

The University of Maine

DigitalCommons@UMaine

Maine Center on Aging Research and Evaluation

Maine Center on Aging

9-2021

Supporting Older Workers and Caregivers Who Volunteer: Examples from The Field

Jennifer Crittenden

Abbie Hartford

Rachel Coleman

Follow this and additional works at: https://digitalcommons.library.umaine.edu/moca_research



Part of the [Civic and Community Engagement Commons](#), and the [Gerontology Commons](#)

This Report is brought to you for free and open access by DigitalCommons@UMaine. It has been accepted for inclusion in Maine Center on Aging Research and Evaluation by an authorized administrator of DigitalCommons@UMaine. For more information, please contact um.library.technical.services@maine.edu.

Supporting Older Workers and Caregivers Who Volunteer: *Examples from The Field*

Jennifer A. Crittenden, PhD, MSW
Abbie Hartford, MSW
Rachel Coleman, MPP, MA



Table of Contents

- Introduction 1
- Methods 2
- Categories 3
 - Category 1: Onboarding Volunteers 3
 - Intake Survey 3
 - Volunteer Training 4
 - Category 2: Breaks And Flexible Scheduling 5
 - Category 3: One-Time Or Intermittent Volunteer Opportunities 6
 - Category 4: Substitute Volunteers 7
 - Category 5: Remote And Home-Based Volunteer Opportunities 8
 - Category 6: Supports, Resources, And Wellness Promotion 9
- Collaborations 10
- Conclusion 11
- References 12
- Appendix A: Participating Programs 13
- Appendix B: Intake Survey Examples 16
- Appendix C: Newsletter Examples 19
- Appendix D: Volunteer Write-Up Examples 28
- Appendix E: Short-Term Volunteer Opportunity Examples 30

FUNDING ACKNOWLEDGMENT

The material in this report is based upon work funded by the AmeriCorps Office of Research and Evaluation and AmeriCorps Seniors under Grant No. 17REHME001 through the National Service and Civic Engagement Research Grant competition. Opinions or points of view expressed are those of the author and do not necessarily reflect the official position of, or a position that is endorsed by, AmeriCorps or AmeriCorps Seniors.

Introduction

The nature and characteristics of older adult volunteering have been changing over time requiring volunteer programs to innovate and respond to the new realities of what was once considered the “retirement years.” This shift has surfaced new questions to be explored that will help the nonprofit sector anticipate and respond accordingly.

Older adults, a key group of volunteers for the nonprofit sector, contribute a significant economic value to their communities. Research by AmeriCorps in 2015 revealed more than 21 million older adults volunteered over 3.3 billion hours of service in their communities.

Based on the 2020 Independent Sector estimate of the average value of a volunteer hour, at \$27.20, the yearly economic benefit of older adult volunteerism is valued at \$89.8 billion dollars

AmeriCorps, 2016; Independent sector, 2020

Not only does older adult volunteerism provide the opportunity for substantial positive economic impact, but it has also been associated with numerous benefits for older adults themselves such as improved physical and cognitive health, the obtainment of new skills, and the opportunity to network. Older adults are increasingly filling multiple social roles, such as caregiving, working for pay, or volunteering on a formal or informal basis. The increased frequency of these multiple roles being held by older adults is leading to a shift in how we define retirement and aging. Approximately 40% of adults aged 55 and older are engaged in the workforce, with this percentage continuing to grow (U.S. Bureau of Labor Statistics, 2017). Additionally, the likelihood of maintaining a role as a family caregiver increases with age.

Currently half of all caregivers in the U.S. are 50 years of age or older and one third of caregivers are over the age of 65.

Family Caregiver Alliance, 2016

In addition to formal volunteering through an established program or agency, approximately 63% of adults participate in some form of informal helping, such as participating in religious or faith community activities and providing aid to their friends, family, and local community (Morrow-Howell, Carden, & Sherraden, 2005; Tang, Choi, & Morrow-Howell, 2010).

Despite the benefits derived from volunteering, the rate of formal volunteering is decreasing as rates of participation in other roles are increasing. In fact, only about a quarter of older adults currently participate in formal volunteering (Corporation for National and Community Service, 2015). Recruiting and retaining volunteers is a complex task with a variety of supports tailored to volunteer needs in order to ensure ongoing volunteer participation (Devaney, et al., 2015). With such complexities further research is needed to better support volunteer organizations and their volunteers as they seek to recruit and support volunteers over the long-term.

Methods

In the spring of 2018 a multi-phase study, funded by the AmeriCorps and AmeriCorps Seniors (formerly Corporation for National and Community Service and Senior Corps), was launched to examine:

1. the relationship between holding multiple roles (such as caregiving, working for pay, and informal volunteering) and older adult volunteering outcomes;
2. the benefits that older adults gain from volunteering; and
3. the strategies used by both volunteers and volunteer programs to help older adults juggle increasingly “full plates” of activities.

Using a national sample drawn from the Retired and Senior Volunteer Program (RSVP), the study yielded valuable information about how older adults and their volunteer programs are able to avoid and address role conflict.

Serving under AmeriCorps Seniors, RSVP pairs thousands of Americans aged 55 and older with organizations to serve in their communities. These volunteers may serve a few hours a week or up to 40 hours per week.

Study findings also revealed that volunteers with higher role conflict, or stress related to multiple life roles, were less likely to be satisfied with volunteering and participate in formal volunteer opportunities. In order to address role conflict, volunteers reported using compensatory strategies such as time management and flexible scheduling to help them maintain involvement across their different roles. After discovering how RSVP sites and other formal volunteer programs could address role conflict, more information was sought on how programs can better support volunteers long-term, leading to a re-examination of existing study data.

In phase II of the study, 21 RSVP programs provided feedback about strategies used to support volunteers who are working and caregiving in addition to their formal volunteer work. Responding RSVP directors and coordinators provided answers to six open-response questions. Themes noted within the responses included flexible scheduling, providing respite for caregivers, and providing volunteer opportunities outside of typical work hours.

The current research looks at strategies RSVP sites are currently implementing that better support volunteers who are also workers and/or caregivers in order for other volunteer programs to consider implementing similar best practices. Eleven volunteer programs were recruited from sites that participated in the core role conflict study in addition to those who were recruited by word of mouth through RSVP networks (see Appendix A for a list of participating programs). Semi-structured interviews were carried out with interested sites. Interviews were recorded and transcribed with the resulting transcriptions undergoing a basic thematic analysis to identify themes from among the responses. This report is organized by the categories of strategies identified from interviewees.

Categories

Category 1: Onboarding Volunteers

Phase I research indicates that a good fit between a volunteer and their volunteer activities, one that produces benefits for both the program and the volunteer alike, is connected with higher levels of participation and engagement among volunteers. The integration of key conversations with volunteers as part of the onboarding process allows for the identification of caregiving and working volunteers in order to respond to their needs accordingly throughout their volunteer tenure. Information gained in the onboarding process can assist staff in volunteer placement matching as well as helping to identify opportunities for volunteers to learn, grow, and thrive. For example, RSVP of Pioneer Valley uses their onboarding process to identify volunteers who are interested in using volunteer work to transition into paid work. Such volunteers are then placed into positions that will give them the skills needed to obtain paid employment. Ginger Elliott, Volunteer Coordinator of Pioneer Valley RSVP, discussed how volunteer opportunities can help volunteers to transition into paid employment. Some examples included how driving for Meals on Wheels, a meals delivery program, has led volunteers being hired permanently for the program in paid positions. In addition, some volunteers can learn technical or receptionist skills and then apply for outside paid positions with these new skills. Further, Pioneer Valley RSVP shares job listings through their newsletters, pictured to the right and in Appendix C. This unique practice directly focuses on volunteers who are looking for work. Providing job listings to volunteers also allows for volunteers to feel supported in their multiple roles and to feel supported as they grow beyond volunteering.

EMPLOYMENT OPPORTUNITIES

AARP has a Job Board to help with searches for part time employment for seniors.
www.aarp.org/parttimejobs3

Center for New Americans is looking for an ESOL (English for Speakers of Other Languages) teacher for an intermediate-level class in Greenfield. The schedule is 15 hours/week, and compensation is \$22/hour. Interested candidates should email hiring@cnam.org and enclose a letter of interest, resume, and the names and contact information of 3 professional references.

