

Final Evaluation Report: Neighborhood Action Initiative (NAI)

March 2, 2011

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Executive Summary

- CHF grants enabled NAI neighborhood groups in 2010 and 2011 to begin, continue, and/or expand services designed to help seniors age in place.
- NAI groups reported increasing their number of volunteers. Canopy of Neighbors, for example, identified 60 potential volunteers to be interviewed and subjected to background checks; FIA had enlisted 17 recipients and 8 volunteers for their new target area as of January, 2011; Hamlin Park conducted meetings with block clubs and churches that led to the identification of seniors who were interested in receiving services and volunteers.
- NAI groups were successful in providing home modification products and services to seniors. For example, Parkside Flint volunteers in June 2010 installed smoke and carbon monoxide detectors in 15 seniors' homes.
- NAI groups successfully promulgated information about their activities using a variety of methods. Parkside Flint, for example, mailed newsletters to residents and established a website as did Canopy of Neighbors. SCENE established a call center for residents seeking information relevant to seniors' needs.
- Evidence of increased social contact among seniors was also evident as an outcome of NAI group efforts. PUSH Buffalo, for example, began neighborhood circle groups that included social meetings for seniors and others that often extended into community service projects.
- NAI groups were successful in identifying and obtaining additional financial support. A neighborhood social group associated with PUSH Buffalo, for example, obtained funding from the City of Buffalo to improve a local park.
- Several groups produced projects unique to their area. Canopy of Neighbors, for example, negotiated with vendors to provide discounts to seniors, while Pulteney set up graffiti walls where people could write out services needed in the community.
- While the Faith-in-Action group has a long history of collecting data about its efforts, most NAI groups began to document their activities and volunteers during this startup period. Since 1995, FIA has collected information about the number of volunteers, recipients, hours, miles driven, and satisfaction with services by both volunteers and seniors.
- Similarly, SCENE conducted a survey of seniors' perceptions about needs in their community, identifying a senior center building as a major unmet need.
- NAI groups participated in a concept mapping exercise to identify perceptions about seniors' needs in their particular community.

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Introduction

The Neighborhood Action Initiative (NIA) is a project of the Community Health Foundation designed to help neighborhood groups develop and continue programs to assist the elderly age in place. This approach is based on the philosophy that disabling environments influence the elderly more than disabilities per se. That is, with appropriate supports, many elderly can avoid placement in nursing homes and continue to enjoy a quality life in their own homes. Consequently, CHF provided funding to 7 groups in urban and rural environments in Western New York and nearby locations to help seniors age in place.

To evaluate these efforts, members of a UB evaluation team contacted their assigned NAI group approximately every six weeks from February 2010 through February 2011 to obtain qualitative and quantitative information. The primary goal of the qualitative information was to develop a narrative to help each NAI group tell their story: How the implementation process was proceeding and what obstacles and problems arose. With the quantitative information, the goal was to track the group's progress in regards to the AdvantAge Measurables (AM) each group described in their initial proposal to the Community Health Foundation. Table 1 shows the specific AMs per initial proposals of each neighborhood group. NAI groups' goals generally fit several of the following AM categories:

3. Home modification and/or upkeep
8. Who/where to call for information about community services
9. Increase awareness of existing community services
21. Access to public transportation

- 26. Socialize with friends in community
- 30. Participate in volunteer work

Table 1

AdvantAge Measurables per Neighborhood Group

Neighborhood Group	AdvantAge Measurables					
	3	8	9	21	26	30
Canopy of Neighbors	X	X	X			X
Faith in Action	X			X		X
Hamlin Park	X	X	X			
Flint	X	X	X			X
PUSH Buffalo	X				X	X
Pulteney		X	X	X	X	X
Matt Urban		X	X			
SCENe		X	X		X	X

Note. AdvantAge Measurables numbers refer to (3) Home modification and/or upkeep; (8) Who/where to call for information about community services; (9) Increase awareness of existing community services; (21) Access to public transportation; (26) Socialize with friends in community; and (30) Participate in volunteer work.

Thus, the efforts of each group are described below both in terms of their AM and overall implementation process. If data allow tables or graphs to be constructed, they are included in the text of this report. The appendices contain the written monthly or bi-monthly reports and summaries created for each NAI group.

Canopy of Neighbors

AdvantAge Measurables:

3. Home modification and/or upkeep
8. Who/where to call for information about community services
9. Increase awareness of existing community services
30. Participate in volunteer work.

Canopy of Neighbors (CON) is a new organization with a mission to provide seniors with links to services and volunteers who will help people stay in their own home and neighborhood. Examples of potential services include home care while on vacation, dog walking, grocery delivery, and accompaniment to some activities, such as meeting someone in the emergency room.

As shown in the Timeline in Table 2 and described in reports in Appendix A, Canopy founding members spent much of 2010 establishing the organization. Initial plans included creating a database for tracking volunteers, phone calls, services, community resources, and related information. Canopy held its first Board meeting in Spring 2010 and created committees for volunteers, membership, governance, and providers/programming. One part-time person was hired as Director of the organization and work on a spreadsheet to track volunteers started.

Developing financial support for the organization was an initial priority. A part-time person to direct fund-raising was hired and initial fund-raising efforts netted approximately \$25,000 from donors who pledged \$1,000 or more. In addition to funding from the Community Health Foundation, Canopy applied for a grant from Kaleida Health. Canopy also began to provide information to the community about the

organization, including planning for future informational meetings and creating brochures for distribution.

Reports from Toby Laping during Fall 2010 and Winter 2011 indicated that the number of CON volunteers had reached 60. In preparation for providing services to seniors on March 1, 2011, potential volunteers were being interviewed and subject to background and DMV checks. Similarly, 50 vendors had agreed to work with the group, providing discounts averaging 15-18% to seniors, and these vendors were likewise being subject to background checks. Fundraising committee meetings continue, a website (<http://canopy.clubexpress.com>) has been established, plans were made to attend an aging conference in Albany in June, and information about CON will be published in *Buffalo Spree*. Canopy has decided not to ask for payment for services for anyone whose income is double the federal poverty level or below. Also noteworthy is that one CON volunteer has been located to pursue grant-writing and funding opportunities given that membership fees do not appear to be sufficient to sustain the group's expected activities.

Table 2

Timeline for Canopy of Neighbors' 2010 Activities

March	April	May	June	July	August	September	November
Initial evaluation meeting Gathering community info		Initial meetings Committees created		Hired director, fund-raiser Raised ~\$25,000 Grant application to Kaleida Volunteer spreadsheet Planning info. meetings		Start providing services to subscribers	

Hamlin Park

AdvantAge Measurables:

- 3. Home modification and/or upkeep
- 8. Who/where to call for information about community services
- 9. Increase awareness of existing community services
- 30. Participate in volunteer work.

Hamlin Park’s proposal described the area as an aging community with the average homeowner being 75 years old. Approximately 40 years, the Hamlin Park Community and Taxpayers Association was formed in efforts to stop interstate and transit construction through the community. The organization pays particular attention to issues around crime and safety. The group has about 30 members, and the association has

worked to improve neighborhood safety through such efforts as installing telephones, cameras in the neighborhood, and arranging debris to be cleaned up.

The status of Hamlin Park's efforts with seniors is similar to that of Canopy of Neighbors in that much of this year has been spent in preparation for subsequent activities. As shown in the Timeline in Table 3 and described in UB student reports in Appendix B, these activities include a meeting with the Community Action organization of Erie County (to discuss snow plowing services and lawn services), preparing a volunteer database, discussing possible volunteer activities (such as grocery runs and telephone trees), transportation services for the elderly, and meetings with 4 block club associations and 2 churches in the neighborhood to explain the aging in place project and gain support. The meetings with the block clubs and churches led to the identification of 5 seniors who were interested in receiving services and 3 volunteers. Activities in the summer were hampered by the availability of only one person (Elaine) to perform the group's activities.

For Fall 2010, plans were made to (a) recruit 15 residents who are interested in receiving services, (b) recruit 10 volunteers, (c) begin to install and replace smoke and carbon monoxide detectors, and (d) offer snow removal service. This is the latest available information.

Table 3

Timeline for Hamlin Park’s 2010 Activities

March	April	May	June	July	August
Developing recruiting process					
Project planning and timeline					
Met with Community Action organization about home services					
Preparing for a volunteer database					
Meeting with block clubs and churches to identify seniors who desire services and volunteers to provide them					

Parkside Flint Village

AdvantAge Measurables:

- 3. Home modification and/or upkeep
- 8. Who/where to call for information about community services
- 9. Increase awareness of existing community services

Parkside Flint initially focused during Spring, 2011, on 4 areas: (a) installing smoke and carbon monoxide detectors and replacements in seniors’ in homes, (b) training volunteers (United Way, Fire Safety Training), (c) identifying seniors who would want specific services, and (d) voter registration. Table 4 describes the group’s major activities over time and Appendix C provides more details in the monthly reports.

On June 12, 2010, 11 volunteers installed smoke and carbon monoxide detectors in 15 homes of individuals over 60. Six seniors completed a feedback form and an elder

survey. Now the group is moving toward providing motion detectors for 10 residents who have expressed interest in receiving this service; the goal is to eventually provide motion detectors to 20 residents. Financial aid for motion detectors is available. A December report indicated that 10 individuals eventually took advantage of discounts and installed the motion detector lights, and smoke detector batteries were replaced in 4 homes.

Flint is also planning a telephone program where volunteers check in with seniors and provide companionship. Parkside Flint has created an Excel database to record information about the volunteers and seniors who receive services and a website (www.parksidebuffalo.org/flinthillvillage) to aid in recruitment of volunteers, identify persons who needs services, and distribute information. Flint also mailed 500 newsletters to area residents during the summer that provides information about volunteer opportunities and the telephone program.

Reports from Alecia Zimmerman during December 2010 and January 2010 indicated that Flint had begun a program to prevent falls in seniors. The goal is to educate approximately 100 seniors about falls prevention and to assess, utilizing 4-6 University at Buffalo students, at least 14 seniors regarding falls prevention. A February 2011 meeting report indicated that Flint has started to increase its focus on funding and is discussing a possible merger with a North Buffalo group.

