

Retired and Senior Volunteer Program Progress Report

Legal Applicant: Research Foundation on behalf of SUNY College at Oswego	Project Name: Retired and Senior Volunteer Program of Oswego County
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Grant Number: 06SRANY013

Period Covered by this Report:

From: 07/01/2007 to 12/31/2007

Demographics

Total number of volunteers	513
Total number of volunteer hours	41550
Actual number of volunteers in outcome-based assignments	211
Total number of RSVP volunteers recruiting other RSVP volunteers	14
Total number of RSVP vols mobilizing vols for other organizations	0
Total number of new RSVP volunteers recruited by RSVP volunteers	19
Total new volunteers mobilized by RSVP vols for other organizations	0
Total number of volunteers serving children of incarcerated parents	0
Total number of children of incarcerated parents served	0
Total number of children of incarcerated parents mentored by vols	0
Total number of volunteers mentoring children of incarcerated parents	0

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Work Plans

WorkPlan: Disaster Preparedness

Planned Number of Stations Contributing	<input type="text" value="1"/>	Actual to Date	<input type="text" value="0"/>
Planned Number of Volunteers	<input type="text" value="9"/>	Actual to Date	<input type="text" value="0"/>
Planned Number of People to be Served	<input type="text" value="0"/>	Actual to Date	<input type="text"/>

Part 1: Need

Community Need

N/A

Part 2: Action Plan

Service Activities

One quilting group assists Dexterville with recovery efforts by making quilts for fire victims and other needy.

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

Site defunct, volunteers disbanded.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

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WorkPlan: Disaster Preparedness (continued)

Progress this Reporting Period

NA

WorkPlan: Adult Education and Literacy

Planned Number of Stations Contributing	<input type="text" value="2"/>	Actual to Date	<input type="text" value="1"/>
Planned Number of Volunteers	<input type="text" value="5"/>	Actual to Date	<input type="text" value="8"/>
Planned Number of People to be Served	<input type="text" value="0"/>	Actual to Date	<input type="text"/>

Part 1: Need

Community Need

N/A

Part 2: Action Plan

Service Activities

RSVPs teach adults to read and provide departmental aide for SUNY.

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

One volunteer worked for WRVO at SUNY, 7 vols. assisted SUNY Artswego.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

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WorkPlan: Adult Education and Literacy (continued)

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

WorkPlan: Cultural Heritage

Planned Number of Stations Contributing

Actual to Date

Planned Number of Volunteers

Actual to Date

Planned Number of People to be Served

Actual to Date

Part 1: Need

Community Need

N/A

Part 2: Action Plan

Service Activities

2 singing groups, 2 museums, 2 historical societies, and 2 performing arts centers have RSVPs assist with historic preservation, museum activities, performing arts assistance, oral history and ushering.

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

N/A

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WorkPlan: Cultural Heritage (continued)

Progress this Reporting Period

Ushering program at a high school would have disbanded if not for the persistence of the RSVP Vol. Coordinator to get the staff assistance necessary to make it a viable assignment.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

WorkPlan: Elementary Education

Planned Number of Stations Contributing

Actual to Date

Planned Number of Volunteers

Actual to Date

Planned Number of People to be Served

Actual to Date

Part 1: Need

Community Need

N/A

Part 2: Action Plan

Service Activities

RSVPs serve six schools, K-6 with tutoring, safety call (to assess absenteeism) and clerical help.

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WorkPlan: Elementary Education (continued)

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

Sadly, our highest hours school volunteer was killed on slick roads on the way to her assignment.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

WorkPlan: Library Services

Planned Number of Stations Contributing	<input type="text" value="5"/>	Actual to Date	<input type="text" value="3"/>
Planned Number of Volunteers	<input type="text" value="31"/>	Actual to Date	<input type="text" value="31"/>
Planned Number of People to be Served	<input type="text" value="0"/>	Actual to Date	<input type="text"/>

Part 1: Need

Community Need

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WorkPlan: Library Services (continued)

N/A

Part 2: Action Plan

Service Activities

RSVPs stock shelves, repair books, catalog books and periodicals, date stamp for circulation, man the reference desk and teach computer literacy at 5 public libraries.

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/066/30/07

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

One library is undergoing extensive renovation, thus limiting volunteer input.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

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WorkPlan: Wildlife, Land, & Vegetation Protection or Restoration

Planned Number of Stations Contributing	<input type="text" value="1"/>	Actual to Date	<input type="text" value="1"/>
Planned Number of Volunteers	<input type="text" value="20"/>	Actual to Date	<input type="text" value="15"/>
Planned Number of People to be Served	<input type="text" value="0"/>	Actual to Date	<input type="text"/>

Part 1: Need

Community Need

N/A

Part 2: Action Plan

Service Activities

20 Habitat Stew ards w ill expend a total of 1,000 hours each year on educating the public on the debilitating effects of pollution on land and bodies of w ater. Aw areness campaigns w ill be conducted at the New York State Fair and all Osw ego County School Districts. Hands on demonstrations w ill be presented as w ell as the distribution of brochures outlining the effects of pollution. Habitat Stew ards w ill also create and distribute habitation for pollinators.