Highland Valley Elder Services seeks a full time protective social worker with a BA in social work, human services or other related field and 2 years' experience. Full benefits and mileage reimbursement are provided. Send resume and cover letter to Cathy Twiss at 320 Riverside Drive, Suite B, Florence, MA 01062.

Highland Valley Elder Services also seeks a Care Advisor to link and coordinate resources with elders, disabled adults and children. Contact Cathy Twiss, Associate Director of HR, ctwiss@highlandvalley.org for more information.

Pioneer Valley Newsletter listing

INTAKE SURVEY

Intake surveys and volunteer trainings are part of the core RSVP program model as they transition a person into their new volunteer opportunity. How this process is undertaken sets the tone for the volunteer relationship. It can impact how supported the volunteer feels and the ultimate success of the volunteer placement. Many RSVP directors shared that they make it a point for the volunteer to know they are able to say “no” and set boundaries around their volunteer work. Saying “no” to something you don’t want to do is important in order for the volunteer to be happy in a position that they will stay in, Elliott discussed. Finding opportunities that fit the volunteers needs is key, and not focusing just on the needs of the host organization or volunteer placement. It is likely that if a volunteer is placed in an opportunity that needs a position filled, but the volunteer is not happy in the position, the match would not have long-term sustainability.

Depending on the size of the volunteer program, it may be not realistic for staff to foster individual relationships with each volunteer. However, asking a volunteer during the intake process what they do not want to do and what they are hoping to get out of volunteering can lead to important conversations. It is important for those who are working or who have worked in the past to discuss the extent to which that employment experience matches their volunteer interests. For example, Elliott shared the following story about a volunteer “who wanted to be a nurse, but her parents couldn’t afford the training and sent her to teacher’s college instead. She had a full career teaching, which she liked, but wanted to volunteer in a hospital after retiring. Now she is a volunteer emergency room assistant and says it is a dream come true.”

Finding the right placement for a volunteer, especially one with personal meaning, will have long lasting effects in the sustainability of a volunteer. Along these lines, Paula Burnett, Director of University of Maine RSVP, discussed the meaning a volunteer placement can have. Burnett shared how many of her volunteers who are also caregiving typically enjoy placements with children. For example, she shared one story of a volunteer who was caring for her parents who were living with dementia and that the volunteer found reading to children a form of stress relief.

“We always try to work with them [the volunteer], see what their needs are.”

Paula Burnett, University of Maine RSVP Director

Through the interviews, multiple enrollment forms were provided by the directors. While not always on the formal intake application form, nearly all RSVP sites informally ask if a volunteer holds other roles outside of volunteering, such as caregiving and working. Mary Hadlock, RSVP of Southern Maine Volunteer Services Director, revealed having a specific question about current paid employment in their intake survey. See Appendix B for intake survey examples.

VOLUNTEER TRAINING

Outside of the general volunteer trainings, the RSVP of Northern Arizona, for example, offers additional professional trainings to give volunteers the opportunity to build on professional development. Erin Kruse, Director of Northern Arizona RSVP, discussed the challenge of volunteers primarily working with partner agencies and having a more removed relationship with the sponsoring RSVP program. To address this, Northern Arizona RSVP offers professional development trainings as a way to strengthen the connection between volunteers and the sponsoring RSVP program. This helps in building a sense of community and connection among the volunteers. As Kruse states, “To help create an RSVP community.”

Going beyond just volunteer trainings can also foster skills for roles outside of volunteering and is another way to engage volunteers and apprise them of the benefits of joining an RSVP.



Three Greater Twin Cities Hospice Shop volunteers

Category 2: Breaks and Flexible Scheduling

All RSVP sites interviewed shared the benefits of allowing volunteers to take breaks from volunteer service as needed, a practice that is beneficial to both caregivers and workers. Interviewees shared the importance of supporting what a volunteer may need and acknowledging that “life happens.” Some shared that if they did not allow breaks some volunteers would experience burnout and dropout of volunteering altogether. Interviewees also shared the importance of continuing to stay in touch with the volunteer and checking in to see if they needed any support during breaks from volunteering. Along with breaks, allowing flexibility in schedule and hours is critical as well. If a volunteer needs to reduce hours, RSVP sites shared that they will work around that need.

“RSVPs are built on a foundation of volunteer flexibility.”

Cindy Whitney, Catholic Charities of Maine RSVP

Letting volunteers know during their initial intake that RSVP is going to work with them to make their volunteer experience successful will help volunteers feel comfortable approaching program staff when they are feeling overwhelmed, potentially reducing the need for the volunteer to terminate their role with the program. Many sites shared they open this avenue for communication informally during intake conversations and orientation trainings. However, including this principle into policy manual language is also a distinct way to show volunteers you are there to support them.



UMaine RSVP Bone Builders volunteers

Category 3: One-Time or Intermittent Volunteer Opportunities

One-time volunteer opportunities or intermittent volunteering were discussed as two strategies for engaging volunteers who have time constraints. The flexibility of a lower time commitment was an attractive feature for volunteers who work or have caregiving responsibilities. Missoula County RSVP Director Judy Douglas shared that their short-term list opportunities are “very flexible, so people can sign up for RSVP and they can just sign up for the short-term list if they would like . . . they fill up really quickly. It’s a great model. People will join RSVP just to be on that short-term list. So, it’s completely flexible. There’s no obligation.”

Many examples of short-term opportunities provided by Missoula County RSVP included volunteering for specific community events, community concerts, Red Cross, Toys for Tots, and their Food Bank turkey giveaway event. Other examples are included in Appendix E. The majority of short-term opportunities are offered outside of typical work hours including weekend days and in the later afternoon and evening during the week (Monday through Friday). Such opportunities tended to be one-time engagements lasting a few hours in duration.

Douglas also shared that it can be time-consuming for RSVP staff to write and distribute the short-term opportunities each week as compared to the recruitment efforts for long-term volunteer options. Douglas shared that in order to advertise the opportunities ahead of time, she must know volunteer assignment details about it two weeks in advance from the site. However, despite the additional work it may create, these volunteer opportunities get “volunteers through the door” which can ultimately lead to longer term relationships with volunteers over time. The Pioneer Valley RSVP refers to these opportunities as “Experience On-Call.” Pioneer Valley Volunteer Coordinator, Ginger Elliott, shared that these opportunities also help new volunteers begin to learn more about volunteering and the RSVP program:

“If somebody is a little hesitant to commit, it’s a way to get their feet wet, a little bit. See how they like it and a lot of our volunteers who have started who have made a connection through an ‘Experience On-Call’ event end up volunteering with that agency.”

Ginger Elliott, Pioneer Valley Volunteer Coordinator

Greater Hartford and Central CT RSVP Director, Theresa Strong, discussed the flexibility that volunteers have to engage with one-time volunteer opportunities. For example, their volunteer medical program has an opportunity listing that is sent out once a week and volunteers sign-up for an opportunity in that given week. Other examples of how RSVP’s share one-time or short-list volunteer opportunities include: weekly newsletters, through a SignUpGenius posting, emailing, or an online sign-up sheet service. See Appendix C for one-time volunteer opportunities listed in a newsletter and Appendix E for more short-term volunteer opportunity examples.

Category 4: Job Sharing and Substitute Volunteers

To avoid volunteer burnout and accommodate busy schedules for workers and caregivers, programs use job sharing and substitutes to support volunteers. Job sharing entails having a back-up volunteer available should an individual need to call out of their volunteer work to attend to other responsibilities. For example, the Twin City RSVP created a system where they will have job sharing, or as they call them, volunteer partners, where one volunteer will run a program, such as their wellness program, with two to four volunteers trained as backups to ensure the positions are covered. If a volunteer needs to take a day off they can do so without leaving a position uncovered. This practice ensures the sustainability of the volunteer opportunity as well as allowing flexibility for the individual volunteer.

Through job sharing, training multiple people for the same opportunity allows volunteers who may have additional life roles, such as caregiving or working, to feel supported and reassured that their volunteer opportunity will get done even if something comes up in their schedule.



Volunteer Instructors—looking for all those who treasure our public lands and wish to educate future generations about ways to preserve and care for it. Ninemile Ranger District offers field trip opportunities for elementary classes throughout western Montana and they would like volunteer instructors to help teach stations of 5-10 children. The interactive stations are well planned, interactive and fun. One example of a station activity is scat bingo. All the materials, including lesson plans, are in individual organized totes.