Table 4

Timeline for Parkside Flint's 2010 Activities

	March	April	May	June	July	August	September
<hr/>							
Developing ideas about recruiting and training volunteers							
Installed 15 smoke detectors							
						Installing motion detectors Telephone program Excel database to track volunteers and service recipients Mailed newsletter to 500 residents	

Faith-in-Action (FIA)

- 3. Home modification and/or upkeep
- 21. Access to public transportation
- 30. Participate in volunteer work

FIA began providing services in 1995 in Hornell and surrounding rural communities, eventually expanding to most of Steuben County and now into small towns and areas that would benefit from services. FIA depends entirely on volunteers who provide transportation, companionship, shopping, respite care, housework, yard work, or minor home repair at no charge. For the NAI project, FIA aimed to expand its services to seniors in a new geographic area; Appendix D contains monthly reports with more detail.

As shown in Table 5, 6, and 7 below, FIA also has a long history of data collection to support its efforts.

Table 5

Faith in Action Caregiving Services Summary 1995 - 2010

	# Volunteers	# Recipients	# Hours	# Miles
1995	75	60	1163	3661
1996	102	116	3127	9372
1997	102	110	2609	14330
1998	131	121	3377	21137
1999	119	155	3068	25738
2000	137	226	4802	37103
2001	109	246	3179	33853
2002	138	251	3891	34759
2003	120	262	4333	35081
2004	128	299	4464	40743
2005	145	307	4794	50359
2006	152	346	4883	44550
2007	177	472	5396	51737
2008	175	480	6066	52446
2009	179	497	6634	64631
Grand Totals:			61,786	519,500

Beginning in 1995, FAI began with 75 volunteers who provided 3,600 miles of transportation for seniors. In 2009, 179 volunteers provided nearly 65,000 miles of transportation to seniors. Clearly the organization has had a successful 15-year period of building capacity for providing services to seniors.

FIA also tracks satisfaction with its services by both seniors and its volunteers. Table 6 below summarizes the major findings of the 2010 Volunteer Survey. Overall, volunteers spent most of their efforts (73%) on providing transportation for seniors. About half of the volunteers provided help on a weekly basis. Almost all volunteers (93%) reported being satisfied as a FIA volunteer, and about two-thirds (65%) of

volunteers reported that their personal quality of life had improved because of their volunteer work with FIA.

Table 6

Major Findings of the FAI 2010 Volunteer Survey

Major Service Provided by FAI Volunteers

- 73%, Transportation
- 38%, Shopping/errands
- 23%, Friendly Visits
- 13%, Ramp building

Volunteers' Frequency of Providing Services

- 49%, Weekly or more
- 36%, Monthly
- 15%, Less than 12 times/year

Evaluations of FAI Services

- 93%, Satisfied being a volunteer
 - 99%, Satisfied with FAI office staff
 - 86% of volunteers felt they were called to volunteer a suitable amount vs. 14% who felt they were called upon too seldom
 - 82%, Had no feelings of being taken advantage of by recipients
 - 65%, Improved quality of life due to volunteering with FAI
-

Note. The 2010 Recipient Survey was sent to 149 individuals and 98 were completed and returned (66%).

Table 7

Major Findings of FAI 2010 Recipients Survey

Major Service Provided by FAI

- 75%, Transportation
- 20%, Shopping/errands

Frequency of Use of Services

- 46%, Less than 3 times a year
- 22%, 3-11 times a year
- 21%, Monthly
- 11%, Weekly

Evaluations of FAI Services

- 94%, Satisfied
- 98%, Volunteers well-informed about service request
- 99%, Volunteers pleasant
- 98%, Confidence in volunteers
- 98%, Satisfied with overall experience with FAI

Notable Comments

- (Improved independence) – Because of visual impairment causing inability to drive,
 - I would not be able to live alone.
 - The people who answer the phone are excellent.
 - I recommend your service to everyone.
 - KC is like a daughter to me. If my daughter isn't available, she is here for me.
 - Can't say enough—wonderful organization for seniors on fixed income.
 - I have had only a few occasions to use FIA and have been very satisfied in your services and the volunteers. Recently I haven't had need of your services—sorry—but need be, I know who to call and I will.
-

Note. The 2010 Recipient Survey was sent to 284 individuals and 122 were completed and returned (43%).

Recipients of FAI services primarily reported receiving transportation and shopping help. Most seniors used FAI services only occasionally, less than 3 times a year, and were very satisfied (94%) with FAI services. Comments by seniors indicated

that a major benefit of FAI services was increased independence, particularly around driving/transportation.

In October 2010, Dick Russell reported that 19 new volunteers and 104 new consumers in the whole county have signed up with FIA. Of that total, 5 new volunteers and 6 new consumers were from the targeted Campbell/Cameron area. Recruitment efforts are continuing at local churches and seniors' groups. Efforts to recruit volunteers and recipients continued through December 2010 and January 2011, including commercials in the targeted areas. As of January 2011, FIA has enlisted 17 recipients (with a goal of 25) and 8 volunteers (with a goal of 20). Thus, with the steady increase in volunteers and recipients over the past several months, the FIA goals appear reachable.

Springville Concord Elder Network (SCENE)

- 8. Who/where to call for information about community services
- 9. Increase awareness of existing community services
- 26. Socialize with friends in community
- 30. Participate in volunteer work.

Helping seniors who live on the rural border of Erie and Cattaraugus counties, SCENE has been a very ambitious and active group during 2010 and early 2011. As described in more detail in Appendix E, activities included an informal survey of seniors, establishing a telephone help system, conducting the concept mapping exercise, providing an information fair and disseminating information via newspapers and radio, day trips (e.g., to the Genesee Country Museum), training for staff, establishing a speaker's series, preparing for volunteers, establishing committees, and soliciting financial aid for the organization.

Regarding the telephone system, SCENE worked on a system for volunteers to make daily calls to seniors living at home and on an Elder Call Center in partnership with LOVE, Inc. SCENE members have also received training regarding solicitation of financial support and setting up meetings with potential donors.

SCENE conducted a survey of seniors during Spring 2010. Major findings are listed in Table 8. Of particular note are (a) the identification of a senior center building by 83% of respondents as an important, unmet community need, and (b) only 21% indicated a need for yard work help and only 12% for transportation. Seniors wanted to know about nutrition and physical activities, health-related issues, and computer/technology; participate in day trips and travel to musical/theatrical productions; and indicated that needs exist for transportation, senior housing, and assisted living. Interestingly, about half of those surveyed did *not* answer a question about whether they would welcome some kind of help; of those who answered, 13 of 34 (about 40%) indicated they *did* not want such help.

Table 8

*Major Findings of Spring 2010 SCENe Seniors Survey**Unmet Community Needs*

- 83%, Senior Center building
- 49%, Assisted living
- 45%, Senior Housing
- 44%, Transportation

Need Help With...

- 21%, Yard work
- 12%, Transportation

Social & Recreational Activities Desired in Community

- 67%, Musical or theatrical productions
- 66%, Day trips
- 49%, Movie outings

Learning Topics Desired

- 46%, Nutrition and physical activity
- 43%, Computers/technology
- 41%, Health related issues

Volunteer Activity

- 51%, Active volunteer (29% at Churches)
- 43%, No outside activities
- 18%, Want to volunteer

Hobbies

- 20%, Gardening
- 10%, Reading/books

Note. The 2010 Recipient Survey was completed by 102 individuals. As a result, SCENe was able to create a mailing list of 67 households, identified 51 local organizations for which the respondents volunteer, listed individual skills and hobbies, identified a list of social and recreational activity preferences, and created a prioritized list of community needs such as senior housing and in-home nursing care.

SCENe continued its active schedule during the end of 2010 and beginning of 2011. LOVE Inc. of Springville donated an office suite to SCENe that will be staffed by volunteers on Monday, Wednesday, and Friday mornings. SCENe continued a series of

community events and meetings, including Concept Mapping, and training sessions for the elder phone resource center (which opened Nov. 1). The Call center quickly received 24 calls for information or reservations to SCENE events; in January and February, 2011, the center logged 21 calls about senior services. Other noteworthy activities and events were a Fall Speakers series, exploration of proposed senior housing in Springville, budget planning and discussion of funding possibilities, continued Board meetings, creation of a mailing list using SCENE's Excel database, and writing the 2010 Annual Report (included in Appendix E). SCENE also provided 3 volunteers to the Town of Concord Flu clinic.

Overall, the energy and activity level of SCENE participants has been exceptionally high. As Virginia Krebs, Coordinator of SCENE, concluded in the Annual Report, "We have reached out to the elders in our rural community and they have reciprocated with enthusiasm and encouragement."

PUSH Buffalo

AdvantAge Measurables:

- 3. Home modification and/or upkeep
- 26. Socialize with friends in community
- 30. Participate in volunteer work

As seen in Table 9 and Appendix F, PUSH is running two projects simultaneously: Neighborhood Circles and Weatherization. The purpose of neighborhood circles was to bring together people of all ages and backgrounds who live in the same neighborhood. During 2010 each circle met three times to create a project to improve

their surroundings. To date, three neighborhood circles have met and selected projects, including removing a vacant parking lot and planting grass for children to play and safety at a self-serve car wash. During early 2011, the third neighbor circle began work on the Massachusetts Avenue Park and secured the first wave of funding for implementation of the community plan from the City of Buffalo. An architect has been secured and groundbreaking is expected early summer, 2011.

The Weatherization Project was created to help people on the west side of Buffalo apply for and receive state-funded weatherization to their homes. Many of these homes are quite old and need updating to reduce heating bills during the winter. According to Sara Gordon, PUSH has assisted 352 households (at least 50 of which contain elderly people) apply for funding. Of these, none have been weatherized and only 40 have been contacted by the weatherization agency; however, several roadblocks have been identified. For example, several homes needed updates before weatherization (i.e., new roof before insulation could be installed). PUSH does know that the contractors have large waiting lists and are trying to work with other contractors. As of January, 2011, weatherization work remains stalled, apparently because of delays by New York State.