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment:

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

15 Habitat Stew ards w orked 223 hours on environmental initiatives. They w ere guest presenters at an Earth Day celebration at Volney Elementary School w hich w as w ell received and earned the Stew ards an invitation to return next year. One of the Stew ards is w riting articles for an Osw ego County fishing magazine w hich is distributed nationally. The articles address how pollution of the w ater impacts the fish and other w ildlife dependent on those streams and other environmental issues.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

Due to key individuals having to become caregivers, this project is on hold until they are available.

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WorkPlan: Wildlife, Land, & Vegetation Protection or Restoration (continued)

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

As the environmental thrust has diminished both in the nation and the country, Habitat Stew ards have not been as active in the community as before. Schools are not requesting programs by the Stew ards as the teachers are increasing academic structure to meet the No Child Left Behind requirements. It is hoped that this will change in the future. Meanw hile, Stew ards are maintaining existing gardens and participating in the Earth Day celebration. A highlight of their year long effort is the presentation they developed for the New York State Fair, for w hich RSVP received its third blue ribbon, meritorious exhibit aw ard. The exhibit is interactive and intergenerational. It depicts the relationship of the earth and w ater to man and his survival. Over the 3-day period approximately 3,000 adults and children visited our booth and w e have been invited back for 2008.

WorkPlan: Community-Based Volunteer Programs

Planned Number of Stations Contributing	3	Actual to Date	2
Planned Number of Volunteers	55	Actual to Date	24
Planned Number of People to be Served	0	Actual to Date	

Part 1: Need

Community Need

N/A

Part 2: Action Plan

Service Activities

Utilize RSVPs in coordination, clerical and public relations duties for RSVP and United Way as w ell as assist the Red Cross w ith blood drives and blood transport.

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

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WorkPlan: Community-Based Volunteer Programs (continued)

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

Met with Red Cross director in an effort to expand diversity of volunteer roles.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

WorkPlan: Tax Consulting/Counseling

Planned Number of Stations Contributing	<input type="text" value="1"/>	Actual to Date	<input type="text" value="0"/>
Planned Number of Volunteers	<input type="text" value="15"/>	Actual to Date	<input type="text" value="0"/>
Planned Number of People to be Served	<input type="text" value="0"/>	Actual to Date	<input type="text"/>

Part 1: Need

Community Need

According to Louis Eber, AARP Tax Aide Coordinator and Trainer for the four-county area program, including Oswego, "We assist about 5% of the senior population with their taxes. At least 95% of the group we assist are not able to deal with the forms because of their complexity." Additionally, AARP has identified the reason elderly do not file tax returns is their inability to afford professional tax preparation fees or access to a tax preparer. The RSVP Tax Aide

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WorkPlan: Tax Consulting/Counseling (continued)

Program provides free and accessible tax assistance to low income elderly and other needy.

According to David Williams, Director of the Earned Income Tax Credit (EITC) program at the IRS, "EITC helps lift people out of poverty but about 25% of eligible tax payers do not claim the credit." The AARP Tax Aide Program Coordinated by RSVP also works with the United Way and their affiliated agencies to educate families about free tax aide counseling and preparation as well as EITC.

Part 2: Action Plan

Service Activities

RSVP volunteers will offer assistance to 5% of 19,200 (955) elderly residents of Oswego County and other needy (especially those EITC eligible) in preparing and filing federal and state income tax forms between February 1 and April 15 at 6 locations in Oswego County.

Anticipated Input

15 RSVP volunteers will serve 850 hours assisting in the preparation and filing of federal and state income tax forms for 955 individuals. RSVP will arrange for training, publicity, tax counseling sites and a season-end luncheon/in-service for the volunteers. AARP will supply paperwork, professional monitoring and travel reimbursement. RSVP will collaborate with SUNY School of Business, backed by United Way to saturate the County with program visibility. Expansion of services to include more evening hours, more e-filing sites and an additional site by 2009. The RSVP Director is also the AARP Local Coordinator for Tax Aide.

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

Within an eleven-week period 955 clients will receive assistance with income tax returns.

Progress this Reporting Period

RSVP worked on setting up a new site in the Central Square area that would address the problem which surfaced during the 2007 season that prompted the tax aide to declare she was ready to quit. OCO was willing to house the tax aide site at their Dining Center on a day that would take advantage of Call-n-Ride - OCO's door to door transportation service. We even arranged for a tax aide from Oswego to join her and provide e-filing.