Missoula County RSVP Newsletter Short-Term Project Listing,
see Appendix C and D

“We make sure that they’re not feeling like they’re the only one that does that job so that if someone is sick or has to go to a doctor’s visit or has to take somebody else to a doctors visit, they feel like it’s not a burden to do their job or their volunteer role. So, we’ve been really successful, we’ve trained a lot of volunteers in that wellness program as backup people.”

Sarah Tarleton, Twin Cities RSVP Director

Substitute positions allow volunteers the flexibility to maintain longer term volunteer engagement while also attending to other obligations without guilt. Substitute training allows for program continuity even when a volunteer is unavailable. Unlike the practice Tarleton shared, of having multiple people partner together on the same volunteer opportunity, substitutes are instead trained to fill in for multiple volunteer opportunities. Having a list of trained volunteers as substitutes enables RSVP sites to call their sub-list as needed. In these situations substitutes can opt to fill-in based on availability. Strong shared how some of her volunteers who were also caregivers could not commit to specific times each week to volunteer in their reading program so instead they were given the opportunity to serve as substitutes. This allows volunteers who may be unable to commit to a weekly schedule to volunteer more often, and with a consistent volunteer assignment. Strong commented that this example of support is a, “mechanism we put in place so the [volunteers] can still have volunteer engagement opportunities, but not necessarily have to be committed to a specific every day, this time of day [schedule].”

Category 5: Remote and Home-Based Volunteer Opportunities

For volunteers who may hold multiple roles, such as caregiving or working, opportunities to serve from home are an innovative way to engage more volunteers. For example, if a caregiver is not able to bring their care recipient to a volunteer assignment or they do not have respite support, being able to volunteer from home while simultaneously caring for their care recipient allows them greater flexibility. An example of this occurs in the RSVP of Southern Maine in their Phone Pals Program. This program entails making phone calls to isolated older adults who could benefit from social support.

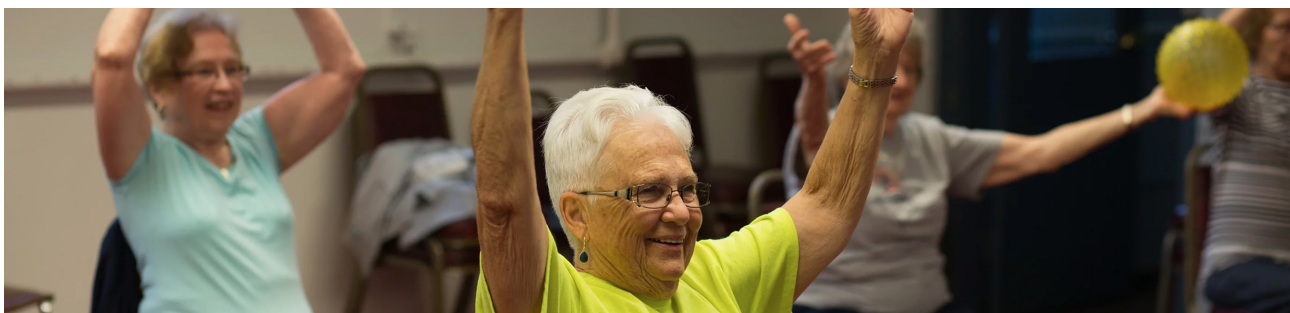
Since this volunteer opportunity is phone-based, volunteers are able to work from home and around their schedule. Mary Hadlock, RSVP of Southern Maine Volunteer Services Director, shared some of the Phone Pals recipients have also become volunteers themselves due to the flexibility of being able to volunteer from home and socialize with others.

Opportunities from home also are a viable option for volunteers who are working since it provides them more flexibility in volunteering after typical work day hours. One such opportunity that several RSVP sites have implemented during the Coronavirus pandemic is mask making. This is an opportunity that can be done when the volunteer chooses and thus is another flexible option for volunteers who may also be working. Volunteer opportunities from home are not always possible, however, thinking creatively about opportunities that are realistic to participate in from home, even if only partially, is a way to attract and retain volunteers.



We  **Our**
Volunteers

Greater Twin Cities Meals on Wheels volunteer



Greater Twin Cities RSVP Bone Builders Class

Category 6: Supports, Resources and Wellness Promotion

Offering supports unrelated to the volunteer role, such as providing information about caregiver services, or the direct offering of wellness programming for volunteers, was identified by programs to be beneficial to volunteers. Providing resources to volunteers can allow them to feel better supported and connected to their RSVP program. RSVP sites may offer this information informally through conversations as they arise or formally through newsletters. RSVP director, Kathleen Stacey, of Martin County RSVP, shared that when their RSVP hears of resources they send it to all of their volunteers. This also allows volunteers to spread the word if they know of someone who may also benefit from such resources. When you provide the information as Stacey notes, “...you don’t know [who may benefit from it]. It’s surprising how many people come forward.”

RSVP of Missoula County benefits from being affiliated with an aging services organization and is housed in the same building as the caregiver support division which facilitates the transfer of information and resources across programs and directly to volunteers. Though not all volunteer programs are housed in the same building as a local aging services provider, one alternative approach that can be used is to have a resource list that is easily accessible for volunteers.

“Our program has a commitment to never send anybody away without help. We’re always reaching out, even if it’s not help from us. We have a resource list. And so we deal with all kinds of problems and don’t turn anybody away. Or say, yeah, sorry, I can’t help you. We never say that.”

Judy Douglas, Missoula County RSVP Director

Greater Twin Cities RSVP uses their newsletter as a vehicle to share resource information with current volunteers. Through newsletter write-ups they share a range of resources to support volunteers on topics such as mental health, meditation, music, self-care, and events happening in their state. Including resources in weekly, biweekly, or even monthly newsletters is a way to ensure all volunteers have access to potential resources.

Collaborations

Miles City RSVP Director, Betty Vail, shared that they utilize collaboration to provide resources to their volunteers. Their RSVP partnered with a local cooperative extension, Montana State University (MSU) Extension Custer County, to provide classes for caregiving volunteers on Alzheimer's disease and dementia. These classes were offered over a six week series for all volunteers to attend. They have also partnered with MSU Extension Custer County to offer a one day series of workshops on Alzheimer's disease. Such partnerships provide opportunities for volunteers, such as caregivers, to learn information that not only helps in their caregiver role but also potentially their volunteer role.

The RSVP of Missoula County partners with different organizations to provide support groups for volunteers including a partnership with Dementia Friendly Missoula to provide caregiving support groups. Support groups are another way programs can allow volunteers to feel heard and valued, even if not explicitly connected to their volunteer assignment. Providing a space for volunteers who are caregiving, for example, indirectly allows for volunteers to avoid burnout that may result in cessation of the volunteer role.

Several RSVPs have their local Area Agency on Aging (AAA) as their sponsor and thus collaborate to provide volunteers with resources. The benefits of this arrangement include being able to walk down the hall to talk to, for example, caregiver support staff. Missoula Aging Services educates all staff and volunteers in the shared building about available programs to ensure everyone is well versed in services and can easily refer volunteers and others to different departments to help meet their needs. Establishing relationships and partnerships with a local AAA is one way to ensure that RSVP staff are up-to-date on potential resources that could benefit volunteers when such programs are not located on-site together. For example, several interviewees mentioned the benefit of referring volunteers to their local Area Agency on Aging or Council on Aging when looking for resources.

“We have a strong Council on Aging that we have worked with through the years, and that is who I would refer them to if they were looking for respite or support groups...”

Cheryl Freeman, St. Johns County

Conclusion

Through interviewing eleven RSVPs, six themes were revealed as strategies to better support volunteers who may also be working or caregiving. Prior to the interviews, many program staff shared that they had not specifically considered the impact of these strategies on working and/or caregiving volunteers. Many programs were implementing strategies that were indirectly also supporting volunteers with multiple roles such as emphasizing flexibility as a principle during the initial intake process or offering one-time volunteer opportunities. RSVP directors shared that these interviews have allowed them to think of new strategies they can employ to better support volunteers who are also working or caregiving.

