

# Volunteer Solutions

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<http://www.fairfaxcounty.gov/dfs/olderadultservices/volunteer-solutions.htm>

## What we do

- Volunteer Solutions is a program within the Adult and Aging Division of the Department of Family Services' and is a partnership with the Health Department and Neighborhood and Community Services.
- Volunteer Solutions' mission is to mobilize & connect volunteers with meaningful opportunities to improve the lives of older adults & adults with disabilities in our community
- VS manages over 3,500 volunteers who fill needs such as grocery shopping, transporting individuals to medical appointments, delivering meals, friendly visiting and providing individual or group assistance in county adult day health care or senior centers. Fairfax Pets on Wheels provide services in nursing and assisted living facilities.

## How we do it

- Volunteer Solutions' staff are located in 4 regions to best support the individuals we serve.
- Partnership Developer: Collaborates with partners to refine the process, and expand volunteer programming.
- Process Manager: Coordinates the work flow of requests and all activities related to processing volunteers
- 4 Regional Managers: Trains and manages active volunteers within a specific human services region.
- 2 Recruiters: Recruit volunteers & manages social media.

## Who we Serve

- A diverse group of volunteers (individuals and groups)
- Secondary customers include qualifying older adults receiving volunteer services and internal customers

## What we need

**VOLUNTEERS! VOLUNTEERS! VOLUNTEERS!**

Program Stats	FY 2016	FY 2017
Number of Unduplicated Active Volunteers	4,138	3,513
Number of Hours Contributed by Active Volunteers	128,008	124,530
Number of Adult & Aging's Customers Directly Served by Volunteers	1,344	1,481
The Value of Volunteer Services to Fairfax County Programs	\$3,339,78.72	\$3,357,328.80

## Did you know?

Before serving in a volunteer capacity, volunteers complete a one hour orientation which includes a background check, dmv and reference check. About 2% are weeded out with this requirement.

Over 8,000 hits to our website

Over 1,000 applications processed in one year. 40% of applicants become active.

94% satisfaction rate with volunteer opportunities we provide

88% volunteers are happy with the support & guidance they received from staff

Volunteer Solutions

VS partners include: Fannie Mae, Beal Bank, RSVP, AARP, MVLE, DLT Solutions, OP3, K12 Insights, Bimbo Bakery, Shepherd Centers, Volunteer Fairfax, Service Source, and local places of worship and local businesses for donations.

## Current Trends

\*Creating and engaging volunteers as individuals or groups in 1x projects such as Helping Hands, 50+ Expo, Living Well Aging Well Summit

Performance measures: "Is Anyone Better Off":	FY 2016	FY 2017
Percent of Volunteers who Report Feeling a Stronger Connection to their Community through their Service	91%	86%
Percent of Adult and Aging customers who continue to reside in their homes one year after receiving services. (Volunteers contribute to this measure through their service to the Adult and Aging customers).	90%	90%

#### Program Initiatives- FY17

- Increase partnerships for recruiting volunteers. Volunteer Solutions accomplished this by adding 8 new partners in FY17, 33 additional partnerships in FY16. 18 in FY15 and 12 in FY14 so a steady increase in partnerships expand programming and meets client's needs.
- Thank you to all who made referrals to Helping Hands this year. The stats are in: **3** New Partnerships Created; **172** volunteers; **814** hours; **\$21,945.44**; three eviction preventions; **4** employees used V-16 .
- Increase volunteer opportunities, especially those that utilize the professional skills and abilities of boomers. One example created in 2014 is the Volunteer Information Technology (IT) On-Call program. Volunteer Solution's Volunteer IT-On Call program has won the **2017 National Association of Area Agency on Aging's (n4) Innovations Award in the Healthy Aging** category. Since inception, 275 referrals were received (many with multiple requests), 458 requests have been filled. 45 volunteers logged in over 1,900 hours helping Fairfax County's residents save \$49,571. From partnering with local IT institutes, community colleges and individual tech-savvy skilled volunteers, Volunteer Solution's has once again found its way to the forefront of being a nationally recognized model program.
- Partnering with NCOA-National Council on Aging for office support.
- Partner with Living Well Aging Well summit to host one Venture into Volunteering annually. This provides an economic and public outreach compilation in one location.
- Increase the number of volunteers to meet increasing needs. Volunteer Solutions engaged 706 new volunteers and 444 became active (63%).
- Institute new reporting features in the volunteer management database system
- Increase outreach to the business and corporate community. In FY 2017, Volunteer Solutions worked with Fannie Mae employees once again. (who worked in Helping Hands

Fairfax City: **15** clients in FY2017. There are 64 volunteers residing in Fairfax City providing more than one service. These services include general transportation, grocery shopping, community ambassadors, medical transportation, MOW drivers, office work, senior center and adult day care centers and VICAP. In addition, they also assisted in one-time opportunities like the 50+ Employment Expo and Helping Hands.