However, the tax aide found her own partner and was unwilling to change the day, time or location. None of the tax aides were willing to change from the previous year's scheduling to accommodate Call-n-Ride clients or AARP's insistence on two tax aides per site. Had we not been able to recruit additional tax aides, the sites that had only one counselor would be forced to close.

Staff at SUNY, United Way and RSVP used this period to organize the new season, order appropriate forms, arrange for training, and establish each site's schedule.

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WorkPlan: Tax Consulting/Counseling (continued)

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

100% of EITC eligible tax payers w ho ask for assistance w ill claim the credit.

Progress this Reporting Period

RSVP incorporated EITC into publicity and w orked w ith RSVP tax aides to deal w ith it. RSVP staff received orientation to handle telephone inquiries from the general public.

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

RSVP Tax Aides w ill prepare and file tax returns for 955 clients. This statistic is provided by the AARP Coordinator for the 4-county area w hich includes Osw ego County. Based on \$75 for the average cost of professional tax preparation \$71,625 w ill be saved by County residents using the program.

Progress this Reporting Period

RSVP made all the necessary scheduling arrangements for the 2008 season to begin.

WorkPlan: Thrift Store

Planned Number of Stations Contributing	<input type="text" value="1"/>	Actual to Date	<input type="text" value="2"/>
Planned Number of Volunteers	<input type="text" value="28"/>	Actual to Date	<input type="text" value="20"/>
Planned Number of People to be Served	<input type="text" value="0"/>	Actual to Date	<input type="text"/>

Part 1: Need

Community Need

The United Friends for Homeless Animals (UFHA) ran a support service for the Animal Shelter in the 1960's that had no permanent home. They moved from place to place until the last place they called home w as torn dow n. In the early 1970's several ladies pooled their money and bought the building that now houses the Trash and Treasure Shop. With a substantial rent reduction (\$300 including utilities) and all volunteers provided by RSVP of Osw ego County, the thrift store underw rites the cost of the shelter. According to Terry O'Shea, Director of the UFHA, "Without the Trash and Treasure Shop there w ould be no Animal Shelter."

Tw o other thrift stores in the County are supported in part by RSVP volunteers: The Friendship Shop, w hich opened in 1982, uses funds to provide for fire victims, needy families at Christmas and those suffering from the effects of ill health. In 1993 the Best Kept Secret thrift store opened, w hich supports the Rescue Mission in Syracuse. Both of these stores allocate a very small portion to overhead.

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WorkPlan: Thrift Store (continued)

Part 2: Action Plan

Service Activities

RSVP Volunteers will work an average of 5 hours each week to help maintain 3 thrift stores throughout the program year. Volunteers will receive clothing and household items, sort and display items, serve customers/clients, store seasonal clothing, keep the store tidy and clean, accept referrals from area agencies/schools, maintain records of clients served, provide donation receipts, assist with surveys of patrons and refer clients to other services as needed.

Anticipated Input

28 RSVP volunteers will contribute a total of 8,000 hours of service. The 28 volunteers will be trained for work, serve regular shifts and be under the supervision of the store manager and seasoned volunteers.

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

Thrift stores will maintain or increase their client base.

Progress this Reporting Period

During this 6-month period 20 RSVP volunteers helped 2 thrift stores. Our highest hour volunteer was also the coordinator for the UFHA thrift shop and unfortunately an auto accident disabled her for 6 months until her death in June. Since she did the lion's share of the volunteer work for that thrift store and was also the coordinator, volunteer hours have been curtailed and in fact, not submitted to RSVP in the last 6 months.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

Clients will report their satisfaction with client service, selection of items, affordability and thrift store business hours.

Progress this Reporting Period

Volunteer store personnel served all patrons at these thrift stores.

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

Thrift Stores will maintain their client base and stabilize or increase sales.

Progress this Reporting Period

Income from the thrift stores is crucial to the animal shelter's existence and the economic well being and quality of life for families of limited means. Exact dollar figures will be unavailable until year's end.

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WorkPlan: Thrift Store (continued)

WorkPlan: Transportation Services

Planned Number of Stations Contributing	<input type="text" value="4"/>	Actual to Date	<input type="text" value="1"/>
Planned Number of Volunteers	<input type="text" value="8"/>	Actual to Date	<input type="text" value="2"/>
Planned Number of People to be Served	<input type="text" value="0"/>	Actual to Date	<input type="text"/>

Part 1: Need

Community Need

N/A

Part 2: Action Plan

Service Activities

RSVPs coordinate and/or drive patients for medical care.