The RSVP volunteer programs that participated in this round of research were quite diverse spanning from across the United States. Some had over 600 volunteers while others had around 50 volunteers. Some were located in urban areas while others were located in rural areas. Some were coordinating their volunteers with one staff member while others had up to four staff lines coordinating volunteers. Some were sponsored by their local AAA and others were sponsored by their local school district.

Despite the diversity across these programs all interviewees acknowledged the importance of supporting their volunteers in any way possible. Based on these interview findings, future research could further examine the success of these identified strategies from a volunteer perspective as well as explore how the size, scope, and resources available within a volunteer program may impact volunteer support.



RSVP of Southern Maine Maine Hosts Senior Games Volunteer Event

References

- AmeriCorps. (2016). *Value of senior volunteers to U.S. economy*. <https://www.nationalservice.gov/newsroom/press-releases/2016value-senior-volunteers-us-economy-estimated-77-billion>
- AmeriCorps. (2015). *Demographics: Older adults (age 65+)*. <https://www.nationalservice.gov/vclademographic/older-adults-age-65>
- Devaney, C., Kearns, N., Fives, A., Canavan, J., Lyons, R., & Eaton, P. (2015). Recruiting and retaining older adult volunteers: Implications for practice. *Journal of Nonprofit and Public Sector Marketing*, 27(4), 331–350. <https://doi.org/10.1080/10495142.2015.1015373>
- Family Caregiver Alliance. (2016). *Caregiver statistics: Demographics*. <https://www.caregiver.org/caregiver-statistics-demographics>
- Independent Sector. (2020). *Value of volunteer time*. <https://independentsector.org/value-of-volunteer-time-2020/>
- Morrow-Howell, N., Carden, M., & Sherraden, M. (2005). Productive engagement of older adults: Volunteerism and service. In L. Kaye (Ed.). *Perspectives on productive aging: Social work with the new aged*. Washington, DC: National Association of Social Workers.
- Tang, F., Choi, E., & Morrow-Howell, N. (2010). Organizational support and volunteering benefits for older adults. *The Gerontologist*, 50(5), 603–612. <https://doi.org/10.1093/geront/gnq020>
- U.S. Bureau of Labor Statistics. (2017). *Older workers: Labor force trends and career options*. <https://www.bls.gov/careeroutlook/2017/article/older-workers.htm> U.S.

Appendix A

PARTICIPATING PROGRAMS

The following RSVP sites participated in this program profile project and are the sources for the information provided within this report.

CATHOLIC CHARITIES OF MAINE

This RSVP, sponsored by Catholic Charities of Maine, is a relatively new program in Maine as of 2019. Volunteers within this RSVP primarily work under a program of Catholic Charities called SEARCH (Seek Elders Alone, Renew Courage and Help) where volunteers are supporting older adults to age in place, combat social isolation, and remain living independently.



GREATER HARTFORD AND CENTRAL CT

This RSVP site is known for its specialization in supporting local schools with nearly 340 volunteers. This RSVP is sponsored by The Community Renewal Team and receives their RSVP grant from AmeriCorps Seniors and additional transportation funding for their Volunteer Medical Transportation Program from North Central Area Agency on Aging. They serve on average 30 sites, primarily at schools in Greater Hartford and Central Connecticut. Volunteers may be found tutoring and mentoring children, in the adult literacy programs, and volunteering with Meals on Wheels.



GREATER TWIN CITIES

The Retired and Senior Volunteer Program of the Greater Twin Cities in Minneapolis covers 11 counties and is led by three program coordinators to cover a three region area: East Metro, West Metro, and East Central. This site and its nearly 650 volunteers are sponsored by Volunteers of America of Minnesota. This is one of the largest sites that participated in the program profile project.



MARTIN COUNTY

The Retired and Senior Volunteer Program of Martin County, Florida was established in 1971 and is one of the largest RSVPs in the nation. They have over 600 volunteers coordinated by one director. This RSVP is sponsored by the United Way of Martin County and hosts a range of volunteer opportunities such as Meals on Wheels, hospital volunteers, hurricane recovery work, thrift stores, and outdoor events.



MILES CITY

The Retired and Senior Volunteer Program of Miles City, Montana covers four counties. At the time of its project interview this site was serving about 220 volunteers and working with about 45 stations. Founded in 1982, this site is sponsored by the City of Miles City. This RSVP focuses on Healthy Futures as well as work in soup kitchens and thrift stores.



MISSOULA COUNTY

The Retired and Senior Volunteer Program of Missoula County, Montana is sponsored by their Area Agency on Aging and falls under the umbrella of the Missoula Aging Services which also partners with Missoula County agencies and nonprofits under AmeriCorps Seniors Programs. The Foster Grandparent Program, Senior Companion Program, and RSVP are all AmeriCorps Seniors Programs housed under the same roof. Due to this site's collaborations, they are able to provide great resources to their volunteers and the county they are serving in. At the time of this program profile project, this site had about 400 active volunteers.



NORTHERN ARIZONA

The Retired and Senior Volunteer Program of Northern Arizona is sponsored by the Center for Service and Volunteerism at Northern Arizona University located in Flagstaff. With nearly 100 sites and over 430 volunteers, this RSVP has a range of opportunities from addressing food insecurity, mentoring and tutoring, to working with veterans. Being sponsored through a University has allowed this RSVP unique opportunities of collaboration and training with a focus on supporting their community.



PIONEER VALLEY

The Retired and Senior Volunteer Program of Pioneer Valley, Massachusetts is recently sponsored by Community Action of Pioneer Valley. Community Action partnered with this RSVP approximately a year prior to the phase II interviews and is an umbrella agency that serves and sponsors many service programs within Pioneer Valley. With about 64 stations and 650 volunteers during the time of the program profile project, this site is the largest that partook.



RSVP OF SOUTHERN MAINE

This RSVP is the largest in Maine with approximately 600 volunteers and is sponsored by Southern Maine Area Agency on Aging. This RSVP was established in 1974 and serves Cumberland (except Brunswick and Harpswell) and York counties in Maine. They have approximately 20 stations with opportunities such as Meals on Wheels, Medicare counseling, Money Minders bill-paying assistance, Vet to Vet Maine (companionship program), and Maine Senior Games.