PUSH's volunteer model is community-based membership, meaning that any community member can be a volunteer. There are currently 250 due-paying members. Member's order of involvement, from low to high, is members, active members, leaders, and activists (serve on the board).

Table 9

Timeline for PUSH Buffalo's 2010 Activities

March	April	May	June	July	August
Neighborhood circles begin			Neighborhood circles conclude; PUSH to help w/ projects		
Help households fill out weatherization applications					
Look to National Fuel for additional weatherization funding Contact other contractors to start weatherizing					

Pulteney

AdvantAge Measurables:

- 8. Who/where to call for information about community services
- 9. Increase awareness of existing community services
- 21. Access to public transportation
- 26. Socialize with friends in community
- 30. Participate in volunteer work.

The Pulteney Aging in Place initiative through Steuben Senior Services Fund has two primary goals: Increase the amount of services (primarily transportation) available to seniors, and increase awareness of these services. As described in more detail in Appendix G, in 2010 members of the group have been meeting with various organizations in Steuben County and New York State, including Project Care, Steuben Coordinated Transportation, Pulteney Town Board, NY Connects Long Term Care

Council, and Institute for Human Services, to help reach these goals for seniors in Pulteney and Steuben County.

Highlights and events in early to mid-2010 stemming from these meetings and the initiative are presented in Table 10. Pulteney Aging in Place has utilized newsletters, surveys, and brochures, and presentations to elderly and those assisting the elderly (e.g., fire department, library). Survey results, which highlight the need for transportation by volunteers, are presented in Table 11. The graffiti walls were walls set up in public places in which people could write out services they felt were needed in the community. They have obtained 4 volunteer drivers and one request for service since August. They are also working with National Honors Society students in Hammondspport to act as volunteers to assist elderly residents with lawn work and chores.

Table 10

Timeline for Pulteney's 2010 Activities

March	April	May	June	July	August	September
<hr/>						
Aging in Place info sent						
out in Office for Aging newsletter						
Surveys sent out to Pulteney seniors						
First graffiti wall						
Second graffiti wall						
Met w/ Project Care (PC) & Steuben						
Coordinated						
Transportation (SCT): medical						
transportation to be provided by SCT and						
non-medical by PC						
Aging in Place brochures						
created for distribution						
“Media blitz” call for						
volunteers/those						
seeking services						

Table 11

Major Findings of Spring 2010 Pulteney Seniors Survey

Current Transportation Services Utilized

- Own Vehicle: 93%
- Family: 13%
- Friends/Neighbors: 20%
- Public Transportation: 0%
- Group Travel: 2%

Priority Transportation Needs:

- Doctor appointments: 56%
- Grocery shopping: 42%
- Other shopping: 24%

Anticipated Future Transportation Services

- Family: 46%
- Friends/Neighbors: 47%
- Volunteer Drivers: 36%
- Bus or Van: 40%

Willing to be volunteer driver: 31%

Note. Participants ($N = 55$) were able to select more than one option.

By November 2010, Kathy Burns, the Pulteney Aging in Place Coordinator, reported that the group had made progress in finding volunteers and providing such services to seniors as delivering meals to homes, transportation, and friendly visits to seniors. In addition, the group had collaborated with students from Hammondsport School to distribute fruit baskets to approximately 75 Pulteney elderly residents in mid-December. Pulteney continues to seek and obtain funding (e.g., such as a \$1,000 grant received from the Keuka Area Fund of the Community Foundation of Elmira-Corning and the Finger Lakes), add volunteers, plan and schedule events, discuss a possible newsletter, and hold regular Board meetings.

Matt Urban

Our latest information is that Matt Urban continues to wait for an Americorps volunteer before beginning their project.

Summary and Conclusions

Each NAI group began the process of implementation with different levels of experience and expertise. At the time of the first evaluation report (Fall 2010), groups also differed in their stages of implementation and associated short- and long-term outcomes. FAI, for example, is a longstanding organization which essentially added the NAI activities to their ongoing efforts; programs such as Pulteney, Parkside Flint, and SCENE were newer groups that started with a great deal of activity; other programs are building more slowly, but consistently; and one program, Matt Urban, essentially never began. Programs also evidenced some differences in terms of the needs of their seniors; transportation for seniors appears more important in rural areas, for example.

After a year of support from CHF, most NAI groups can provide evidence that they have met or are track to meet goals relevant to AdvantAge measurables or related domains. CHF grants enabled NAI neighborhood groups to begin, continue, and/or expand services to help seniors age in place. Most NAI groups reported increasing their number of volunteers. Canopy of Neighbors, for example, identified 60 potential volunteers to be interviewed and subjected to background checks; FIA had enlisted 17 recipients and 8 volunteers for their new target area as of January, 2011; Hammondspport students delivered fruit baskets in mid-December 2010 to approximately 75 Pulteney seniors.

NAI groups were successful in providing home modification products and services to seniors. For example, Parkside Flint volunteers in June 2010 installed smoke and carbon monoxide detectors in 15 seniors' homes. NAI groups were also successful in identifying and obtaining additional financial support; a neighborhood social group associated with PUSH Buffalo obtained funding from the City of Buffalo to improve a local park. NAI groups successfully promulgated information about their activities using a variety of methods. Parkside Flint, for example, mailed newsletters to residents and established a website as did Canopy of Neighbors. SCENe established a call center for residents seeking information relevant to seniors' needs. Increased social contact among seniors was also evident as an outcome of NAI group efforts. PUSH Buffalo, for example, began neighborhood circle groups that included social events for seniors and others that often extended into community service projects. Finally, several groups produced projects unique to their area: Canopy of Neighbors, for example, negotiated with vendors to provide discounts to seniors, while Pulteney set up graffiti walls where people could write out services needed in the community.

Each neighborhood group also evidenced common and unique variables relevant to evaluation data. Most groups collected data across broad categories: (a) information about their volunteers, (b) information about services and resources available to seniors, and (c) information about services and resources they actually provide to seniors.

Essentially this information pertains to *building capacity* within these groups to fulfill their goals and mission(s) for the seniors they wish to serve, and to sustain these efforts. In particular, recruiting and tracking volunteers are tasks that may significantly influence the short- and long-term effectiveness of all NAI groups. Few groups have sufficient

numbers of paid staff to provide the amounts or types of services the NAI groups offer or intend to offer. The key to the NAI groups' long-term success will be their ability to recruit a cadre of volunteers with the required capacity to provide desired services. The ability to track, coordinate, and satisfy volunteers is also important to the extent that it can provide important feedback to NAI groups and funding agencies about their success in this key area. A similar argument can be made regarding each group's ability to obtain additional funding for their long-term sustainability.

Evaluation efforts also differed among the NAI groups. While the Faith-in-Action group has a long history of collecting data about its efforts, most NAI groups began to document their activities and volunteers during this startup period. Since 1995, FIA has collected information about the number of volunteers, recipients, hours, miles driven, and satisfaction with services by both volunteers and seniors. Similarly, SCENE conducted a survey of seniors' perceptions about needs in their community, identifying a senior center building as a major unmet need. In addition, several NAI groups participated in a concept mapping exercise to identify perceptions about seniors' needs in their particular community.

Finally, the NAI project is predicated on the belief that the provision of certain types of services to seniors will help seniors stay in their homes and avoid a move to a nursing home. Of course, the documentation of the provision of services, as done in this report, does not in itself provide evidence that the elderly are aging in place longer. Additional evidence would need to be gathered to address this hypothesis more directly. For example, a sample of seniors could be tracked over time to determine whether the provision of services influenced decisions to age in place or move into a nursing home.

Similarly, for seniors recently placed in a nursing home, family, friends, and the individual her- or himself could be interviewed to generate ideas about the need and decision to move out of the home.

Appendices

Compilation of Monthly Reports for NAI Group

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Appendix A

Canopy of Neighbors

Canopy of Neighbors initial meeting – March, 2, 2010

Present: Toby Laping, Canopy of Neighbors, Tim Gallagher, UB School of Social Work, Scott Meier, UB, Andy Wurl, UB

Toby gave an overview of Canopy of Neighbors. The group began approximately one year ago with Toby and two other colleagues of hers. The mission of the group is to provide linkage to services and volunteers who will assist people to stay in their own homes while fostering a sense of neighborliness. Some examples of these services include watering plants while on vacation, dog walking, grocery delivery, and accompaniment to some activities, such as meeting someone in the emergency room. Toby explained this group is modeled after Beacon Hill, a similar agency in Boston. A phone number will be launched to the public which people will be able to call to access these services. There will be membership fees for Canopy of Neighbors' services. The group does have a goal to be able to serve low-income families, as there are a fair amount of low-income families in the Elmwood Village/Allentown neighborhoods, which is the designated area Canopy of Neighbors intends to serve.

Currently, Tim has been working on gathering vendors of services and trying to obtain discounts for the consumers who will access the services via Canopy of Neighbors. He has also been working on the creation of brochures and promotional material, which should be available soon. This has been Tim's internship as part of his enrollment in an MSW program at UB. A board is being constructed for Canopy of Neighbors and the first meeting is scheduled for April 1st.

In regards to tracking information, Toby and Tim are both interested in creating a database for tracking volunteers, phone calls, services, community resources, and related information. The Village-to-Village Network was also discussed as a possible source to help convert this information to a website. Toby and Tim both expressed a need for assistance in regards to the technical construction and implementation of such databases.

Dr. Meier mentioned a recommendation he intends to make to the Community Health Foundation in regards to the groups in the Neighborhood Action Initiative Project receiving some technological assistance from an outside vendor to get these databases up and running. Toby explained that Canopy of Neighbors is not currently soliciting members as they are not ready to offer services yet. All parties agreed to stay in contact in regards to the development of the group and the evaluation.