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

Only one agency, OCO, was active this period. With threats of litigation appearing daily in the media, it is a wonder anyone becomes a volunteer driver.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

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WorkPlan: Transportation Services (continued)

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

WorkPlan: Other Community and Economic Development

Planned Number of Stations Contributing

Actual to Date

Planned Number of Volunteers

Actual to Date

Planned Number of People to be Served

Actual to Date

Part 1: Need

Community Need

As stated in the Palladium Times 5/15/06, written by Russ Johnson, Chairman of the Oswego County Legislature: "Visitors to Oswego County spent more than \$115 million in 2003 -- at campgrounds and hotels, in restaurants, grocery stores, bait shops, race tracks, and other recreational areas. According to data collected by the Northern New York Travel and Tourism Research Center at SUNY Potsdam, the tourism industry supported more than 2,000 jobs and generated more than \$13 million in local government revenues in 2003. Without tourism, our unemployment rate would be nearly 20 percent, and local taxes would increase about \$244 per family.

"Using data developed by the State Office of Parks, Recreation and Historic Preservation, we see that Oswego County is well-positioned to provide services in the highest growth types of outdoor leisure activities in New York State -- historic sites, ATV riding, snowmobiling, golfing, hunting, fishing, hiking, and cross-country skiing, to name a few.

"The report also identifies public access to waterfront areas as one of the most important recreational needs in the state."

Part 2: Action Plan

Service Activities

60 RSVP volunteers assist Oswego County economically as "good will ambassadors." RSVP volunteers are the sole operators of the O'Mara Welcome Center, which serves as Oswego's tourist information center during the summer. It is adjacent to a Seaway Trail kiosk that RSVP volunteers keep filled with brochures year round.

RSVP volunteers also work throughout the year compiling informational packets, organizing inventory, processing mailings and staffing special events--all aimed at attracting visitors to the County.

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WorkPlan: Other Community and Economic Development (continued)

Anticipated Input

45 RSVPs will volunteer 7 days a week, May through September, staffing Oswego's tourist information center and Harborfest, a 4-day festival in July. 15 RSVPs will work year-round to further support the information booth, Harborfest and other initiatives to benefit tourists (and residents ultimately). In all, RSVP volunteers will contribute 800 hours to the local tourism industry. Oswego and Fulton Chambers of Commerce, Seaway Trail and Oswego County Promotion & Tourism provide literature, training and recognition.

Financial support for tourism generation is paid for in large part by the County's hotel and motel occupancy tax and the I Love New York matching funds program. The O'Mara Welcome Center is financially supported by the Oswego Chamber and SUNY. The Center is located along the Seaway Trail on college property within a one-room schoolhouse (which RSVP owns).

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

60 RSVP volunteers will directly and indirectly assist 10,000 tourists through seasonal staffing of Oswego's information center and year-round will assist with distribution of informational packets and staffing special events. Guest registers kept at the tourist center and H. Lee White Marine Museum help track visitor numbers and Oswego City Police Department will gauge the number of Harborfest attendees.

Progress this Reporting Period

21 volunteers at the O'Mara Welcome Center in Oswego directly assisted over 933 patrons, 39 directly assisted Harborfest Festival tourists and 15 helped indirectly with Chamber of Commerce mailings and functions totaling 75 RSVP volunteers who worked 1,718 hours. The Oswego and Fulton Chambers combined into one Oswego-Fulton Chamber of Commerce, thus almost doubling the workload on volunteers and the need for additional recruits.

When the tourist season ended in the fall of 2006, SUNY contracted to have the one room school house which serves as a Tourist Center, painted. This caused the Center to catch fire. The loss of inventory and furnishings was covered by insurance which RSVP has yet to realize.

RSVP staff secured the loan of a temporary tourism facility (a storage shed) from a Mennonite Community and reopened the Center in mid June on a more limited basis

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

RSVP volunteers will serve 100% of the people who visit the O'Mara Welcome Center.

Progress this Reporting Period

RSVP volunteers served all the people who visited the storage shed facility at the O'Mara Welcome Center. The rest were able to access information kept in the 24-hour Seaway Trail kiosk which the volunteers maintain.

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

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WorkPlan: Other Community and Economic Development (continued)

Information from the guest register kept at the O'Mara Welcome Center will verify that 99% of visitors to the Center have received the information they were looking for and were treated in a friendly manner, thus garnering a favorable impression of Oswego County. The register will also confirm the number of visitors and the extent to which the Center is frequented by out of state and foreign tourists.

Progress this Reporting Period

All comments written in the guest register were complimentary. Of the 933 visitors who signed in, 310 were from 36 other states and 234 (25%) were from 11 foreign countries. The number of visitors was down from 1,006 who signed in the previous (2006) season. However, most of that drop was from residents of NYS (down 22%) while the number of out of state visitors was up (8%) and from foreign countries was up (10%).

