

Eastside Friends of Seniors Program Plan

Mission: We provide volunteer support to seniors facing the challenges of aging

Goal: A. We help seniors who need services

Objective	Measure	Assumption	Resources
1. Provide vital services to seniors	Our volunteers provide 5000 or more hours of volunteer service annually; our volunteers provide 3500 one-way rides	We successfully expand our program	CSC VC, AC
2. Evaluate potential new, regular clients for services	We complete 25 assessments each quarter. The average period of time between initial call and home visit is less than two weeks.	Clients follow through with arranging home visits	CSC PC
3. Grow the total number of clients served	We serve a total of 300 clients in 2013.	We successfully expand our program	CSC ED
4. Provide information and referrals for seniors and families who call for assistance who we can not help with our volunteer program	100% of referrals get a follow-up phone call or email to find out if referral was successful. Of those re-contacts, 75% were successfully connected with community services.	We will get enough responses from follow-ups to know if our referrals were successful.	All staff, primarily CSC. CSC responsible for follow-ups
5. Maintain accurate data on clients and able to produce reports on clients in a timely manner	Staff produces the reports needed to meet the stated requirements of funders and the board; client data is reviewed quarterly for accuracy.	Will continue to use CareWorks	PA, ED, CSC
6. Participate as a partner in Sammamish Cares	Complete all home visits that are requested through this program.		ED, CSC
7. Survey existing clients annually to determine satisfaction	At least one-third of our clients respond to a mail-in survey.	Mail-in survey is an effective means of reaching our clients	AC
8. Survey new clients after match to determine satisfaction	Each client is appropriately contacted within three months of match.	Phone is first choice unless client is very hard of hearing.	AC

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Mission: We provide volunteer support to seniors facing the challenges of aging

Goal: B. Volunteers can support seniors facing the challenges of aging through our program

Objective	Measure	Assumptions	Resources
1. We grow the corps of regular program volunteers	We have 150 regular <u>program</u> volunteers serve in 2013	We can identify and rustle up volunteers	VC, ED, AC
2. We screen and train new program volunteers efficiently	100% of program volunteers are screened and ready for deployment within 2 weeks of training.	Volunteers turn in all required paperwork	VC, AC, \$10/volunteer for Driver Abstract
3. We provide on-going training on topics of interest	We have at least two training opportunities for volunteers in 2013	Volunteers want to come to training; we can identify trainers who will do this for free.	ED, trainers, VC, AC
4. We effectively train and remind volunteers of policies and procedures	No reports of violations of Volunteer Policies and Procedures.	Violation of Policies is reported to staff	VC, AC
5. Have sufficient volunteers to meet "will-call" transportation client needs	We have no more than two unmet client ride requests on a monthly basis.	Volunteers are available to drive clients	VC, ED, AC
6. Have sufficient volunteers to meet matched client needs	We have no more than 5 clients at any one time on the waiting list for services	Volunteer recruitment is successful	VC, ED, AC
7. Maintain accurate data on volunteers and able to produce reports on volunteers in a timely manner	Staff produces the reports needed to meet the stated requirements of funders and the board; volunteer data is reviewed quarterly for accuracy.	Will continue to use CareWorks	VC, ED, PA

8. Recognize our volunteers	We provide gas cards to volunteers in proportion to their service	Gas Cards are paid for entirely by client donations	ED, VC, PA
9. Recruit volunteers through volunteer fairs and similar events	We attend at least four events annually with a table		ED, VC, AC; money for candy and swag
10. Survey volunteers annually to determine satisfaction	At least one-third of our volunteers respond to the on-line survey	On-line survey is effective	VC