May 2010

Canopy of Neighbors had their first board meeting recently and intend to have a second one in the next couple months. At the board meeting, committees were formed to divide up the work. Four committees were created: Volunteers, Membership, Governance, and Providers/Programming. Projects that were divided up include: research regarding issues involved in using volunteers (i.e. defining duties, job descriptions, insurance, etc.), tasks in signing up members (i.e. developing answers to questions such as 'what do I get for my money?', working with providers for benefits for membership, and working on finding donors who will supply support beyond membership dues.

August, 2010

1. They are still working on finding people willing to be initial donors as charitable contributors of \$1000 or more. They have gathered about \$25,000 to date and expect - and need - more.
2. They've hired two part time people. One will have the assignment of raising funds; the other will function as the paid director.
3. A spreadsheet has been developed of volunteers and what they'll do, of people who intend to join, of people who want to be kept on the list to receive information. They are developing a sheet of donors and what they'll do, and updated notes on quality.
4. They are developing a business plan.
5. They are working on a grant with Kaleida, but haven't heard the results yet of their first submission.
6. They are planning more informational meetings because people are wanting to know more about who they are. They are going to offer different time options for these meetings to reach a wider group.
7. They are developing brochures and working with a printer who is providing his services for free as a favor to one of the donors.

October 2010

Individuals have donated money totaling \$24,065. They have also received \$5000 from the Devereux Foundation and a grant from Kaleida that is supposed to begin in a few weeks and will utilize their volunteers. Toby has not yet elaborated on what this opportunity was/is.

Toby was going to give me the number of volunteers they have, but she has not gotten back to me. They hired a part-time executive director and part-time fundraiser. They are hoping to start providing services to subscribers around 1/1/11 and they currently have one member who has paid dues. (Her year subscription begins when services begin).

November 2010

Toby reported that CON has approximately 50 people signed up to volunteer. They are currently interviewing each volunteer and will perform criminal background checks on each of them. For those who will be driving, they plan to do DMV checks as well.

December 2010

CON has been engaged in the following activities:

1. Holding small neighborhood meetings explaining CON, asking for donations, and soliciting memberships.
2. Interviewing the 60 people signed up to be volunteers, followed by background checks and DMV checks.
3. Interviewing the 50 vendors they have signed up at this point. These vendors will also have background checks done at their own cost.
4. They are writing policies and procedures for the board to approve.
5. They have committees in action, which include governance, volunteers, membership, and vendors. They are about to activate a PR committee.
6. They are about to begin working on a Tai Chi grant with Kaleida and a volunteer from CON. They have enough volunteers to staff each session that CON will be responsible for staffing.
7. They have been distributing their brochures and a fact sheet about CON.

January 2011

CON plans to begin working with seniors on February 28, 2011. At this point over 50 volunteers have been signed up and over 40 vendors interviewed. Vendors have agreed to provide an average discount of 15-18% for seniors. Roughly 10 fundraising committee meetings have happened or have been scheduled in various parts of the area. CON has decided that anyone whose income is double the federal poverty level or below does not have to pay for services. They now have a website (www.CanopyofNeighbors.com) that is up and running. Finally, CON was interviewed by Buffalo Spree, had a write up in Forever Young, and will be presenting at Aging Concerns Unite Us Conference presented by the NYS Association of Area Agencies on Aging in Albany in June.

Appendix B

Hamlin Park

Hamlin Park Background

Hamlin Park is described as an aging community with the average homeowner being 75 years old. Approximately 44 years ago, people brought homes in this area 8 years apart and formed this community. The Hamlin Park Community and Taxpayers Association were formed in efforts to stop interstate and transit building through the community. They are vigilant on crime and big on safety.

The Hamlin Park Community and Taxpayers Association have about 30 members, but on a good day can mobilize a 100 people. Many prominent figures live in the community like the mayor, and councilmen. The residents of the neighborhood are described as being very outspoken and proud. The association has worked to make these residents feel safe by installing telephones, cameras in the neighborhood, and arranging debris to be cleaned up. They also host community events like horse hey rides, winter fest holiday celebration, spring clean up and more

Additions to proposal

The original proposal described targeting 25 homeowners; however, the number may expand depending upon available services. Telephone tree for seniors are supposed to be place in the neighborhoods. Telephone wake up calls will be done for the elderly. Because of insurance and liability laws most likely the association will contract with a snow removal company for snow removal and clean up. The association wants to be able to refer residents to resources and services through information hotlines like 311 and 211.

Volunteers will be gathered from The Taxpayers association, and neighborhoods churches. To get the residents to trust the volunteers, volunteer teams will be assigned to the resident with at least one person that resident knows.

Data Collection and Program Evaluation

To track and collect data, a volunteer database will be created. To monitor satisfaction, interviews and surveys will be administered to residents. The number of services and type of services will be tracked. A participant survey for volunteers will be created to rate their satisfaction with the experience. Elicit feed back from caregivers and family member will also be collected.

March 2010

- Is putting together a recruiting process (Planning to Document Actions)
- Putting together a project plan that has a time line
- Had meeting with Community Action organization of Erie County (They may be able to offer affordable snow plowing services and lawn services)

May 2010

Hamlin is putting together a recruiting process in which they plan to document their actions through paper. They are hoping the information collected will help them in creating a volunteer database. A paper trail is being created first and will be transferred into a computer database. Hamlin is also creating a project plan with a time line. It is hopeful that the timeline will help them organize their goals and set concrete timeframes to complete their goals. Elaine reports that Hamlin had a meeting with the Community Action organization of Erie County. The Community action organization of Erie County may be able to offer affordable snow plowing services and lawn services, which would be beneficial to their Neighborhood Initiative Plan.

August 2010

Volunteers expressed specific interest like being involved in grocery runs and telephone trees. The grocery runs consist of matching people with seniors who are unable to drive to take them to the grocery store, or do their grocery shopping for them. There is Para transit, which provides transportation for older people, however one can wait 2-3 hours for pick up and drop off. The next step will be to identify senior within area who will benefit. Hamlin Park has expressed that they need help. As of right now only one person is really involved and the summer has been a hectic time to implement many of the plans. They hope to hire someone in the next month to help with the process and achieving goals.

October 2010

Despite the busy summer Hamlin Park met with 4 block club associations and 2 churches in the neighborhood to explain the aging in place project and gain support. Through these organizations 5 names were acquired as being interested in receiving the services offer. The search of volunteers through these organizations yielded 3 volunteer applications being filled out and some verbal commitment from people. Below are the goals that are planned for the month of October.

October Goals

- Have 15 residents sign up who are interest in receiving service
- Have 10 volunteers sign up

- Install and replace Smoke and Carbon Monoxide detectors
- Offer Snow removal service

Appendix C

Parkside Flint

March 2010

- Thinking about installing smoke and carbon monoxide detectors and replacements in homes
- Plan to train the volunteers (United Way, Fire Safety Training)
- In process of identifying seniors who would want specific services
- Voter Registration

Outline for Volunteer Recruitment

Project: Smoke and CO detector installation in the homes of people in the Parkside neighborhood.

Estimated Date of Project: Saturday June 12, 2010

We are planning to have a volunteer training/team building day Saturday June 5th. Purpose of Volunteers: 1. To install new smoke/CO detectors if not present in the home 2. To replace batteries of detectors if present 3. To educate the residents about fire prevention Number of Volunteers: We hope to have 6 teams of volunteers with 3 people in a team. 18 people total. Recruiting Volunteers: Printing an ad in the local church bulletins, and in the PCA newsletter. Newsletter is distributed the first week in May. To encourage people to volunteer, we will ask people to volunteer with 2 of their friends or family members. Training Volunteers: On the designated training day, we will have an exercise to build team work, feed the volunteers, and talk about where and how to install smoke/CO detectors. The National Fire Prevention Association has handouts regarding these topics and a PowerPoint presentation regarding elder safety and fires that could be a useful tool in training. Volunteers will receive a certificate of completion after the training

May 2010

Flint village has begun the process of identifying seniors who would need services and the specific services they would need. Flint Village has begun developing their ideas on how to train their volunteers. They are looking into United Way and Fire Safety to run the volunteer trainings. They are also thinking about installing smoke and carbon monoxide detectors and replacements in homes of the elderly. They plan to have 6 volunteer teams made up of 3 people. They plan to recruit volunteers by putting advertisements in local church bulletins, and in the PCA newsletter. The volunteers will be trained and the date planned for the training is June 5.

August 2010

On June 12, Flint Village installed smoke and carbon monoxide detectors into homes and change the battery of those homes that already had smoke, and carbon monoxide detectors in place. A total of 15 homes of people who were over 60 were included. Recruitment for participation was done through word of mouth and phone calling. The oldest people on a list generated by Parkside community association was called first. Volunteers were also recruited word of mouth and advertisements around the neighborhood. An excel chart that contains name, address, and phone number was created to keep track of the volunteer information.

Flint Village is currently in the process of starting a telephone program, where volunteers call the elderly to check in and provide companionship. They plan to advertise by putting an ad in the newspaper. Another project in progress is the motion detector lights. Flint village has met with an electrician to discuss the motion detector lights. For any one interested they have negotiated a discounted price of \$150 for those who are income eligible.

October 2010

At the meeting Flint Village reviewed that in June they installed and replaced smoke detectors and carbon monoxide detectors for eleven elderly residents in the community. They have an excel spreadsheet consisting on names, phone number, and address of the people who received the services and the volunteers. As a follow up to this project members of Flint Village returned to 6 of the homes of the people who participated to have them complete a feedback form and a Vulnerable Elder Survey (see attachment).

Currently, Flint village is in process of implementing the motion detector project. They have 10 residents who are interested in receiving this service. They hope that they can provide the series to 20 residents; the motion detector service aims to place lights around the house that detects motion. They have a reduced price provided by electrician and will provide it for free for people who can demonstrate financial need (e.g. already receiving food stamps, veterans benefits). Flint Village has been actively trying to recruit volunteers and participants through their website lots of helping hands. This website allows Flint Village to create events for volunteers and send emails to volunteers. It also allows volunteers the ability to access and get updates from home. Flint Village (see attached) has also mailed out newsletter to 500 residents.

December 2010

Approximately 10 people took advantage of the discounts to install the motion detector lights.