WorkPlan: Congregate Meals

Planned Number of Stations Contributing	<input type="text" value="2"/>	Actual to Date	<input type="text" value="2"/>
Planned Number of Volunteers	<input type="text" value="54"/>	Actual to Date	<input type="text" value="55"/>
Planned Number of People to be Served	<input type="text" value="0"/>	Actual to Date	<input type="text"/>

Part 1: Need

Community Need

N/A

Part 2: Action Plan

Service Activities

At 8 senior nutrition sites and 1 Salvation Army soup kitchen, RSVPs prepare, serve and clean up congregate sites.

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

Participation at Congregate sites is slowly aging out. RSVP volunteers are their major source of assistance.

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WorkPlan: Congregate Meals (continued)

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

WorkPlan: Delivery of Health Services

Planned Number of Stations Contributing

Actual to Date

Planned Number of Volunteers

Actual to Date

Planned Number of People to be Served

Actual to Date

Part 1: Need

Community Need

N/A

Part 2: Action Plan

Service Activities

At 2 hospitals RSVPs assist w ith hospital-based services.

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

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WorkPlan: Delivery of Health Services (continued)

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

Hospitals remain a popular volunteer activity. The State's Berger Commission is set to limit Lee Memorial Hospital to strictly out patient status and thus curtail the need for volunteers in the future.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

WorkPlan: Food Distribution/Collection

Planned Number of Stations Contributing

Actual to Date

Planned Number of Volunteers

Actual to Date

Planned Number of People to be Served

Actual to Date

Part 1: Need

Community Need

According to the Hunger Action Network of NYS as taken from the internet on 4/13/06: "While the number of individuals visiting Emergency Food Programs increased approximately 37% from 1996-2000, the number of participants in the food stamp program has decreased 33.5% in the same time period. Wages simply haven't risen with the cost of living and food has become unaffordable for many low-income New Yorkers. The cost of living has more than doubled since 1980, while more New Yorkers are working but earning less. The number of working poor families has jumped by 60% since the late 1980s

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WorkPlan: Food Distribution/Collection (continued)

(more than 2 times the national increase)."

Because the demand for food assistance exceeds the capacity to provide, food programs have reduced the amount of food assistance by "thinning" the food packages, increasing eligibility restrictions, reducing their program hours, and/or turning people away.

Part 2: Action Plan

Service Activities

68 RSVP volunteers operate 3 food pantries and 1 food co-op in Fulton, Oswego and Phoenix, distributing food to low-income families and individuals in need. Volunteers help solicit donations from the communities, put food in boxes to give to clients, keep buildings clean, lawns mowed, snow cleared, sort food, stock shelves, and distribute food.

Anticipated Input

68 RSVP volunteers contribute 6,700 hours annually in coordination and staffing duties. RSVP raises hunger awareness and provides nutrition education through RSVP's monthly newsletter, Mature Living.

The Hunger Prevention and Nutrition Assistance Program enables the state's network of 2,700 food programs to purchase highly nutritional foods. Each program receives widespread local support from schools, churches, businesses, and civic organizations that run food drives and contribute cash donations.

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

As a result of volunteer activity at 3 food pantries and 1 food co-op over 6,000 unduplicated families (16,500 individuals) will receive food.

Progress this Reporting Period

At three food pantries and one food co-op, 68 RSVP volunteers worked 3,371 hours.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

Alternative programs such as buying clubs and gleaning will be promoted to cut down reliance on emergency food programs and enable individuals to remain self-reliant.

Progress this Reporting Period

RSVP is publicizing the availability of buying clubs through Mature Living.

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

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WorkPlan: Food Distribution/Collection (continued)

Actual Period of Accomplishment:

Because of RSVP volunteer input, food distribution/collection programs are able to maintain their client base. Without their input food packages would be diminished, hours of operation would be cut, and the number of clients assisted would be reduced.

Progress this Reporting Period

Pantries and co-ops are almost entirely RSVP volunteer driven and 3 out of 4 are coordinated solely by RSVP volunteers.

WorkPlan: Health Education

Planned Number of Stations Contributing	1	Actual to Date	1
Planned Number of Volunteers	75	Actual to Date	61
Planned Number of People to be Served	0	Actual to Date	

Part 1: Need

Community Need

RSVP Osteoporosis Exercise & Education Program:

The target population is senior citizens age 60 and over, living in Oswego County. There are 19,108 residents of Oswego County in this age category (2000 census). According to the National Osteoporosis Foundation, one in three women (3,218) and one in eight men (1,181) over age 60 will suffer a bone fracture caused by osteoporosis. Medical attention for problems caused by this disease have a major impact on health care costs. Osteoporosis causes the sufferers to become bed ridden with continuous pain and broken bones. In addition, the social consequences are such that fear of injury leads to inactivity, which in turn leads to isolation. Oswego County currently lacks staff and programs to meet the need for targeted control of osteoporosis.