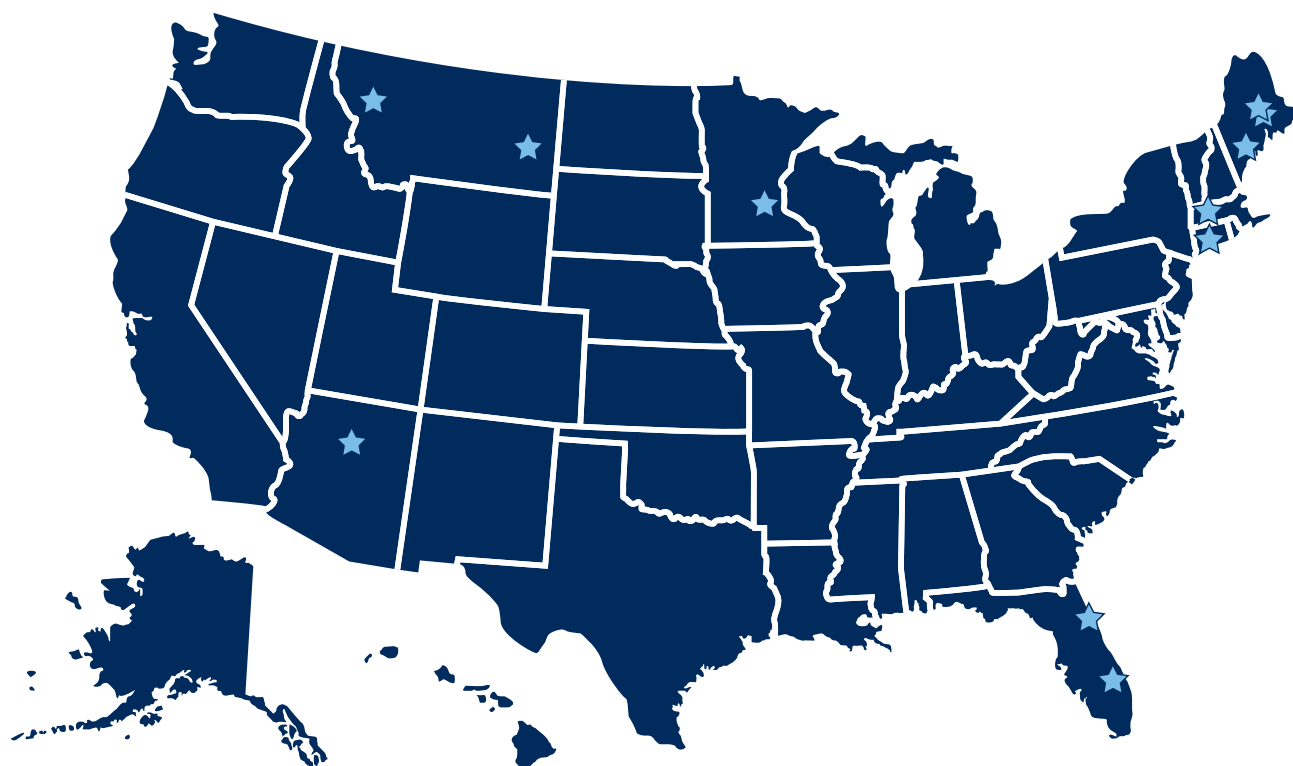


ST. JOHNS COUNTY

RSVP of St. Johns County, Florida, has been operating for more than 36 years and has been sponsored by the St. Johns County School District for over 22 years. They have approximately 141 volunteers on average with more than 15 sites. Volunteer opportunities primarily include assisting children and adults in their educational pursuits with many volunteers volunteering in the county's school systems.



The University of Maine Center on Aging sponsors the UMaine RSVP Program which recruits and places individuals in a four-county region in Maine: Penobscot, Piscataquis, Hancock, and Washington. This RSVP program is one of the oldest nonprofits in Eastern Maine, originally founded in 1972, and only served two counties upon its establishment. The four counties now served comprise an extensive rural geographic area with four service center communities as hubs of activity. At the time of the project interview, this RSVP site hosted approximately 86 volunteers.



Appendix B

INTAKE SURVEY EXAMPLES

Pioneer Valley's intake form highlights current or former occupation(s).



RSVP Information Form
1 Prince Street, Northampton, MA 01060
413-387-4558 www.rsvppv.org



Name:		Preferred name:	
Mailing Address:		City/town:	Zip:
Primary Phone ()		Email:	
Emergency contact: Name:		Relationship:	Phone:
Highest level of education:		School/s attended:	
Ethnicity: <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Non-Hispanic/Latino Racial group: <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Asian <input type="checkbox"/> Hispanic <input type="checkbox"/> Black/African American <input type="checkbox"/> Hawaiian or Pacific Islander <input type="checkbox"/> White			
Languages spoken: .		Current/Formal Occupation/s:	
Volunteer interests (check all that apply): <input type="checkbox"/> Senior center <input type="checkbox"/> Health & exercise <input type="checkbox"/> Food bank/pantry <input type="checkbox"/> Activity leader <input type="checkbox"/> Gift/thrift/coffee shop <input type="checkbox"/> Transportation <input type="checkbox"/> Special events <input type="checkbox"/> Information/advice <input type="checkbox"/> Technical/clerical <input type="checkbox"/> Environment Other _____ Current volunteer work:			
Driver's license # _____ Expiration __/__/__ Travel reimbursement? <input type="checkbox"/> Yes <input type="checkbox"/> No Date of birth: __/__/__ Veteran: <input type="checkbox"/> Yes <input type="checkbox"/> No How did you hear of RSVP?			

Please list any skills, hobbies or interests that will help us place you appropriately.

List the months that you are regularly away from home:

What do you hope to gain from your volunteer experience?

I verify that the above information is accurate, and that I freely volunteer my time through RSVP. I am not an employee of RSVP. I will maintain minimum MA liability insurance on my personal vehicle, and I understand that my picture may be used for RSVP events or publicity. I further agree to report my volunteer hours each month and to update RSVP when/if my information changes.

Volunteer signature: _____ Date: _____

RSVP Director: _____ Date: _____

Revised 8/2019

In the highlighted section you will see RSVP of Southern Maine has a specific work question on their intake survey.



Volunteer Enrollment Form

Name (first, last) _____ DOB: _____

Address _____

Mailing Address (if different) _____

Phone (home) _____ (cell) _____

E-mail Address _____

Emergency Contact: Name _____ Relationship _____ Phone _____

Address _____

At what times are you available and interested in volunteering? (Check all that apply)

<input type="checkbox"/> Monday	<input type="checkbox"/> Tuesday	<input type="checkbox"/> Wednesday	<input type="checkbox"/> Thursday	<input type="checkbox"/> Friday	<input type="checkbox"/> Weekends
<input type="checkbox"/> Morning	<input type="checkbox"/> Morning	<input type="checkbox"/> Morning	<input type="checkbox"/> Morning	<input type="checkbox"/> Morning	<input type="checkbox"/> Morning
<input type="checkbox"/> Afternoon	<input type="checkbox"/> Afternoon	<input type="checkbox"/> Afternoon	<input type="checkbox"/> Afternoon	<input type="checkbox"/> Afternoon	<input type="checkbox"/> Afternoon
<input type="checkbox"/> Evening	<input type="checkbox"/> Evening	<input type="checkbox"/> Evening	<input type="checkbox"/> Evening	<input type="checkbox"/> Evening	<input type="checkbox"/> Evening

Please list volunteer roles you are interested in: _____

What different skills do you bring to a volunteer role? (personal, job transferable):

Geographic preference as to where you would like to volunteer: _____

Are there times or seasons when you *cannot* do volunteer work? ☐ Yes ☐ No

If yes, please specify _____

Education (Please check highest level completed):

☐ Some High School

☐ Some College or Vocational School

☐ Some Graduate School

☐ High School Graduate

☐ College Graduate

☐ Graduate School

Revised 2/21/2019

(Continued)

Current/Former Employer _____ Address _____

Does your employer/former employer have an employee volunteer match program? ____ Yes ____ No

Please tell us about your current employment/past work history and/or volunteer experiences:

Have you ever served, or are you serving in the U.S. Military? ____ Yes ____ No

Do you speak more than one language? ____ Yes ____ No

If yes, what language (s)? _____

Do you need special accommodation in order to do volunteer work? (Example: Allergies, Health Conditions, Mobility Issues, etc.) ____ Yes ____ No

If yes, please explain. _____

Are you required to do community service for any reason? ____ Yes ____ No

If yes, explain: _____

Do you drive? ____ Yes ____ No Do you hold current auto liability insurance? ____ Yes ____ No
Name of Auto Insurance Company _____

May we print your name as a new volunteer in our publication, the *Senior News*? ____ Yes ____ No

How did you hear about us?

____ A Speech ____ Radio ____ Another Volunteer ____ Senior News
____ Other paper ____ TV ____ Word of Mouth ____ SMAA Website
____ Other website ____ Staff Person Other: _____

I understand that I am a volunteer and not an employee of SMAA/ RSVP.

Signature of Volunteer Date

Additional Comments: _____

PLEASE RETURN TO:
Southern Maine Agency on Aging
136 US Route 1
Scarborough, ME 04074

Revised 2/21/2019

Appendix C

NEWSLETTER EXAMPLES

Missoula County Newsletter captures examples of how they may list short term and long term volunteer opportunities. As well as educational opportunities on page 3.

MISSOULA *aging* SERVICES

SPRING 2020

MAS

RSVP Action Update

IN THIS ISSUE

Page 1
Short-term Projects

Page 2
Senior Corps Announcements
Why the Green Ribbons?
Long-term Projects

Page 3
Supporting Military Drive
MAS Educational Opportunities
Vol Rec Save the Date

Page 4
MAS Jewelry Sale
Tourism

March for Meals
March 1-31, 2020


Volunteer as a fundraiser for Meals on Wheels by picking up a form at the MAS office front desk, or by **texting M4M20 to 71777**.

MAS Holiday Office Closures:
Mon., May 25, 2020
Memorial Day

RSVP is a program of
Missoula Aging Services (**MAS**)
337 Stephens

RSVP is funded by the
Corporation for National and Community Service

For information or to volunteer, email or call Judy at 728-7682



Short-term Projects

Volunteer Instructors—looking for all those who treasure our public lands and wish to educate future generations about ways to preserve and care for it. Ninemile Ranger District offers field trip opportunities for elementary classes throughout western Montana and they would like volunteer instructors to help teach stations of 5-10 children. The interactive stations are well planned, interactive and fun. One example of a station activity is scat bingo. All the materials, including lesson plans, are in individual organized totes.