Plans for January include developing a partnership in a new grant with the Falls Prevention Collaborative. The goal is to educate 100 seniors on Fall Prevention (i.e., what to do inside your home to make it safer) by providing an educational presentation to senior (social) groups. They will also offer individual home assessment to approximately 20% of the 100 people or whoever wants it.

Plans for February include partnering with the Parkside Community Association. This will include an educational presentation at the home contractor fair on home modification for adaptability for elders (e.g., remodeling bathroom, how to make it easier to move about in your house).

January 2011

Alecia has reported that Flint village is currently working on a couple of projects. As a follow up from the smoke detector project, 4 batteries of the smoke detectors and carbon monoxide was replaced in elders homes that had previously had the smoke detectors and carbon monoxide installed by Flint village. In addition, Flint village installed a smoke detector and carbon monoxide detector in the home of one more elderly person. Flint Village is currently working on a fall prevention grant. They are in the process of identifying 4 or 6 students from University at Buffalo to do assessment for fall preventions for elders. They plan to provide these assessments to at least 14 people.

Appendix D

Faith-in-Action

March 2, 2010

Faith In Action (FIA) conference call –
Dick Russell, FIA executive director, Dr. Scott Meier, UB, Andy Wurl, UB

Mr. Russell gave an overview of FIA's history and current operations. The agency is a volunteer-caregiving program that began in 1995 in Hornell, NY. Since '95, the agency has continued to expand to now include services to 21 out of the 28 zip codes in Steuben County, NY. Currently, the agency is comprised of 182 volunteers who provide non-hands-on care to help frail elderly stay in their homes. The services include door-through-door transportation, friendly visits, minor home repairs, yardwork, and meal preparation. Two-thirds of the volunteer hours are presently being spent providing transportation, which is done with the volunteers' own cars.

There are approximately 96,000 residents in Steuben County. Another agency, Project Care, serves residents in the northeastern part of the county near Keuka Lake. There is a zone between the two areas served by Project Care and FIA, which is not being served, including Campbell, Cameron, and Cameron Mills, NY. FIA will expand their services to include those residents. FIA does not charge a membership fee for its services and does not intend to change this status.

FIA currently evaluates its services by sending out satisfaction surveys every Spring to volunteers and consumers. Some of the questions on the survey include asking about quality of life, if there are new needs that aren't being met, and if a consumer has felt taken advantage of during services. FIA also compiles data through a program called Carefree. This allows FIA to track its number of volunteers, volunteer hours, services, length of services, and other criteria. This information has been used in the past for other grant applications and may be accessed again for the Community Health Foundation.

May 2010

For Faith In Action in Steuben County, they have sent out their satisfaction surveys to recipients of their services and the volunteers. As of this week (week of May 3rd), they have received 111 out of 304 (37%) of the recipients' surveys and 97 out of 149 (65%) of the volunteers' surveys. The data has not been totaled yet, but they have received zero "dissatisfied" recipients or volunteer responses. They are waiting for the return of the remaining surveys and will pass on the aggregated data to me.

August 2010

I received an email from Dick Russell today. He said he has nothing new to report other than they have had some difficulty in connecting with the people in the areas his agency

is trying to expand to. He thinks it is due to it being summer now. That was basically his response. If you need more information, please let me know what you'd like me to probe him on.

October 2010

Overall, they have signed up 19 new volunteers and 104 new consumers in the whole county. Out of those numbers, 5 new volunteers and 6 new consumers are from the targeted Campbell/Cameron area. Dick has spoken at a church in Campbell and a Senior Citizens Dinner Club to recruit. He's going to be speaking with Time Warner about advertising and also is planning to speak at a church in Cameron. Finally, he's meeting with a board member/volunteer to train her on presenting FIA information with PowerPoint and a projector.

November 2010

Dick Russell reported that FIA does not have any new volunteers for the Campbell/Cameron areas (still 5), but they do have 4 new recipients (bringing the total to 10). He has spoken at one Campbell church and working out the details for a church in Cameron. Also, FIA has launched commercials for their program in the targeted areas for this month and December. They have been running since 11/3/10. They spent more than anticipated because they had to purchase airtime in two different service areas.

December 2010

FIA has increased recipients in the targeted areas by 2, totaling 12 now, since the last update. The volunteer number remains the same (5). One person signed up for services in the targeted area via the CHF funded commercial, and individuals have been mentioning seeing the commercial, which runs till the end of December.

January 2011

The FIA goal of recipients was 25 and they have signed up 17. The goal for volunteers was 20 and they have signed up 8.

Appendix E

SCENE

March 2010

SCENE has 3 goals for the next 12-15 months. First, the group wants to address basic needs of seniors in the community. For example, they want to set up a telephone system so that community elders can call a trained individual(s) who can refer useful services (e.g., home modifications). Next, SCENE is developing plans to encourage the social and civic engagement of seniors. Long-range, SCENE would like to create a Senior Center for the community as a place for elder programming. Part of the context for all of these efforts is increasing the community's awareness of the SCENE group.

SCENE is currently conducting an informal survey of area seniors about what social and quality of life activities they are interested in. With preliminary results for 86 participants, seniors indicated interest in learning about nutrition and physical activities, health-related issues, and computer/technology; going on day trips and attending musical/theatrical productions; and indicated that needs exist for a Senior Center building, transportation, senior housing, and assisted living. About half of those surveyed reported they were active volunteers in the community, while 20% indicated they wanted to volunteer; 37% indicated they had no outside activities. Interestingly, about half of those surveyed did *not* answer a question about whether they would welcome some kind of help; of those who answered, 13 of 34 (about 40%) indicated they *did* not want such help. (It is worth noting that discussions with several neighborhood groups have focused on the possibility that a significant portion of seniors may, at least initially, decline help.)

SCENE's efforts are complicated by its rural nature and by its location on the borders of Erie and Cattaraugus counties. Because of the rural location, many of the services available to seniors in urban and suburban Buffalo are unavailable. For example, no public bus transportation or taxis are available. Access to health care can also be problematic as some physicians have left the area.

SCENE would welcome a computer consultant to help with database creation. In addition to monitoring their referral activities for seniors, they plan to create a database of community resources.

May 2010

To: Brian Amos, SUNYAB
From: Virginia Krebs, Coordinator Springville Concord Elder Network
Re. Follow-up SCENE Information

SCENE has made significant progress as a catalyst for coordinated elder services in the Springville Concord Area.

The survey closed with a total of 102 respondents. As a result of the data collected in the survey we have:

- created a mailing list of 67 households;
- identified 51 local organizations for which the respondents volunteer;
- listed individual skills and hobbies;
- identified a list of social and recreational activity preferences;
- created a prioritized list of community needs such as senior housing and in-home nursing care.

SCENE hosted a successful “Elder Information Fair” May 10, by partnering with the Concord Nutrition Site. 56 lunches were served; the daily average is just 12-18. Unfortunately because advanced reservations were needed, the site had to turn away 29 others who would have liked lunch.

Before and after lunch, Elder Fair Exhibitors provided information, entertainment and a brief presentation about their services. We had more than 20 exhibitors and 100 people came through the doors. We were amazed that the audience stayed through all the presentations, asked questions and offered suggestions for “the next one!” There was an on-site blood pressure clinic and Erie County Senior Services made photo ID cards on the spot. We added more than 60 people to our mailing list as a result of the registration sheet and the volunteer receptionists we had at the entrance. The exhibitors were from both Cattaraugus and Erie counties and were stated that they appreciated the opportunity to network and learn about each others’ services as well as reach a new audience for their services.

Jan Mattison, Co-Director of the SCENE Board, and I met with Christian Reitler of the American Red Cross of WNY about Volunteer Management. Christian gave us samples of the volunteer applications, job descriptions, interview and vetting process, data collection, and volunteer appreciation events. Following this meeting the co-directors and I met and reviewed the forms. We are in the process of creating SCENE Volunteer forms, job descriptions, and management program.

I attended a NAI Volunteer Workshop presented by Bill Armbruster from AARP. Bill is working with SCENE to help launch a Volunteer Recruitment in the fall. AARP has offered help with financial costs of advertising, etc.

As part of our commitment to encourage elder socialization, SCENE is sponsoring a bus trip to the Genesee Country Museum in Mumford May 18th. The bus sold out within days.

Most exciting, SCENE has partnered with the American Red Cross of WNY to bring TAP services to our area. TAP is the Telephone Assurance Program that matches a volunteer caller with a home-bound senior. A friendly phone call each day can be a vital link for an elderly person who lives alone. We have already signed on a caller and a recipient!

SCENE was instrumental in working with the Hulbert Library in Springville to offer new senior activities: such as a Book Club for seniors in which the library secures multiple copies of a selected book. SCENE is also looking into partnering with the library in offering basic computer classes for seniors which was also requested on the survey.

SCENE is gaining name and mission recognition with news articles in local papers and the local radio station, WSPQ, has been making public service announcements on our behalf. Nina Hansen and I will be interviewed on air by station manager, Fred Haier, Wednesday May 19 from 9:10-9:30a.m. (WSPQ, 1330AM).

Future plans include: focus groups for information about Medicare supplement options, fall prevention, and home safety; Partnering with the Springville Center for the Arts for an afternoon speaker series on topics gleaned from the survey such as gardening and history; An "Information Library" in conjunction with a Community Flu Clinic in the fall.

However, a high priority for SCENE now is finding funding to continue the work we have begun to make Springville Concord Community a senior-friendly place in which to age.

July 2010

Since our last update of May 13, 2010, the Coordinator and members of SCENE continue to work to make Springville Concord an elder-friendly community.

The SCENE sponsored day trip to the Genesee Country Museum was a success with 29 elders in attendance. Attached is the article I wrote that was published in the Springville Journal with a photograph of the group. SCENE received three hand-written notes of thanks from participants.

The Executive Board met June 7 for a work session to develop a plan for more structure in the organization and volunteer forms. The advisory board met June 17 with 9 members in attendance. Results of this meeting included: a preliminary logo design, adoption of a mission statement, volunteer forms, job descriptions and an organizational format that included specific committees and identified chairpersons for more productivity. The purpose of the added structure is to spread the workload and also to keep talented people actively involved in the Network.