Part 2: Action Plan

Service Activities

Senior volunteers will provide the "RSVP Osteoporosis Exercise & Education Program," modeled after research developed by scientists at Tufts University in Boston, Mass. The volunteers will be trained to lead specific exercises in a safe and productive manner and conduct weekly discussion groups on topics such as nutrition, lifestyle, and medication choices useful in mitigating the effects of this disease.

Throughout Oswego County 22 sites will be set up where RSVP volunteers will conduct exercise and education sessions for seniors and other age groups. All participants will receive physician authorization prior to joining a class. In all, 75 volunteers will lead 350 participants, two to three hours per week for a minimum of 26 weeks annually.

Expanded awareness of the program will ultimately insure earlier detection of osteoporosis and provide a means by which the condition can be controlled. It will decrease the extensive medical costs connected with treatment, relieve the painful suffering of those afflicted, provide a healthier environment for the sufferers and their families, provide opportunity for more

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WorkPlan: Health Education (continued)

physical and social activity for the participants and provide an avenue for seniors to utilize their talents as instructors.

Anticipated Input

RSVP with the help of an outside Consultant will provide trainers for each site and conduct one all day train the trainer class and one refresher course annually. A total of 75 volunteer trainers will spend 8,000 hours annually leading exercise classes. At least two RSVP leaders and 12 participants will be assigned to each site. Five RSVP Sector Coordinators will serve as liaisons between the Consultant, RSVP staff, and site trainers to assure ongoing oversight and tracking of statistics.

Training manuals and Consultant fees will be funded through a state grant, and fee-for-service donations will fund exercise equipment, recognition and mileage reimbursement for volunteers.

There will be continuous contact with the public through regular news releases, placement of brochures in health care settings, and public presentations aimed at trainer and participant recruitment, formation of new sites, development of community partnerships and expansion of the program. Additional funding will be secured through grants, community support and personal contributions.

Anticipated Accomplishments/Outputs

Performance Measure : X

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

Indicator: Number of exercise sessions held.

Target # (number) or % (percent): 450

Actual # or % to date: 3600

Data/Instrument Used to Measure Progress: Activity log

For a period of 6 months to a year, 350 participants will attend 2 sessions each week, led by 75 trainers at 22 exercise sites.

Indicator: Number of participants

Target: 350 participants will regularly attend 2-3 exercise sessions weekly.

Data/Instrument: Attendance log at each site.

Progress this Reporting Period

Within this 6-month period 61 trainers conducted 1,250 exercise sessions for 276 participants at 22 sites according to attendance logs kept at each site. A total of 4,097 hours were contributed. A training for seasoned and new leaders was held in July. Next training for new leaders and an in-service training for existing leaders will be held next spring.

Anticipated Intermediate Impact/Outcome

Performance Measure : X

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

Indicator: Number of positive participant testimonials.

Target # (number) or % (percent): 90%

Actual # or % to date: 77%

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WorkPlan: Health Education (continued)

Data/Instrument Used to Measure Progress: Recipient satisfaction survey

Participants will improve attitude and behavior toward exercising and experience an improved social environment.

Progress this Reporting Period

Within the 6-month period ending in December, 28 (10%) wrote personal notes in the comment section of the OEIS survey that spoke favorably of their experience. Added to the 227 personal letters received previously, a total of 255 (77%) testifies to improved attitude and behavior toward exercising.

Anticipated End Impact/Outcome

Performance Measure : X

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07/ - 12/07

Indicator: Amount of increase in weights participants can manage. Percentage increase in bone density for each participant.

Target # (number) or % (percent): 75%

Actual # or % to date: 66%

Data/Instrument Used to Measure Progress: Recipient satisfaction survey

Participants will demonstrate an increase in the weights they can manage; and an increase in bone density.

Progress this Reporting Period

Within the 6-month period ending in December, 77 (28%) participants increased the number of pounds managed, 18 (7%) showed a decrease and 181 (65%) remained the same.

An additional 4 participants reported an increase in bone density on the OEIS survey from tests conducted at least two years apart taken by their personal care physicians. That brings the total number of those tested to date, to 20, all of whom showed an increase in bone density.

WorkPlan: Hospice/Terminally Ill

Planned Number of Stations Contributing	<input type="text" value="1"/>	Actual to Date	<input type="text" value="1"/>
Planned Number of Volunteers	<input type="text" value="6"/>	Actual to Date	<input type="text" value="4"/>
Planned Number of People to be Served	<input type="text" value="0"/>	Actual to Date	<input type="text"/>

Part 1: Need

Community Need

N/A

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WorkPlan: Hospice/Terminally Ill (continued)

Part 2: Action Plan

Service Activities

RSVPs provide assistance to terminally ill patients and their families.

