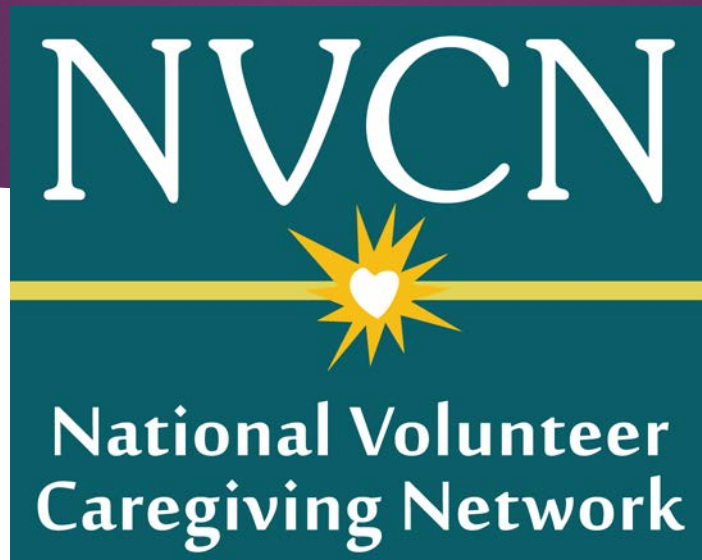


“

Helping Hands &
Access to Healthcare

”



*Caring takes
no time – it's
an attitude!*





*Caring is shown in the smallest acts
that take just a moment...*



**Neighbor to
Neighbor.**

Volunteer Caregiving

IMPROVING ACCESS TO HEALTHCARE
SINCE 1984

TAMMY I. GLENN

EXECUTIVE DIRECTOR, CAREGIVERS: VOLUNTEERS
ASSISTING THE ELDERLY

VICE PRESIDENT/ACTING EXECUTIVE DIRECTOR,
NATIONAL VOLUNTEER CAREGIVING NETWORK



*Neighbors helping neighbors across the nation
since 1984 — at no cost thanks to Foundations,
Corporations and Individuals — like YOU!*



**DONATE TODAY • FIND A PROGRAM NEAR YOU
REFER A VOLUNTEER OR SENIOR**

Visit our interactive map or call (512) 582-2197
email info@nvcnetwork.org • nvcnetwork.org



**It's free to update your program information on NVCN's Interactive Map*

- ▶ Founded in 1984
- ▶ More than 650 active programs across the nation
- ▶ Transportation is one of the biggest requests
- ▶ Forward-Thinking, Ready to Respond

Shared Values
You are not alone!

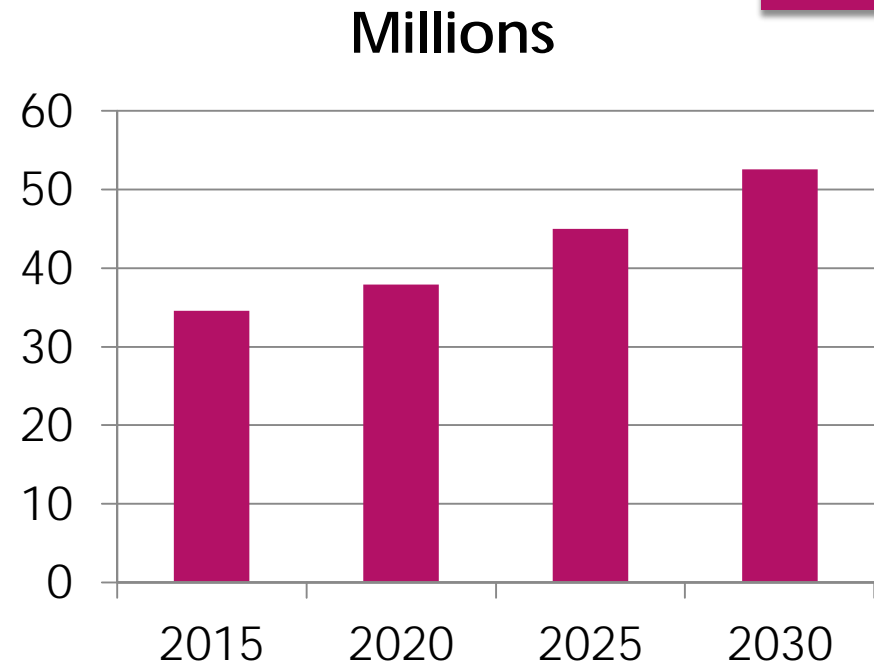
TO PROMOTE THE
HEALTH, WELL-BEING,
DIGNITY, AND
INDEPENDENCE OF
FRAIL, HOMEBOUND
ELDERS AND PEOPLE
WITH DISABILITIES
THROUGH ONE-ON-ONE
RELATIONSHIPS WITH
TRUSTED VOLUNTEERS.