The volunteer forms, include a general application, confidentiality clause, hold harmless clause, publicity release and memorandum of understanding. Co-Director, Jan Mattison has produced a detailed job description with duties and responsibilities, including Volunteer Training requirements. We previously met with Christian Reitler of the Red Cross regarding volunteer management and he shared samples of Red Cross form that we referred to in creating the SCENE documents. We are looking for a lawyer who would look over our forms pro-bono. To that end, Sharon Mathe of HCA has given us a referral to the Volunteer Lawyers Project.

SCENE is closer to establishing a One Call Center that would be staffed by volunteers to answer elder-specific concerns by partnering with LOVE, Inc. SCENE would maintain a separate phone line for seniors and Love, Inc. will give us space for a desk and staff member. Jan Mattison has stepped up to be our Volunteer Coordinator as she has extensive experience as a former Director of Springville Love, Inc.

Our new "Education Committee" is chaired by Jackie Shaw, who is working on partnering with the Springville Center of the Arts to present an afternoon speaker series for the elders in the community. Topics will focus on subjects that our survey respondents indicated they would like such as health and safety, and local history. The Community Outreach Representative of Blue Cross/Blue Shield of WNY, Jennifer Johnson, is a resident of Springville and Jackie Shaw will be looking into working with her to offer health and safety programs.

Co-Director Nina Hansen and another member attended a workshop on "Fall Prevention" and SCENE members are interested in offering this program as well. In September and October, SCENE is planning to offer an "Elder Information Library" in conjunction with a Community Flu Clinic in the fall. SCENE volunteers will offer

assistance with paperwork, juice and a place to wait or rest that would feature tables with literature of interest to elders.

Other events in the planning stages are a holiday shopping excursion and an evening trip for the many elders who don't generally get out at night to view the Holiday lights and caroling program at the Historical Society.

A high priority for SCENE is finding funding to continue the work we have begun to make Springville Concord Community a senior-friendly place in which to age. To address the issue of sustainability, SCENE's mentor and partner, Healthy Community Alliance of Gowanda NY included SCENE as a Volunteer Member of their outreach efforts in applying for a scholarship to Boston Massachusetts for Benevon Training. Benevon is a donor management system that has great success in raising funds for non-profits. Healthy Community Alliance won a full scholarship to the training in Boston July 12-14. There are 5 members from HCA and 2 from SCENE attending the workshop.

August 2010

Since our last update of June 23, 2010, the Coordinator and members of SCENE have worked on defining organizational structure, establishing a phone center staffed by volunteers, elder programming, organization sustainability, and community concept mapping.

The board adopted the following mission statement: “Recognizing that older adults are a vital resource, SCENE seeks to help elders age with dignity and independence in our community. We promote social and civic engagement with meaningful connections among family, friends, and community. We work to address elder residents’ basic needs by providing useful information about available resources.”

SCENE partnered with local artists, Tom and Mary Irish, to create a logo for the Springville Concord Elder Network. The board has approved of the design. I have inserted a file of the new logo which features a sketch of the gazebo in Fiddler’s Green Park in historic downtown Springville Village. The gazebo is a familiar symbol to residents of “home” as Fiddler’s Green Park has long been a social gathering place for entertainment and still is the location for our summer concert series. We are now working on simplifying the gazebo symbol to a few lines that will be easier to adapt to certain types of advertising.

SCENE is setting up an Elder Call Center at the Love, Inc. office on Main Street in Springville that will be staffed by volunteers to answer elder-specific concerns. We have a phone number now, and hope to have it staffed in September. We have run into a difficulty we had not anticipated in that the phone company assigned us a number with an exchange that is not easily recognized as being a local number. The Springville area is served by a 592 exchange and we wanted to offer an easily recognizable local number. Many local elders do not want to call a number that may be in Buffalo or outside their hometowns. We are looking into this now as well as organizing a volunteer staff of at least 4 people to answer the phone 3 mornings a week to start.

Two SCENE members, Coordinator, Virginia Krebs and Co-Director Nina Hansen went to Boston, MA July 13-15 as part of a team from Healthy Community Alliance in Gowanda. HCA won a grant from The East Hill Foundation to attend Benevon Training for a team of 7 people. Benevon is a donor management system that is very successful in securing sustainable funding for non-profit organizations. Since SCENE’s grant from CHFWCNY was for just one year, it is urgent that we find funds to continue to work for the betterment of rural elders which we have begun in earnest this year.

Virginia Krebs and Nina Hansen participated in the first Benevon required event on August 13 which was an introduction to HCA Programs (called a Point of Entry Event). We presented “Our Story” to the Board Members of the Healthy Community Alliance. There will be 12 events like this to establish relationships with potential donors. SCENE is hosting our own POE event in Springville on September 23.

On August 26, SCENE is hosting a community “Concept Mapping Event” we are calling “A Pathway Home.” SCENE invited 60 members of the community and expect to have about 40 participants to this dinner meeting. Facilitated by Gary Wolfe, Consultant to CHFCWNY, SCENE is thrilled with the opportunity to gather input from local residents. We are grateful to The Foundation for the funding that will give us a prioritized map of community needs and direction for SCENE.

SCENE “Education Committee” chair, Jackie Shaw, is producing a 4 part Fall Speaker Series to be held in the Town of Concord Town Hall in September and October. Speakers include Joseph Bieron “Crystal Beach Memories;” Joseph Diamond, “Holocaust Survivor;” Erie County Senior Services Miriam Callahan “Who’s Helping the Family Caregiver;” and Blue Cross/Blue Shield Community Outreach Jennifer Johnson “Osteoporosis: The Silent Disease.” SCENE is encouraging elders to lunch with a friend on speaker days by offering \$1 off lunch at 4 partnering restaurants in the Village. In reaching out to frail and disabled elders, SCENE is providing wheelchair transportation, for up to 20 elders, to two of the series. I have included a flyer advertising the Speaker Series with this report.

One of the biggest problems during this most recent time period has been the coordination of meetings and duties because of vacations and summertime activities. SCENE also has just one paid staff member (the Coordinator) who is paid for 5 hours a week. Obviously, the management of data, programming, volunteer activity, special events and organizational planning consumes more than that time. As SCENE increases community awareness to elder needs, the more the community is looking to SCENE for elder concerns. I received three calls this month from elders or their families looking for assistance. I referred them to Erie County Senior Services, Caring Hands for home assistance and Meals on Wheels.

Also, Melanie Keem, from the Red Cross of Greater Buffalo contacted me for assistance in establishing an Ombudsman Program for elders in the nursing home facilities in Springville. This is a much needed service in our area and I will be following up with Melanie in September.

October/November 2010

The Coordinator and members of SCENE have been working on furnishing/setting up filing system for the new SCENE office in a suite donated to us by LOVE, Inc. of Springville. Our new address is 64 East Avenue, Suite 2, Springville NY 14141. We have an office phone number with a local exchange 592. The SCENE Elder Resource phone number is 592-7599. The office will be staffed by volunteers on Monday, Wednesday and Friday mornings 9am-12pm beginning Nov. 1. There is an answering service for the times that we are not staffed.

On August 26, SCENE hosted a community “Concept Mapping Event” called “A Pathway Home.” SCENE had 38 people participate in the dinner meeting. Facilitated by Gary Wolfe, Consultant to CHFCWNY, the group identified 83 topics in response to the question: “What would you need in order to stay in your own community as you age?” Currently we are in the process of “sorting” and “rating” the topics with a sorting team of 13 members and a request to 45 people to rate the topics according to priority. The sorting and rating can be done on line or with paper ballot. We hope to classify the information within the next two weeks. Gary Wolfe and his team will analyze the data to produce a “map” for our organization that will guide us in our future efforts on behalf of the elders in our community.

Two SCENE members, Coordinator, Virginia Krebs and Co-Director Nina Hansen hosted a Point of Entry Information Session with staff from the Healthy Community Alliance of Gowanda. The event was held at LOVE, Inc. next to SCENE’s new office on September 23. There were 5 presenters and 11 people in the audience. This session was in conjunction with the Benevon Training in Boston Nina and Ginny attended this summer. The audience enjoyed the format of the presentations and appreciated the information about SCENE and the Healthy Community Alliance. We will be participating in other HCA events during the coming year.

In preparation for employing a volunteer staff for the elder phone resource center, SCENE Co-President, Jan Mattison is conducting two volunteer training sessions, October 14 and October 28. We have created a volunteer application form with confidentiality statement and hold harmless clause. Christian Reitler of the Red Cross of WNY shared the forms that the Red Cross uses and gave us some good advice about working with volunteers. SCENE’s Fall Speaker Series has been very well received and participants have indicated a desire for more educational presentations in 2011. The last of the four presentations is Thursday Oct.21 and features Mr. Joseph Diamond: Holocaust Survivor. It should be a popular event. We distributed evaluation sheets at each program and the results of the September evaluations are attached to this email. The evaluations contain important data such as the number in attendance, audience comfort level, critique of the program, ideas for future topics and information about becoming a SCENE volunteer.

A new initiative supported by The John R. Oishei Foundation, called the Mobile Safety-Net Team, is sponsoring a Community Resource Event in Springville Oct.19, 20, 21. SCENE will be participating with a table of elder resource material, SCENE Story Board,

and a volunteer to answer questions. The SCENE Board wonders about the effectiveness of an “outside” group coming in for a short period of time and then leaving. Also, the venue chosen for this event is the Springville Center for the Arts Gallery which is not easy for elderly or handicapped individuals to navigate. However, if the community supports the Safety-Net effort and attends the event, then our time will be well-spent. The Elder Fair, that SCENE sponsored last spring was targeted to elders and vendors were limited to organizations that had something to offer seniors. It was held at the Concord Nutrition Site at the Fire Hall because of its accessibility and easy parking. Events that SCENE is planning for the future include a holiday light tour of the Village followed by refreshments and caroling at the replica “Mercantile Building” the Concord Historical Society maintains.