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

Agency continues to be lauded by families w ho receive their services. It is a pleasure to recruit for them.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

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WorkPlan: In-Home Care

Planned Number of Stations Contributing	<input type="text" value="1"/>	Actual to Date	<input type="text" value="1"/>
Planned Number of Volunteers	<input type="text" value="35"/>	Actual to Date	<input type="text" value="27"/>
Planned Number of People to be Served	<input type="text" value="0"/>	Actual to Date	<input type="text"/>

Part 1: Need

Community Need

N/A

Part 2: Action Plan

Service Activities

RSVPs provide in-home delivery of meals to shut-ins (meals on w heels).

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

This continues to be a priority need, especially as participation at congregate sites decreases. In the next funding cycle, we intend to connect this activity into an outcome based program.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

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WorkPlan: In-Home Care (continued)

N/A

Progress this Reporting Period

NA

WorkPlan: Mental Retardation

Planned Number of Stations Contributing

Actual to Date

Planned Number of Volunteers

Actual to Date

Planned Number of People to be Served

Actual to Date

Part 1: Need

Community Need

N/A

Part 2: Action Plan

Service Activities

RSVPs assist with bowling and other recreation for mentally handicapped adults.

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

No new recruits; activity is aging out.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

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WorkPlan: Mental Retardation (continued)

Progress this Reporting Period

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

WorkPlan: Other Health/Nutrition

Planned Number of Stations Contributing

Actual to Date

Planned Number of Volunteers

Actual to Date

Planned Number of People to be Served

Actual to Date

Part 1: Need

Community Need

N/A

Part 2: Action Plan

Service Activities

RSVPs help 2 YMCAs with aquatic exercise, dancing and other recreation programs.

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

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WorkPlan: Other Health/Nutrition (continued)

Head volunteers for each YMCA are also professionally certified and supervise RSVP's who assist them.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

WorkPlan: Homeless

Planned Number of Stations Contributing

Actual to Date

Planned Number of Volunteers

Actual to Date

Planned Number of People to be Served

Actual to Date

Part 1: Need

Community Need

N/A

Part 2: Action Plan

Service Activities

RSVPs make sleeping bags for homeless.

Anticipated Input

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WorkPlan: Homeless (continued)

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

Coordiantor has dementia problems and forgets to report hours. RSVP has placed agency on inactive status.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

WorkPlan: Independent Living - Seniors

Planned Number of Stations Contributing

Actual to Date

Planned Number of Volunteers

Actual to Date

Planned Number of People to be Served

Actual to Date

Part 1: Need

Community Need

N/A

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WorkPlan: Independent Living - Seniors (continued)

Part 2: Action Plan

Service Activities

RSVPs assist with Office for the Aging Friendly Visiting and Telephone Reassurance.

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

One Area Coordinator has resigned from her duties; she will be hard to replace. Activity remains steady.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

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WorkPlan: Companionship/Outreach

Planned Number of Stations Contributing	<input type="text" value="5"/>	Actual to Date	<input type="text" value="6"/>
Planned Number of Volunteers	<input type="text" value="37"/>	Actual to Date	<input type="text" value="70"/>
Planned Number of People to be Served	<input type="text" value="0"/>	Actual to Date	<input type="text"/>

Part 1: Need

Community Need

N/A

Part 2: Action Plan

Service Activities

RSVPs provide nursing and adult home activities assistance.

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment:

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

Volunteer numbers are up due to one highly enthusiastic RSVP recruiter.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

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WorkPlan: Companionship/Outreach (continued)

Progress this Reporting Period

NA

WorkPlan: Mentoring

Planned Number of Stations Contributing	<input type="text" value="2"/>	Actual to Date	<input type="text" value="1"/>
Planned Number of Volunteers	<input type="text" value="5"/>	Actual to Date	<input type="text" value="2"/>
Planned Number of People to be Served	<input type="text" value="0"/>	Actual to Date	<input type="text"/>

Part 1: Need

Community Need

N/A

Part 2: Action Plan

Service Activities

RSVP mentors are matched with children in a big brother/big sister type of program.