During the field trip, small groups of children will rotate from station to station. The lessons are basic and no advanced knowledge of the subject matter is needed, however, an inquisitive mind that loves to facilitate learning in young curious minds, in a fun way, is required.

The field trips take place throughout the month of May and into early June in the lovely Ninemile Valley 45 minutes west of Missoula on I-90 and 4 miles from the interstate. You may sign up for one day that works with your schedule or for multiple days. All field trips happen rain or shine and volunteers may have to stand for long periods of time.

Join 317 of your fellow RSVP members in signing up for short-term volunteer opportunities. It is a fast and convenient way to sign up for a diverse array of episodic volunteer opportunities with over 50 different agencies in Missoula County. It allows you to stay connected to our community, make new friends, and give back in a meaningful way. If you are a Senior Corps RSVP member, all that is needed is your email address! You will be notified of upcoming events. If they interest you, sign up with just a click of a button. Contact Judy to be put on the short term list!

Email: rsvp@missoulaagingservices.org

Senior Corps Announcements

Making a Difference

In the past 6 months RSVP members have:

- Served 26,742 people/families experiencing food insecurity
- Served 40,393 meals to homebound people
- Volunteered 1,097 hours assisting people in need of housing
- Volunteered 1,133 hours towards disaster preparedness
- In all, RSVP members contributed 17,546 hours supporting various agencies and nonprofits in our community!

Missoula County's Senior Corps RSVP continues to exceed its annual goals in providing volunteer support in our community.

MAS Orientation

MAS offers a vast array of services that promote the independence, dignity and health of older adults. This orientation is for volunteers and staff to get acquainted with all of the services MAS offers. This informal presentation will answer all your questions about MAS! It is held from 12:30-2:30 p.m. on the fourth Wednesday of every month at MAS. Call 728-7682 to RSVP.

For information or to volunteer, email or call Judy at 728-7682



Why the green ribbons? Have you seen your fellow RSVP members wearing these ribbons at various events in the community? Senior Corps RSVP is a national program and it is thriving here in Missoula County. With a membership of over 400 people, we give back to our community in a big way. In spite of this, we still get individuals signing up that wish they had known about this program earlier. Most people hear about Senior Corps RSVP through existing members. When you wear the ribbon, it promotes our program and gives you the opportunity to inform people that may wish to join. Joining RSVP has enriched the lives of hundreds of people in our community by giving them a lifeline to stay connected. It has also helped our community by putting countless volunteer hours into its most vulnerable areas. It is truly a win-win partnership. Thanks for helping to promote it by proudly wearing your green ribbon when you volunteer.

Long-term Projects

Deliver a smile, a safety check and a hot, nutritious meal with Meals on Wheels Meals are delivered Monday through Friday by volunteer drivers. Regular route drivers are needed, but all drivers have the option to start off as a substitute driver. When a substitute is needed, answer the call if you are available. Drivers deliver 20 meals per shift. Unsure if this is the job for you? Go on a ride-along to find out!

Missoula Food Bank—Fresh Opportunities! The Missoula Food Bank is expanding its services to meet the growing needs in Missoula. Consider these positions, most only requiring serving just two to four hours a week. These are the areas needing your volunteer support:

ROOTS drivers	Kids Table Program
Kids Table drivers	Food Circle
Box pick up/delivery	Greeters
Interviewers	Stockers
Assembly line assistants	Dish washers

Email: rsvp@missoulaagingservices.org

May is Military Appreciation Month!

Support our soldiers by donating the listed items below on or before **May 22, 2020**. Items can be dropped off at Missoula Aging Services (337 Stephens Avenue). **All items must have an expiration date no earlier than Oct. 1, 2020.**

- Cards/letters of support
- Good quality coffee
- Powdered single-serving drinks
- Black or white boot crew socks
- Men's boxer briefs (med. & large)
- Tan t-shirts (med. & large)
- Flip flops (men's and women's sizes)
- Solid chap stick
- Travel-size lotion, shampoo, sun screen, liquid soap
- Non-aerosol stick deodorant
- Squirt guns, water balloons
- Nasal spray
- Eye drops
- Small fans
- Stationery, envelopes, pens
- Hard candy (individually wrapped)
- Sunflower seeds/mixed nuts
- Dried fruit
- Granola and protein bars
- Beef jerky
- Tuna in pouch
- Peanut butter—plastic jar

For information or to volunteer, email or call Judy at 728-7682



MAS Educational Opportunities

Financial & Estate Planning workshops with Dr. Marsha Goetting will be offered on Monday, March 16, at Clearwater Credit Union on Brooks. From 10 a.m. to noon will be Estate Planning for Every Montanan; from 2-4 p.m., Settling an Estate; and from 6-8 p.m., Planning for Long Term Care.

Stepping On is an evidence-based fall prevention class series for adults age 60+. Offered on Tuesdays, March 31 to May 12, 1:30 -3:30 p.m., at Frenchtown Rural Fire District Station 1.

Powerful Tools for Caregivers is an evidenced based 6 session class series encouraging self care and stress management for family caregivers age 18+. Offered on Thursdays, May 7 to June 11, 10:30 a.m. to 12:30 p.m., at MSU Extension Office in Missoula.

NEW! Aging Mastery Program through the National Coalition on Aging is an evidenced-informed 10 session course that assists individuals to build a personal playbook for aging well. This class series will be offered by MAS for summer or fall of 2020. Please call to be added to the list to be notified when registration opens.

Did you know? MAS offers a variety of educational opportunities year round like the New to Medicare and Social Security workshops. **Pre-registration** is required. To view or register online for workshops or classes go to this link:

<https://missoulaagingservices.eventbrite.com> or call MAS at 406-728-7682.

MAS Volunteer Recognition Party

Save the date:

April 28, 2020
DoubleTree
2-3:30 p.m.



Email: rsvp@missoulaagingservices.org

Pioneer Valley utilizes their newsletter to share volunteer opportunities, as well as non-RSVP opportunities and work opportunities.



SEPTEMBER 2019 VOLUNTEER NEWSLETTER

UPCOMING EVENTS NEEDING VOLUNTEERS

September 19, 9:30am-4:30pm: Volunteer Training for Community Action's Fuel Assistance Program at Northampton Country Club. Volunteers should be organized, computer literate, and possess good interpersonal skills; background in finance or social services helpful.

September 21, 12-4pm: Annual Block Party at the Boys & Girls Club Family Center in Springfield. Volunteers needed to help with many fun activities and will receive a free meal.

October 5, 11am-3pm: Special luncheon to honor veterans at Pleasant View Senior Center in East Longmeadow. Many volunteers needed for ticket sales, parking assistance, welcome committee, and meal serving before, during, and after the event.

October 16, 17, and 18, 9:30am-4:30pm: Fall certification training for ombudsman volunteers at Highland Valley Elder Services in Florence. Ombudsmen are elder advocates who help ensure the quality of life for nursing and rest home residents. Volunteer positions will be available throughout Franklin, Hampden, and Hampshire Counties.

December 2, 11am-2:30pm: WestMass ElderCare Holiday Party at the Knights of Columbus in Chicopee. Approximately 10 volunteers needed to help out in the kitchen.

NEW VOLUNTEER OPPORTUNITIES

Agawam Senior Center is looking for volunteers to serve lunch 11-11:45am weekdays; no cooking or cleanup is required, and it is not necessary to sign up for every day. Also looking for help in their coffee shop, Thursday & Friday afternoons 1-4pm.

Amherst Senior Center needs drivers for their home delivered meal program. Delivery days are Monday, Tuesday, Thursday, and Friday beginning at 11am.



On August 16, this took the form of a 50th anniversary celebration of the Woodstock Music Festival, an event that helped to define a generation. The celebration took place in the back parking lot of the Senior Center, with plenty of good food, and music provided by Bobby C DJ Services. As you can see from the photos, many participants followed the suggestion to dress for the occasion. Kudos to Executive Director Marlene Johnson and her team for offering such a fun and creative way to celebrate and build community!