SCENE Co-Presidents and the Coordinator toured Holly Place in Angola and Lily Apartments in Hamburg that are run by People, Inc. We met with Jocelyn Bos, Housing Director and Rhonda Frederick, COO of People, Inc. in regard to proposed senior housing in Springville. We are excited about the project and welcome modern safe housing for low income elders. We are hopeful that the project offers an opportunity for a Senior Center, SCENE is making a presentation to the Concord Town Board October 14 to stress the need for coordination of senior services and to offer our assistance. SCENE has put together a presentation with data and photos about area senior centers. Together, with the data we have collected in our survey and concept mapping and program evaluations, we have good information about the needs and wants of the elders in our community.

The SCENE Board will be analyzing past programs and planning for the 2011 year. Planning a budget and finding funding for SCENE must be addressed in the next few weeks. The Board seems to be in agreement that the priority for SCENE this coming year is the Resource Call Center. SCENE has identified many organizations and programs to benefit the elders in our community. The need is connecting elders to those programs. SCENE wants to be that connection.

December 2010

On November 1, 2010 SCENE opened their office and Call center 64 East Main Street, Springville. The Call Center will be staffed by volunteers to answer questions concerning elder issues and make referrals to other agencies/people who can help. Staffed Monday, Wednesday and Friday mornings by three SCENE volunteers and the Coordinator. The center has received approximately 24 calls for information or reservations to SCENE events without the help of marketing. Six volunteers completed training for the position of call center operator.

LOVE, Inc. of Springville donated the office space, furnishings and internet connectivity to SCENE. Scene is responsible for the telephone charge only.

During November SCENE was able to provide 3 volunteers to the Town of Concord Flu Clinic. SCENE volunteers presented elder resource library/ offered refreshments and

assistance with health forms. The event was held at the Concord Town Hall, sponsored by the Town of Concord and the Visiting Nurses Association (VNA) 9am-2pm and had 58 participants in attendance.

During December SCENe was able to provide 6 volunteers to work the Holiday Light Bus Tour of the village of Concord and a trip to the Historical Society's Mercantile Museum for entertainment and refreshments. The bus tour was narrated by Concord Historian David Batterson who educated the group of historically significant homes and events. The trip was fully filled, with 25 senior participants in attendance.

SCENe Annual Report for 2010



Springville Concord Elder Network 2010 Annual Report
Prepared by Virginia Krebs, Coordinator

OUR MISSION: *“Recognizing that older adults are a vital resource, SCENe seeks to help elders age with dignity and independence in their own community. We promote social and civic engagement with meaningful connections among family, friends, and neighbors. We work to address elder residents’ basic needs by providing useful information about available resources.”*

OUR MODEL: Identifying the “best practice” *Aging in Community* SCENe utilizes an asset based approach:

- Incorporates the skills and abilities of local residents
- Uses the power of local associations
- Utilizes the resources of public, private and non-profit institutions
- Includes the physical and economic resources of local places

OUR WORKPLAN:

1. Address elder residents’ basic needs; provide useful information about available services to the community; provide a confidential office staffed by volunteers to serve elders’ concerns; promote our local telephone elder resource line.
2. Promote Social and Civic Engagement with meaningful connections among family, neighbors, friends and community agencies to provide activities that

include older adults; utilize the agencies and volunteer networks already established within the community such as churches, nutrition sites, healthcare providers, social services, entertainment and educational opportunities. Share information and resources.

3. Help people age with dignity and independence in their communities. Recognize older adults as a vital resource within the community.

OUR 2010 ASSESSMENT:

- ✓ **15 Elder-Based Events** that SCENE either hosted or was an active participant.
- ✓ **632 elders** responded to SCENE surveys, events, or call center.
- ✓ **60+ volunteers** staffed events
- ✓ **SCENE Staff: 1 Coordinator, 12 Board Members**

SCENE Springville Concord Elder Network 716-592-7599

Coordinator, Virginia Krebs vmk@roadrunner.com Co-Director: Nina Hansen Co-Director: Jan Mattison
Board Members: Esther Lunde; Margaret Ireland; Sharon Mathe, Director of Healthy Community Alliance; Gary Eppolito,
Concord Supervisor; Jacqueline Shaw, RN; Dot Savage, RN; Dianna Havens; Judith Law; Donna Krzes, Mary Irish, Tom Kazmark

SCENE 2010 ACCOMPLISHMENTS:

- **January:** Created, distributed and analyzed “SCENE Elder Community Quality of Life Survey” with 125 respondents; Coordinator and 7 SCENE Volunteers worked on this project.
- **February** established an excel spreadsheet data base of 125+senior consumers. Data also includes 47 vendors and 53 civic, faith-based and social organizations in which Springville Concord elders volunteer their services. SCENE coordinator is training volunteers to input basic data; will be creating mailing lists; spreadsheets to track volunteer hours, project participants and vendors.
- **February 26** “Partners Breakfast” at Apple Dumplin’ Restaurant, Springville, to introduce SCENE to area vendors, community agencies, social and faith-based organizations. We had 32 guests and 8 SCENE Board members and volunteers present.
- **April 20:** “SCENE Elder Information Fair” at the Springville Fire Hall. SCENE partnered with the Concord Nutrition Site by offering lunch, information and entertainment. There were 23 vendor participants such as Erie and Cattaraugus Senior Services, Eldercare providers, cultural and community organizations. We had 100+ elder participants. A senior musical group: The Boston Kazoo Band and local singer, Judy Wright provided entertainment. SCENE Coordinator and 8 SCENE Volunteers worked on this project.

- **May 18:** SCENE sponsored an Educational Bus Trip for 29 seniors to Mumford NY Genesee Country Museum and lunch at the historic D&R Depot Restaurant in Leroy NY. 5 SCENE Volunteers and the coordinator worked on this program.
- **May:** SCENE contracted with American Red Cross to establish Telephone Assurance Program (TAP) Initially 2 Volunteers and 2 Elder participants; Red Cross manages this program; Mark Spence is the Coordinator for the Red Cross.
- **July 13-15** SCENE Coordinator Ginny Krebs and Co-President Nina Hansen attended Benevon Training Program with 5 members of the Healthy Community Alliance in Boston MA. The Benevon training is supported through a grant to HCA from the East Hill Foundation. SCENE continues to embrace the Benevon model and support our mentor and partner, HCA, in the 12 events required by this fundraising program. To date we have participated in 4 POE events, hosting 2 of the events in Springville. We have presented to more than 50 community members about the work of HCA and SCENE. We have also participated in 5 telephone conference coaching calls with the Benevon organization.
- **August 26:** Concept Mapping Event called "A Pathway Home: What would it take for you to remain in your own community as you age?" A CHFCWY special grant through our participation in the NAI sponsored this dinner event that elicited 83 responses to "What would you need to have in our community to stay here as you age? There were more than 40 people at the event and more than 30 people followed up on the responses by rating and prioritizing them. The responses are being analyzed by Gary Wolfe and will result in a "map" of Concord's priorities relating to elders. Gary Wolfe, facilitator and Chris Reitler of Red Cross/NAI are helping SCENE with this project.
- **September 9, 19 and October 7, 21:** SCENE Fall Speaker Series. Topics: "Crystal Beach Memories;" "Who's Helping the Family Caregiver?" "Osteoporosis: The Silent Disease;" "Joseph Bieron: Holocaust Survivor." SCENE provided 6 volunteer staff; refreshments. There were 85 senior participants at the 4 events. 21 elders used the \$1 off lunch discount coupon at four Village restaurants. Two restaurants donated the coupon amount. Two restaurants were reimbursed for the coupon amount. SCENE now has an Education Chairperson, Jackie Shaw, who will offer senior educational programming from many sources including The University Express and the RSVP program.
- **October 14:** Presentation to the Town of Concord Board urging the Board to fund the building of a Senior Center, creation of a Department of Senior Services and a Director Senior Services. The Coordinator reported on the plans of People, Inc. to build low income senior housing and SCENE's enthusiastic support of the project. The Coordinator urged the Board to explore the possibility of working with People, Inc. to build a Senior Complex next to the senior housing. SCENE members previously met with Rhonda Frederick, CEO and Jocelyn Bos, Director of Senior Housing and it was their suggestion that the Town might benefit from

their expertise, architects and connections to grant writers etc. The Board made a motion to purchase land adjacent to the People Inc. property but the motion did not state the purpose of the purchase.

- **November 1:** SCENE office and call center opens at 64 East Main Street, Springville. The Call Center will be staffed by volunteers to answer questions concerning elder issues and make referrals to other agencies/people who can help. Staffed Monday, Wednesday and Friday mornings by three SCENE volunteers and the Coordinator. We have received nearly two dozen calls for information or reservations to SCENE events with no marketing yet. 6 volunteers completed training for the position of call center operator. LOVE, Inc. of Springville has donated office space, some furnishings and internet connectivity to SCENE. SCENE is only responsible for the telephone charge. LOVE, Inc. has many family ministries and welcomes SCENE as a way to extend their resources to the elders in the community. We are very grateful.
- **SCENE Coordinator** participated in the “Mobile Safety Net Team’s Community Resource Event” Oct. 19, 20, 21 that was sponsored by the O’Shei Foundation. SCENE displayed a story board about SCENE; literature of elder services available in the area. There were many people that came to the event over the three days. The Event was held at in the Gallery of the Springville Center for the Arts. SCENE received a current contact sheet for area resources that we will add to SCENE’s resource list.
- **November 12:** Town of Concord Flu Clinic: SCENE volunteers presented elder resource library/ offered refreshments and assistance with health forms. The event was held at the Concord Town Hall, sponsored by the Town of Concord and the Visiting Nurses Association (VNA) 9am-2pm. SCENE provided 3 Volunteers; here were 58 participants.
- **December 4:** SCENE Holiday Light Bus Tour of the Village; included a stop at the Concord Historical Society’s Mercantile Museum for entertainment and refreshments. The bus tour was narrated by Concord Historian David Batterson who educated the group of historically significant homes and events. 6 SCENE volunteers worked on this project. The bus was filled with 25 senior participants.