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment:

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

All mentors appear to be very dedicated to their assignments. One mentor has been mentoring her charge since they first met when he was in fourth grade. He was the son of an incarcerated father, which we only learned of three years ago (as a matter of confidentiality). The boy is now in high school and has kept in monthly contact with his mentor until this year. He admitted to getting another student pregnant and has since severed all contact with his mentor.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

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WorkPlan: Mentoring (continued)

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

WorkPlan: Senior Citizens Assistance

Planned Number of Stations Contributing	<input type="text" value="1"/>	Actual to Date	<input type="text" value="1"/>
Planned Number of Volunteers	<input type="text" value="15"/>	Actual to Date	<input type="text" value="11"/>
Planned Number of People to be Served	<input type="text" value="0"/>	Actual to Date	<input type="text"/>

Part 1: Need

Community Need

Ombudsman: According to the Oswego County Office for the Aging, there are 879 available beds in adult care facilities. In 1975, the federal government mandated an independent, objective program known as the Ombudsman Program to provide a 'watchful eye' for residents of both federally regulated and unregulated facilities. The mission of the program is to improve the quality of life and care for residents in skilled nursing homes and adult care facilities. Residents of nursing and adult homes are frail older adults living with impairments that make it difficult or impossible for them to voice their needs. Thelma Snyder, Coordinator of the Ombudsman Program, states that residents and family members need education about residents' rights and assistance with mediating complaints and concerns.

Part 2: Action Plan

Service Activities

Volunteers are trained and certified as advocates for nursing home/ assisted living residents and their families through RSVP's Long Term Care Ombudsman Program. Volunteer Ombudsmen educate residents/families about the laws and policies of the long term care system. Volunteers work with residents and family councils to explain Patient's Bill of Rights,

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WorkPlan: Senior Citizens Assistance (continued)

mediate and negotiate with staff by facilitating and proposing solutions to solve grievances or problems, and visit residents to ensure quality of care.

Anticipated Input

Approximately 15 RSVP volunteers will be active Ombudsmen assigned to long term care facilities. Volunteers receive 36 hours of initial training that leads to certification by the NY State Office for the Aging. Topics include nursing home regulations, conflict resolution, mental health, abuse, and family dynamics. Volunteer Ombudsmen are required to attend no fewer than 4 monthly in-service sessions. Ombudsmen visit facilities 2-4 times per week for 1-2 hours for a one-year period. Every family upon admitting a family member (new resident) into a facility will be given a brochure on the Ombudsman program from the facility to which they are being housed.

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment:

Actual Period of Accomplishment: 07/07 - 12/07

Annually it is expected that Ombudsmen volunteers will be available to serve 440 residents of adult care facilities. (Note: Not all will need the services of an Ombudsman. However, all the residents will be aware of the availability of the Ombudsmen). It is expected that 15 Ombudsmen will report 1,040 hours of service annually.

Progress this Reporting Period

Training was held netting 7 new recruits. 16 Ombudsman volunteers remained active by year's end (13 RSVP and 3 underage). The 13 RSVP volunteers contributed 933 hours in the 12 month period. Though there is an increase in volunteers but a drop in hours, this is a healthy indication that signifies communication is becoming easier between residents and the facility.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment: 07/07 - 12/07

100% of residents in 15 adult care facilities will have access to volunteer Ombudsmen for consultation and advocacy.

Progress this Reporting Period

All residents in 15 LTC facilities have access to volunteer Ombudsman.

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment: 07/07 - 12/07

Residents and families will have access to education that will increase their knowledge of residents' rights. Residents will experience complaint resolution and become empowered because they will understand their rights. A Case Log in Ombudsmen Manager will track complaint resolutions, which will then be sent to the State. Based upon the year-end report from the Oswego County Ombudsman Coordinator, 75% of residents' complaints will be resolved to their satisfaction.

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WorkPlan: Senior Citizens Assistance (continued)

Progress this Reporting Period

75% of resident complaints were resolved to their satisfaction.

WorkPlan: Other Human Needs

Planned Number of Stations Contributing	<input type="text" value="6"/>	Actual to Date	<input type="text" value="2"/>
Planned Number of Volunteers	<input type="text" value="30"/>	Actual to Date	<input type="text" value="31"/>
Planned Number of People to be Served	<input type="text" value="0"/>	Actual to Date	<input type="text"/>

Part 1: Need

Community Need

N/A

Part 2: Action Plan

Service Activities

RSVPs provide coordination, reception and clerical duties for the Annual Health Fair, Spring/Fall Senior Camping Program, Humane Society, Arise and the Busy Knitters and Crocheters programs.

Anticipated Input

N/A

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/06 - 06/30/07

Actual Period of Accomplishment: 07/07 - 12/07

N/A

Progress this Reporting Period

This remains a popular activity, especially as the war continues. A couple of volunteers now specialize in making helmet liners.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

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WorkPlan: Other Human Needs (continued)

Progress this Reporting Period

NA

Anticipated End Impact/Outcome

Planned Period of Accomplishment:

Actual Period of Accomplishment:

N/A

Progress this Reporting Period

NA

Narratives

Challenges

T/A Needs

Partnership/Collaboration Development

Resource Development

Other Accomplishments

Stories

Attachments