About 10,000 per day are retiring from active work

70+: Population in 2015 was 31.6 Million in the US

70+: Population in 2025 forecasted: 45.0 Million

70+: Population in 2030 forecasted: 52.6 Million



A GROWING NEED

About 45% of those retiring have less than \$100,000 in savings

Social Security benefits only provide about 1/3 of income needs

Retirement Income



**LOW INCOME,
VULNERABLE**



Many Hands Make **LIGHT** Work

150,141 HELPING HANDS

TECHNICALLY, 300,282 ASSUMING TWO HANDS PER PERSON

NATIONAL ESTIMATES

366,383 senior clients

150,141 volunteers

9,321,181 hours of service

1,785,390 trips

\$632 per client

AVERAGE PROGRAM METRICS

Clients per program: 564

Average Age Volunteer: 60

Full-Time Equivalent Staff: 4

Average Budget: \$356,419

Trips per program: 2,747

Miles per trip: 18

This is what Volunteer Caregivers do!

- ▶ Transportation to medical appointments
- ▶ Help shopping for groceries
- ▶ Picking up pharmaceuticals
- ▶ Changing a lightbulb
- ▶ Prepping a meal
- ▶ Friendly visiting and a phone call to say, "Hello! Can I lend a hand?"
- ▶ Phone Friends
- ▶ **And we combat social isolation!**



Move Over...
*Compassion
sometimes
means sitting
alongside
people in their
darkest places*

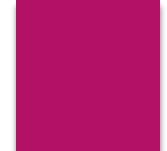


Figure 2

Social Determinants of Health

Economic Stability	Neighborhood and Physical Environment	Education	Food	Community and Social Context	Health Care System
Employment	Housing	Literacy	Hunger	Social integration	Health coverage
Income	Transportation	Language	Access to healthy options	Support systems	Provider availability
Expenses	Safety	Early childhood education		Community engagement	Provider linguistic and cultural competency
Debt	Parks	Vocational training		Discrimination	Quality of care
Medical bills	Playgrounds	Higher education			
Support	Walkability				

