms. Maddron is to be reimbursed at the rate of \$24.69 per hour, not to exceed a total of 612.07 hours annually.