

# Florida Department of Elder Affairs Annual Volunteer Activity Report

## *Definitions*

**Direct Volunteers:** volunteers who have person-to-person contact with clients, e.g., information and referral specialists, SHINE counselors, and individuals providing respite and companionship.

**Indirect Volunteers:** volunteers who coordinate, manage, or participate in specific services, programs, or activities that assist paid staff planning, implementing, and evaluating goals and objectives of an organization, e.g., speaker's bureau volunteer, data entry, board members, etc.

**Episodic Volunteers:** volunteers who participate in a specific, one-time event for a limited time.

**Unduplicated direct or indirect volunteers:** number of volunteers who perform service activities. Each volunteer can only be counted once, even if the individual volunteers in more than one service category.

## *Survey Questions*

- i. User input: Email address
- ii. User input: Survey questions
  - 1. Number of unduplicated direct service volunteers.
  - 2. Number of unduplicated indirect service volunteers.
  - 3. Number of episodic volunteers engaged during the contract year.
  - 4. Total number of direct volunteer hours served.
  - 5. Total number of indirect volunteer hours served.
  - 6. Total number of episodic volunteer hours served.
  - 7. Number of clients served by volunteers.
  - 8. Number of volunteers 60 or older.
  - 9. Number of volunteers under 60.

## *Service Categories*

Groupings for reporting the number of volunteers providing services during the data collection period (January 1 – December 31). If there are no activities during the year, enter zero.

**Adult Day Care:** non-residential facility specializing in providing activities for elderly or individuals with disabilities. Operates 10 – 12 hours per day and provides meals, social or recreational outings, and general supervision.

**Advisory Council/Board Membership:** group of experts and leaders in a particular industry who share knowledge, contacts, and leadership skills to benefit an organization; comprised of people who have no material interests in the organization other than their directorship and are responsible for a fiduciary role within the organization.

**AmeriCorps:** network of national service programs that engage members and community volunteers in intensive service to meet needs in education, public health, and the environment.

**AmeriCorps Vista:** VISTA members commit to serve full-time for a year at a nonprofit organization or local government agency, working to fight illiteracy, improve health services, create businesses, strengthen community groups, and much more.

**Clerical/Administration:** complex work tasks performed under direction in support of one or more persons serving in an administrative or professional capacity; completion of routine administrative tasks directly related to the work of supervisor(s).

**Companionship Programs:** programs that help elders to help other elders with their daily lives. Tasks may include grocery shopping, household chores, going out to lunch, or simply visiting the elders to keep them company.

**Congregate Meals:** service in a group setting to individuals who cannot prepare or obtain nutritionally adequate meals themselves. Meals assist individuals to maintain a nutritious diet.

**Consumer Education/Counseling:** enhances the capacity of mature consumers to navigate the increasingly complex marketplace. Consumer education programs provide significant benefits, including identification of market information, compliant and consumer redress procedures, and understanding of a technology-based consumer environment.

**Disaster Preparation/Recovery:** services in coordination with American Red Cross, FEMA, and local task forces in response or in preparation of a disaster.

**Education:** community outreach program of an academic institution that offers educational and cultural programs specifically designed to foster and support lifelong learning.

**Foster Grandparents:** provides a way for volunteers age 55 and over to stay active by serving children and youth in their communities, through tutoring and mentoring.

**Fundraising:** any service directly related to the solicitation of contributions for a committee, program, or organization.

**Health Promotion:** programs specifically for older adults in the areas of health education, physical activity, coordinated screening, and mental health.

**Home Delivered Meals:** service delivered to the homes to individuals who cannot prepare or obtain nutritionally adequate meals for themselves. Meals assist individuals to maintain a nutritious diet.

**Homemaker Programs:** programs provide in-home services to elders at-risk of premature placement in a nursing home. Clients must be 60 years of age or older.

**Home Repair:** home improvement, remodeling, or handyman work, including small odd jobs, and routine tasks.

**Information and Referral:** one on one services directing elders to appropriate programs and resources based on elders' needs and specialized knowledge of aging services within the community.

**Intergenerational:** activities or programs that increase cooperation, interaction, or exchange between any two or more generations.

**Legal Assistance:** services to elders age 60 and older, that deal with issues such as property taxes, mobile home, and other landlord tenant issues, advance directives, Medicaid eligibility, Social Security denial, and state and local welfare benefit denials.

**RSVP:** Retired Senior Volunteer Program includes a network for individuals age 55 and older who use their skills and talents in volunteer activities such as home repairs, tutoring and mentoring, and assisting victims of natural disasters.

**Recreation:** programs for older adults, including health education, physical activity, coordinated screening for physical and mental health.

**RELIEF:** Respite for Elders Living in Everyday Families offers respite services to caregivers of frail elders and those with Alzheimer's disease and related dementia.

**Respite:** service that provides a temporary break for a family member from daily caregiving responsibilities.

**Senior Companions:** volunteers provide services to elders at risk of institutionalization due to chronic illness, disability, or isolation. Services may include transportation to medical appointments, shopping assistance, meal preparation, companionship, and advocacy, as well as respite for caregivers.

**Senior Fraud Abuse Prevention Programs:** safety education and prevention strategies for elder abuse, Medicare fraud and abuse, identity theft, and programs on home safety.

**SHINE:** Serving Health Insurance Needs of Elders provides educational materials and free, unbiased insurance counseling to Florida elders, caregivers, and family members.

**Special Events:** time limited.

**Speakers' Bureau:** service that provides the right professional speaker for every type of event.

**Telephone Reassurance:** scheduled telephone calls to check on homebound elders, which may include a friendly visit via law enforcement or volunteers.

**Transportation:** service provided for older adults and individuals with disabilities including lift-equipped vehicles for wheelchair transport and medical transportation for appointments, dialysis, and chemotherapy.