Health Outcomes
Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations

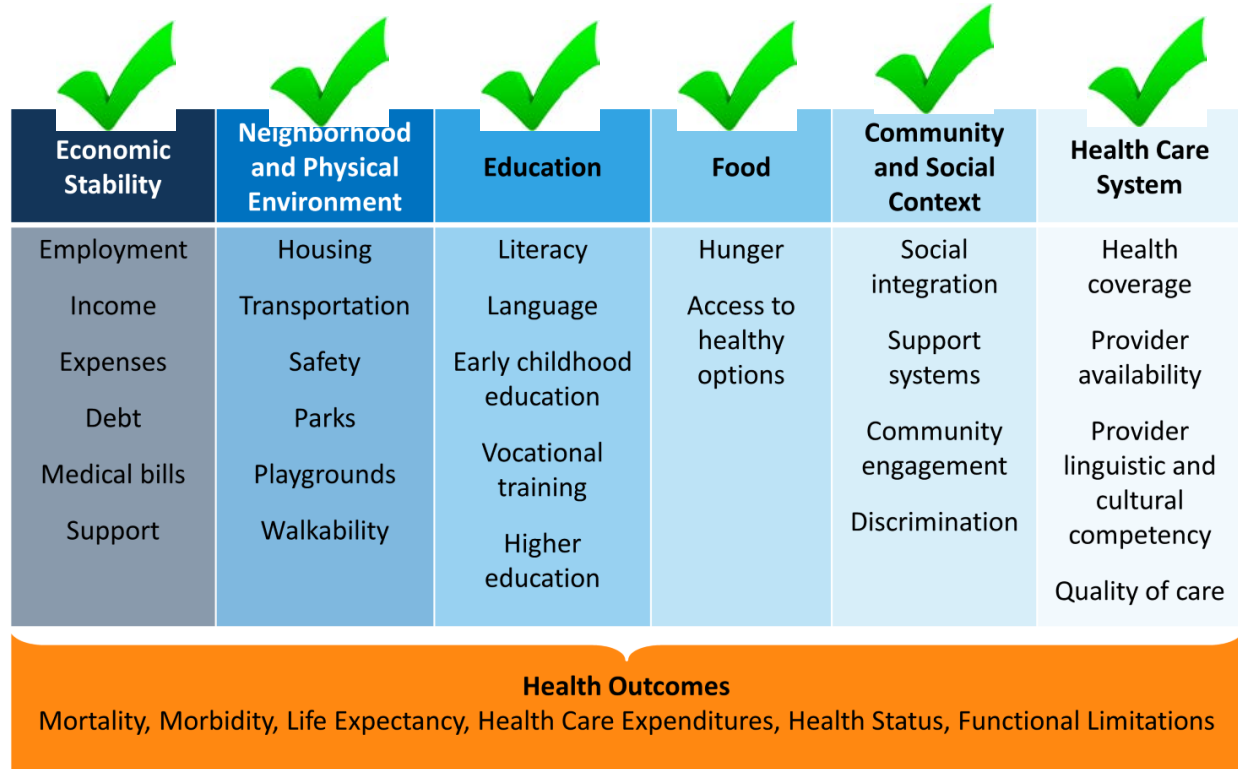


Social Determinants of Health

**note: Transportation, Social Integration*

Figure 2

Social Determinants of Health



Social Determinants of Health

Ask us about our Asset Maps!

Ventura County CAREGIVERS works with more than 150 select resources to provide services in addition to our own.



TRUSTED
VOLUNTEERS
WHO DON'T
WORK ALONE



BACKGROUND CHECKS
PERSONAL INTERVIEWS
REFERENCES
CLEAN DRIVING RECORDS
CURRENT CAR INSURANCE
MONTHLY REPORTS

Qualitative vs. Quantitative

Economic Stability



- ✓ Volunteers are priceless!
- ✓ **Services offered at no cost to the senior**
- ✓ Asset Map of more than 150 community resources
- ✓ Cost savings to the community! Volunteer Caregiving delivers at 20 percent of average retail costs

Neighborhood & Physical Environment

- ✓ Neighbor Helping Neighbor across the USA
- ✓ **Volunteer Matches last a lifetime**

Education

- ✓ Empowering seniors to continue to live independently, in their own homes through end of life
- ✓ **80% Success Rate!**

Qualitative vs. Quantitative

Food



- ✓ Volunteers assist with grocery shopping
- ✓ Volunteers help prep meals—and cut pineapple!
- ✓ Volunteer Caregiving assists with emergency food when needed
- ✓ **Great partner programs**, like Shop Ahoy!

Community & Social Context

- ✓ Combatting Social Isolation
- ✓ Volunteers accompany seniors to doctor appointments, church socials, movies and even play a mean game of Mahjongg

Healthcare System

- ✓ **Access to medical appointments**
- ✓ Transportation
- ✓ Ensure follow-up visits
- ✓ Pick up prescriptions
- ✓ Work with visiting nurses and hospice as needed
- ✓ **Hospital discharge & Homecoming Program**

Great Partner Programs...Our Top Four!

- ▶ Area Agencies on Aging
- ▶ Meals on Wheels or the local equivalent
- ▶ Hospital Associations
- ▶ 2-11
- ▶ **And more!**