NON-RSVP OPPORTUNITIES

All Out Adventures (AOA) promotes health, community and independence for people with disabilities and their families and friends through outdoor recreation. They are currently looking for a volunteer accountant to complete their annual taxes, due November 2019, and file a review of finances. Please contact Patti Dougherty, telephone 584-2052 and email patti@alloutadventures.org.

Amherst Community Connections, a small nonprofit agency serving homeless, low income, disabled, and incarcerated persons, seeks volunteers to work 2-3 mornings/week from 8:30am-12:30pm providing intake, case management assistance, grant writing, and research. Call Ms. Hwei-Ling Greeney at 345-0737 if you are interested in this opportunity.

Behavioral Health Network seeks a volunteer who is willing to help a client in his 60's with basic reading and math skills; meetings could take place at a library or coffee shop at a time that is mutually agreeable. Also seeking someone with a background in executive administration to volunteer a few hours/week at either the Northampton or Holyoke office. Contact Cheryl.Authier@bhninc.org if you can help to meet either need.

Big Brothers Big Sisters of Hampden County is looking for volunteers who are eager to positively impact a child and improve their community at the same time. Opportunities exist for 1:1 mentoring, helping in the office, planning events, and special projects. Contact Megan at mpete@bigbrothers-sisters.org to become part of something BIG!

Community Upliftment Program in Springfield is looking for volunteers to help teach English as a Second Language and citizenship classes. For more information, go to www.communityupliftment.org.



Rachel's Table, a food rescue and redistribution program that has been a presence in Greater Springfield for 27 years, is expanding into Westfield and Greenfield. Seeking volunteer drivers who will use their own vehicles to pick up unused, healthy food from supermarkets and restaurants and deliver it to soup kitchens, food pantries, and more. Call 733-0084 or go to www.rachelstablespringfield.org if you can help.

The Salasin Center on Main Street in Greenfield seeks volunteers to provide child care support for Parent Education program Tuesdays 1-2:30pm and Family Night Thursdays 4-6:30pm. Contact Bekki Craig at 774-4307 or bcraig@wmtcinfo.org.

The Welcome Home Refugee Resettlement Program is looking for volunteers to be a part of a Circle of Care, which provides support to a refugee family as they move towards greater self-sufficiency and citizenship. If you are interested in being a part of a Circle of Care that welcomes refugee families to Northampton, please contact Keegan Pyle at: k.pyle@diospringfield.org

EMPLOYMENT OPPORTUNITIES

AARP has a Job Board to help with searches for part time employment for seniors. www.aarp.org/parttimejobs3

Center for New Americans is looking for an ESOL (English for Speakers of Other Languages) teacher for an intermediate-level class in Greenfield. The schedule is 15 hours/week, and compensation is \$22/hour. Interested candidates should email hiring@cnam.org and enclose a letter of interest, resume, and the names and contact information of 3 professional references.

Highland Valley Elder Services seeks a full time protective social worker with a BA in social work, human services or other related field and 2 years' experience. Full benefits and mileage reimbursement are provided. Send resume and cover letter to Cathy Twiss at 320 Riverside Drive, Suite B, Florence, MA 01062.

Highland Valley Elder Services also seeks a Care Advisor to link and coordinate resources with elders, disabled adults and children. Contact Cathy Twiss, Associate Director of HR, ctwiss@highlandvalley.org for more information.



COMMUNITY CALENDAR

September 10, 10am-2pm: Senior Health and Safety Expo at Schuetzen Verein in Barton Cove, Gill, featuring many area organizations that provide services to seniors, giveaways, entertainment, and a chicken barbeque. Sign up at your local senior center.

September 11, 11:30am-1:30pm: Greenfield Community College and RSVP Community Resource and Clubs Fair at GCC. Something for every age: area service organizations, giveaways, and light refreshments.

September 15, 8am: 5K Family Friendly Run/Walk Road Race at Franklin County Fairgrounds to benefit the Children's Advocacy Center. For more information, email Info@CACfranklinNQ.org.

September 18, 9-10am: New Spanish class begins at the Southampton Senior Center, taught by Tony Lesniak.

September 21 & 22, 10am-4pm: Homestead Harvest Festival at the William Cullen Bryant Homestead in Cummington

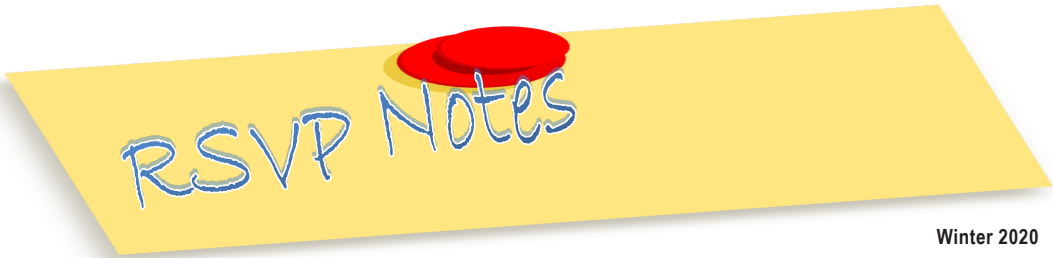
September 24, 11:30am-2:00pm: RSVP's Annual Volunteer Appreciation Luncheon at the Log Cabin in Holyoke. Volunteers who logged 50 or more hours between July 1, 2018-June 30, 2019 will receive their invitations via email the second week of September.

October 5, 9am-3pm: Annual Craft Fair at the Easthampton Council on Aging

October 20: 4th Annual Happy Valley Half Marathon & 5K at Look Park, Northampton, to benefit Big Brothers Big Sisters of Hampshire County

October 30, 9:30-11:30am: Harvest Health Fair at the Southampton Senior Center

Miles City’s newsletter depicts how they share volunteer opportunities and volunteer reminders. They also include educational tips for older adults in all of their newsletters.



Winter 2020

Dates to Remember

February 6, 2020: Soup Supper at Range Riders Hall from 5 p.m. to 6:30 p.m. Donations of soup, homemade bread, and cookies are welcomed.

March 21, 2020: Volunteer Appreciation Brunch—watch the mail for more details

RSVP ADVISORY COUNCIL MEETS

January, March, May, July,
September and November
3rd Wednesday 12:15 p.m.
(may change due to conflicts)
City Hall Conference Room
Guests are Welcome!

RSVP ADVISORY COUNCIL MEMBERS

Kristi Celander, Chair
Cindy Erickson, Vice-Chair
Andria Gardner, Secretary
Tara Andrews
Barb Albers
Delores Cameron
Betty Clauson
Al Olson
Dee Sams
Ted Schreiber
Rhonda Shumway
Annette Soria
Travis Stinson
Betty Vail, RSVP Director

The mission of the City of Miles City RSVP is to engage persons 55 and older in volunteer service to meet critical community needs; and to provide a high-quality experience that will enrich the lives of volunteers.



- ◆ Miles City Public Library is seeking a volunteer to shelf children’s books.
- ◆ The Soup Kitchen & Food Bank need volunteers.
- ◆ Historic Miles City Academy (Convent) is seeking additional volunteers for their Country Store.
- ◆ BLM needs a receptionist.
- ◆ St. Vincent DePaul for all positions.
- ◆ Custer County Food Bank—must be able to lift and pack groceries.
- ◆ Custer County Council on Aging/Commodities could use extra help unloading and boxing groceries every other month.
- ◆ WaterWorks Art Museum receptionists needed.
- ◆ Holy Rosary Hospice is seeking volunteers for Hospice. HRH Volunteer application can be found on their website; or stop by the RSVP office for assistance completing the application.