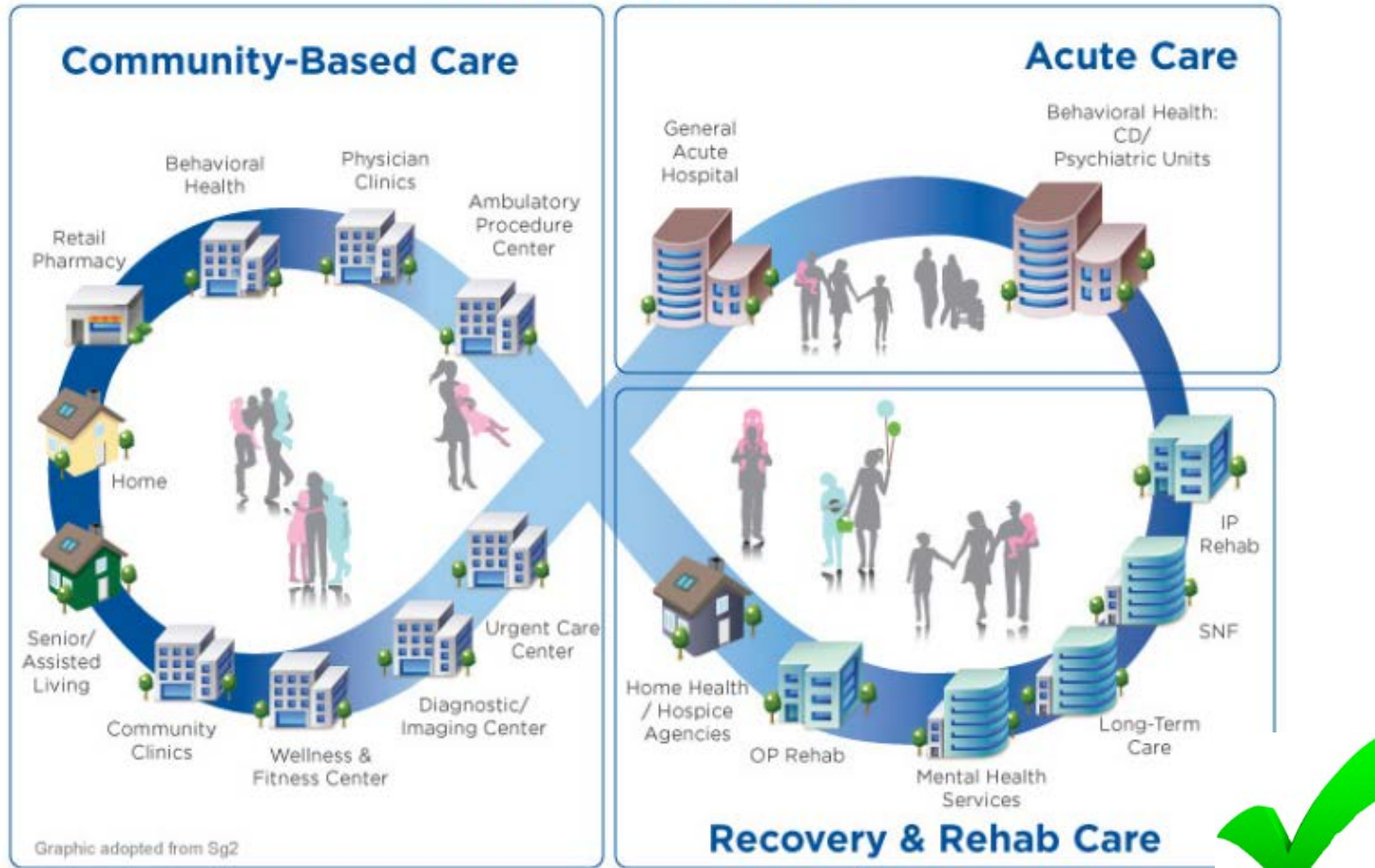


Make room for Human Services & Public Services...

UNDERSTANDING HOW THE PIECES [CAN] WORK TOGETHER



Transformation 2018



Vision:
Healthcare
2018



Social Services wasn't even on The Map!

MOTIVATION: CHANGE YOUR PARADIGM

We can open doors
to new ideas when
we work together!



MOTIVATION: Expand Our Vocabulary

Physiological studies have found that speaking two or more languages is a great asset to the cognitive process.



A black t-shirt with white text that reads "SOMETHING HAS TO CHANGE". The text is arranged in three lines: "SOMETHING" on the top line, "HAS TO" on the middle line, and "CHANGE" on the bottom line. The font is a bold, sans-serif typeface. The t-shirt is centered against a dark background with purple and pink decorative elements on the sides.