8 GOALS FOR 2020 FOR SENIORS

- 1) Exercise for 10 minutes every day. Staying physically active is key to healthy aging. That doesn't mean you have to spend all of your free time exercising, but you should certainly dedicate a portion of your day to fitness. Starting with 10 minutes per day could lead to the recommended amount of 150 minutes of aerobic activity per week.
- 2) Explore new volunteer opportunities. Check out the list of volunteer opportunities on the first page of this newsletter. Volunteering is a great way to give back to the community and it also benefits your own health. It provides a sense of accomplishment, increases self-confidence and brings fulfillment to life. It also connects you with likeminded individuals, which is great for your mental well-being.
- 3) Revive an old friendship. It is not always easy remaining close to friends who don't live close. But there are many resources you can use to rekindle old friendships. Make a phone call, send an e-mail, or reach out to one of your childhood buddies via Facebook or another social media platform. Make it your goal to keep in touch and schedule a get-together in the near future.
- 4) Spend more time with the grandkids. Most older adults agree that there is nothing quite as special as spending time with the grandchildren. No grandchildren-why not spend some time with your nieces or nephews and their children.
- 5) Make healthier dessert decisions. It is easy to reach for that sugary treat after dinner. But consuming those not-so-healthy choices every night may eventually lead to weight gain, high blood pressure and other chronic issues. Make 2020 the year to fall off the path that leads to unhealthy desserts and jump on one that drives you to make smarter choices. Fruits and dark chocolate make excellent alternatives if you need to satisfy a sweet craving.
- 6) Revisit an old pastime. When was the last time you spent enjoying that favorite hobby of yours? At some point in the new year, consider breaking out the old needle and yarn, fishing rod, or whatever you used to be so passionate about. Nothing comes to mind—check out the classes at WaterWorks Art Museum for a new hobby.
- 7) Challenge your brain regularly. You know that physical activity is important, but giving your brain a “workout” is just as crucial. Check out the puzzle in this newsletter.
- 8) Be conscious about your overall health. Your body is always changing, so make it a priority to keep up with your health. Visit the doctor annually, if not more, to be proactive about your overall well-being. And take the advice, guidance, and recommendations she or he gives during your visits. Those tips will help you have a happy, healthy and safe year.

from Sunrise Senior Living Website



The current SNAP monthly net income requirements are:

- If your household only consists of one person, then the gross monthly **income** to be eligible for SNAP is \$1,354 (net \$1,041). For two people, gross is \$1,832 (net \$1,410).
- Only 42 percent of eligible seniors participate in SNAP. Food security is important. In FY 2015, 4.2 million seniors age 60 or older participated in SNAP in an average month, helping to improve their nutrition, health, and economic well-being.
- If you would like more information on SNAP contact the RSVP Office at 234-0505.

Appendix D

VOLUNTEER WRITE-UP EXAMPLES

Southern Maine shares a short term and a long term volunteer opportunity write up example.

Volunteer Position Description

PROGRAM AIDE/EVENT SUPPORT - MAINE SENIOR GAMES

Agency/Organization: Maine Senior Games

Address: Southern Maine Agency on Aging, 136 U.S. Rt. 1, Scarborough, ME 04074

Organization's mission: To provide athletic events and wellness opportunities to improve the health and fitness of folks 45 and over.

Volunteer position title: Event Support/Program Aide

What, specifically, will the volunteer(s) do? These volunteers work at an event. They may be a spotter for golf, run the timer at basketball, stop traffic at cycling, keep score at softball, or serve as a line judge at tennis. They also assemble things for the events. Among the tasks: Athlete check in, handing out t-shirts /water, stuffing materials into a goodie bag, counting out medals, labeling cases of water, folding t-shirts and putting them in piles according to sizes, handing out medals, and whatever else needs to be done to prepare for the events.

Experience, qualities & skills needed by the volunteers: Skill/knowledge in particular sport/task a plus, friendly personality and stamina for all-day events.

Number of volunteers needed? Many

Where can the volunteer(s) work? York and Cumberland counties

When can the volunteer(s) work? This could be an all-day assignment or 3-4 hours depending on the event. Events are held June through October.

What length of commitment is expected of the volunteer(s)? One season (could be one event)

Is this assignment: ☐ ongoing, or ☒ short-term?

What benefits or considerations do you offer volunteer(s)? All volunteers receive a volunteer T-Shirt to be worn at the events. At all-day events, lunch or snacks will be provided.

When will volunteer training/orientation occur? Both at a training in April and also on the job training

Who will be responsible for volunteer timesheets? Jo Dill, MSG Coordinator

Who will supervise the volunteer(s)? The event coordinator of the event would be the immediate supervisor. Jo Dill, MSG Coordinator, is overall supervisor.

Telephone: 207-396-6519 E-mail: jdill@smaaa.org

VOLUNTEER POSITION DESCRIPTION

CAREGIVER CALLER

Agency/Organization: Southern Maine Agency on Aging

Address: 136 U.S. Route 1, Scarborough, ME 04074

Organization's mission: The mission of the Family Caregiver Support Program is to assist family caregivers (unpaid family and friends) helping older adults and / or persons with dementia, and also to serve older kinship parents, by providing a variety of supports and services that make caregiving easier and reduce caregiver stress. The program values the role of family caregiver and aims to enhance the lives of the caregiver and the care recipient. Services are provided consistent with the Older Americans Act and State of Maine guidelines.

Volunteer position title: Caregiver Caller

What, specifically, will the volunteer(s) do? Make monthly check-in calls to caregivers of people on the Partners in Caring (PIC) program (5-8 calls per week); bring any issues that need immediate attention back to the PIC coordinator for follow-up.

Experience, qualities & skills needed by the volunteers: empathetic listening skills, patience, ability to log the calls into our computer system.

Number of volunteers needed? 1

Where can the volunteer(s) work? at SMAA offices in Scarborough

When can the volunteer(s) work? once a week (1-3 hours) anytime that is convenient for them.

What length of commitment is expected of the volunteer(s)? 6 months

Is this assignment: ☒ ongoing, or ☐ short-term?

What benefits or considerations do you offer volunteer(s)? Please include both tangible (e.g., free T shirt) and intangible (e.g., sense of satisfaction): the ability to make a difference in the lives of the caregivers by being a sounding board/sympathetic ear.

When will volunteer training/orientation occur and what does it entail? A two-hour training session is provided at the start of the assignment, with an orientation about SMAA, instructions on logging information into the computer and a discussion of issues that need follow-up with the coordinator.

Who will be responsible for volunteer timesheets?: Volunteer (15 min. training provided)

Who will supervise the volunteer(s)?: Partners in Caring Coordinator (currently Lori Campbell)

Telephone: 207-396-6540

E-mail: lcampbell@smaaa.org

Appendix E

SHORT-TERM VOLUNTEER OPPORTUNITY EXAMPLES

Missoula County has an ongoing list of short term opportunities.

Examples of short term events

Road Races, tshirt folding, goody bag stuffing, water stations

Fundraising events

- mailings
- bike races
- auctions
- dinners/theater indoor and BBQ's

Community Concerts

Bike/pedestrian counts by the metropolitan office of planning

Food bank turkey give away

Food Bank Under Construction event to promote the trades

Special Olympics events

Chicks and Chaps Rodeo

Red Cross Smoke Detector Install

Hoot and Howl YMCA Halloween event

Speech/Drama/Debate Judges with local schools and the university

Toys for Tots

No Room at the Inn Christmas event

Science Fairs

Examples of Recruitment messages

RSVP ShortTermEvents

Office of Emergency Management Call Center Assistant

Missoula County residents are increasingly calling the Missoula County Health Department seeking information regarding the novel coronavirus. In response, the Missoula County Office of Emergency Management (OEM) is activating its emergency operations center (EOC) call center in collaboration with the Health Dept. to provide residents with essential information. Volunteers are needed to staff the EOC Information Call Line. Volunteers will be trained, supervised, coached, and briefed primarily by a public health infectious disease nurse.

This week, the EOC call center will be open from 12:00-4:00 PM Wednesday and 8:00 AM - 4:00 PM on Thursday and Friday. Additional volunteer requests are expected for next week and weeks to come.

RSVP ShortTermEvents

Cookie Battle Event Assistant

Let's get ready to crumble! The Great Girl Scout Cookie Battle will test girls' teamwork skills, problem-solving, and creativity as they make their way through a variety of cooking-centric stations. Girls will work together to develop, bake and design a yummy dessert inspired by traditional Girl Scout cookies to be judged by a panel of community members. Volunteers are needed to staff a variety of stations where girls in teams of 4 or 5 will test their baking skills, show off their creativity, and discover the science of baking! This is a chance to make a lasting impact on a girl's life in a fun and creative way. Orientation will take place at 3:00 p.m. and the event starts at 3:30 p.m.



Center on Aging

Camden Hall
25 Texas Avenue
Bangor, ME 04401-4324
207.262.7920

mainecenteronaging.umaine.edu