SOMETHING

HAS TO

CHANGE

MOTIVATION: Metrics

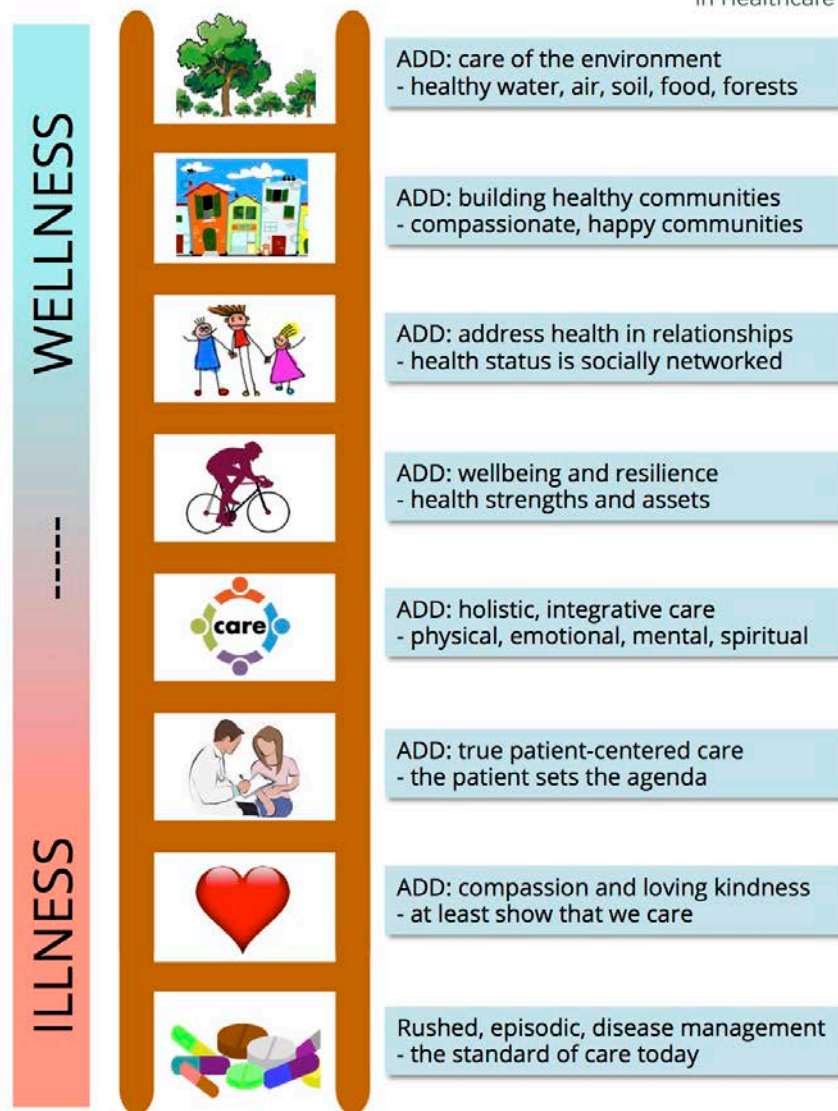
Metrics play an **important** role since they transform both the customer requirements as well as operational performance to numbers which can be compared.



VOLUNTEER CAREGIVERS

We're All That!

LADDER OF CARING



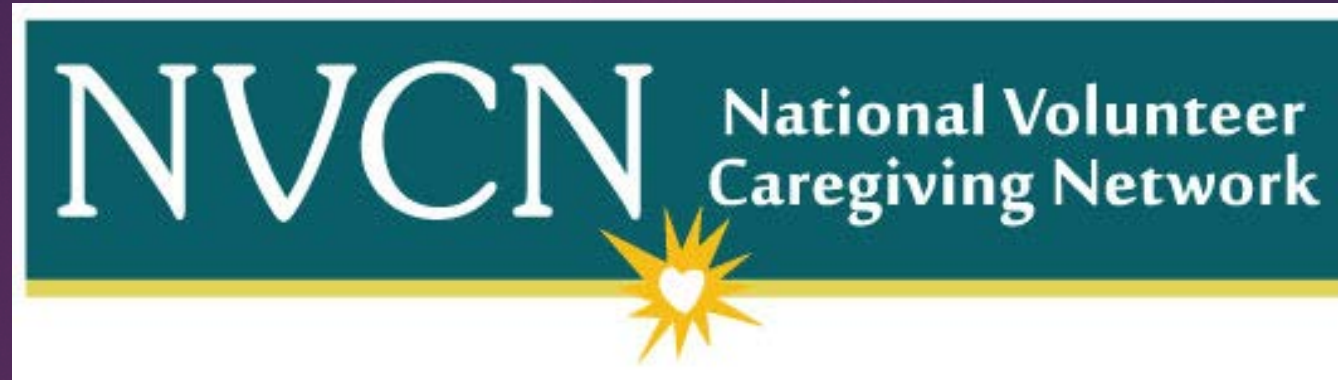


*Volunteer Caregivers
compliment communities across
the United States—out of the
goodness of the hearts!*



- ♥ *kindness*
- ♥ *appreciation*
- ♥ *gratitude*
- ♥ *mindfulness*
- ♥ *self-compassion*
- ♥ *choosing to give their
Time and Talent*





Just getting started.

INFO@NVCNETWORK.ORG

WWW.NVCNETWORK.ORG