2011 SCENE Agency and Programming Goals:

- Promote the call center as the local resource for coordination of elder services.
- Promote Springville Concord Seniors as worthy consumers to engage eldercare companies to recruit from our area in order to provide quality employees and more in-home services our community’s elder population.
- Create, distribute SCENE Brochure with area elder resources listed
- Create, distribute quarterly newsletter
- Develop a web presence; agency email address

- Grow the SCENE volunteer base to include people who can help with household chores such as grocery shopping, simple gardening, and shoveling, home maintenance.
- Offer a care-givers support group; card parties; elder book club.
- Advocate for more rural in-home assistance; senior center; more senior housing options.
- Advocate for Town Senior Services Department, Director of Services, Senior Center.

2011 COMING EVENTS:

February 10: Presentation on Emergency Preparedness: Assembling a Survival Kit; Red Cross Presenter Denise Herkey-Jarosch, Regional Program Coordinator- WNY/Finger Lakes Regions NYS Citizen Preparedness Program (CPP).

February 13: Matinee Performance “Love Letters” presented by the Springville Center for the Arts; SCENE will be the Corporate Sponsor for this event. SCENE will receive publicity, 30 tickets to the performance. SCENE will host a gallery reception for SCENE volunteers, in-kind donors and community leaders. SCENE will have a drawing to award tickets to winning elders. The event will be a kick-off promotion of the Call Center and a thank you to SCENE Volunteers.

March, April: 6 week Speaker Series

Suggested topics include Fall Prevention Seminar; Medicare Changes and supplemental plans; Pan-Am Exhibition; Healthy Cooking for One.

I am proud and appreciative of the dedicated SCENE Board and Volunteer Staff. We have reached out to the elders in our rural community and they have reciprocated with enthusiasm and encouragement.

Virginia Krebs, Coordinator

Springville Concord Elder Network
64 East Main Street Ste 2
Springville NY 14141
716-592-7599 vmk@roadrunner.com

February 2011

The Springville Concord Elder Network (SCENE) is building on the volunteer base and the community recognition developed last year.

The SCENE Office is open 3 days a week from 9-12am and staffed by trained volunteers. In January and February the call center logged 21 calls regarding senior services. The phone number has not been widely publicized and calls are being generated mostly by word-of-mouth.

The nature of the calls included: request for information on durable equipment, affordable senior housing, clubs and activities for seniors new to the community, tax assistance, assistance with snow removal and reservations for senior events. 2 callers just called to say “Thank you” for our efforts on behalf of elders! SCENE was able to provide assistance and information to all the callers.

When not answering calls, 2 office volunteers are being trained by the Coordinator, Ginny Krebs, on using an Excel spreadsheet for creating a mailing list. Volunteers are consolidating numerous contact lists into one SCENE database of contacts. Sub-lists will then be created for specific purposes such as Board Members contacts. There are more than 125 contacts entered so far with many sheets of information to still be done. Board Members and Volunteers are encouraged to suggest people to add to the master mailing list.

In January the SCENE Board approved 2011 programming that re-directs SCENE’s efforts to those areas elders need most in our community. Our experience and surveys revealed that education, referrals, advocacy and support services are limited in our area. Therefore, SCENE will not be using funds to sponsor trips or activities that are already being provided by other organizations. Instead we will focus on promoting the Elder Resource Line, educational programs, support groups and volunteers to help frail seniors maintain dignity and independence.

This has been a very snowy winter that has been difficult for home-bound elders. **In early January**, SCENE referred 6 elders who needed assistance with snow removal to a group of high school students who contacted SCENE with a desire for a community service project. The elders were so happy to have the young people clear their driveways and walks; the students are proud of their efforts and have fun helping afterschool. There are 2 adult advisors supervising 5 students who are members of “More Than Conquerors” which is a high school bible study club.

January 20, was the SCENE Board meeting with 8 members in attendance. Decisions were made about programming and goals and tasks were assigned for upcoming events. The coordinator reviewed the 2010 budget expenses and outlined the 2011 budget through June 30, 2011. Because of frugal spending and gifts in kind, SCENE ended the year with \$7500 left of the original \$15,000 grant. The Foundation has allowed SCENE to carry over the remainder of the grant funds to June 2011.

January 20, the Coordinator and Co-Chair, Nina Hansen, participated in an hour-long conference call with Healthy Community Alliance and their Benevon coach. SCENE is hosting a second POE information session for HCA at Love, Inc. on March 1. SCENE is inviting 12 people to find out more about HCA and SCENE. Ginny Krebs and Nina Hansen will be “Table Captains” responsible for filling a SCENE table of 10 participants to the HCA Fundraising Breakfast on May 17.

February 10 SCENE sponsored a “Be Red Cross Ready” Emergency Preparedness presentation by Denise Herkey-Jarosch of the Red Cross that 41 people attended. 5 SCENE volunteers and the Coordinator worked on this presentation. 6 Red Cross Emergency kits were raffled off to audience members. SCENE’s evaluation sheets have been collected, tallied and reviewed. The response to this program was very positive, except for notes regarding difficult parking and the facility being cold.

Also February 10, CHFWCNY/NAI Consultant Gary Wolfe, gave a power-point presentation summarizing the results of the SCENE Concept Mapping Event completed last fall. There were 32 members of the community, survey-respondents and the owner of a local nursing home in attendance. Following the presentation, the audience asked many questions. Enthusiasm for SCENE’s efforts to get better elder services, housing options and programming was generated. 1 member of the audience is a leader in the community and asked to be on the SCENE Board! Many people expressed a desire to meet again to follow-up on the priorities established in the Concept Map.

February 13, SCENE sponsored a matinee performance of the play, “Love Letters” at the Springville Center for the Arts (SCA). The sponsorship cost \$250 and SCENE received 30 complimentary tickets, year-long publicity in SCA publications, a full page ad in the program, use of the theater art gallery to host an intermission reception. SCENE purchased an additional 30 tickets at a deep discount and used this venue to thank SCENE volunteers and supporters. 25 pairs of tickets were distributed to SCENE Board members, office volunteers, LOVE, Inc. Executive Director and Board President, media personnel, and people who have given SCENE gifts and services in kind. We also used this event to publicize SCENE by giving 5 pairs of tickets to local radio station WSPQ to give away to the public. In exchange, the station manager talked about the efforts of SCENE on air.

The theater event and volunteer/community intermission reception was a great way to show appreciation to those who work hard for the organization. It also spotlighted SCENE to people unfamiliar with our mission. SCA had a full house for its’ special fundraiser production of “Love Letters.”

Plans for the next few months include: production of a SCENE brochure and press release/information sheets summarizing the results of the Community Concept Mapping, “A Pathway Home.” SCENE will continue to advocate for a senior center by making a presentations to individual Board Members. SCENE will request to be part of a Town committee for the building of a Senior Center. SCENE Board members will attend Town Board meetings to keep informed on progress toward improved senior services.

The SCENE Spring Speaker Series begins March 24 with a presentation by Actor/historian Denise Reichard. Ms. Reichard will portray Eleanor Roosevelt. A flyer describing the 6 presentations is herewith.

Areas of concern: continued funding for the sustainability of SCENE; need for additional administrative hours; better management of volunteers to keep them busy and interested; need to be always “in front” of the community as we find there are so many people who still don’t know about us or our mission.

Appendix F

PUSH Buffalo

February 2010

There have been about 200 applications for the Weatherization Outreach program, but the number of elderly applicants has yet to be determined. Federal funding is currently available, and state funding through NYSERDA will become available in May. The Neighbor Circles program is soon to be underway, with 2/3 of the hosts being trained, and the first meeting to be held towards the end of February/beginning of March. The purpose of the first meeting will for people to "tell their stories" and get to know each other.

May 2010

As of her last report on 4/5, they have collected 375 weatherization applications, only 35 of which have seniors living in the homes. They did not have a number of homes that have been/will be weatherized because the weatherization agency was not really telling them how many applications have been processed. They were supposed to meet at the end of April with South Buffalo Housing Services so they could help them work more collaboratively with the weatherization agency.

The first meeting of one circle happened on March 25th, and was scheduled for its second meeting on the Apr. 22nd. The second circle was supposed to have met for the first time on May 6th. There were two more circle groups being planned to hopefully start in May.

June 2010

As of June 9, all three neighborhood circles had met at least once. Group 1 decided that they wanted to get an empty lot seeded so kids don't scrape themselves when they play there. Group 2 had met twice and was supposed to have their 3rd meeting in mid June. Group 3 met once, with its biggest challenge being the neighbors spoke different languages. Some barriers have been identified for weatherization. The first is that many houses need upgrades before they can be weatherized (i.e. new roof). Also, the weatherization agencies have not updated PUSH with how many applicants are receiving services and how many are not. They are looking for weatherization readiness money from National Fuel and a neighborhood friendly contractor for increased cooperation.

August 2010

The neighborhood circles have been completed. For their project, the first circle wants to fix and shape up a vacant lot in the neighborhood, the second circle plans to make a car wash safer, and the third circle wants to clean up a park on Massachusetts Street. Although the circles are completed, the people involved are not as organized as hoped, so PUSH is going to have to provide more assistance than they thought. I am waiting to hear back from her the number of seniors that participated in the circles. To date, 40 households who have applied for weatherization services have heard back from the weatherization company.

----- Original Message -----

From: sara gordon sarafgordon@gmail.com

To: kuszczak@buffalo.edu

Sent: Sun 08/15/10 4:31 PM

Subject: Fwd: Re:

Hi Sarah, Here are our outcomes: I sent you an e-mail about how the three circles went. The third circle's project was to work on the park on Massachusetts Ave. Number of Seniors in Neighbor Circles: 9 Seniors attended all three We submitted 352 WAP Referrals. 49 of those houses we verified as having seniors in them 175 or so we were not able to determine because we couldn't get back in touch with them Of All the proposals none of them have been weatherized and only 40 have been contacted. The barriers to insulation are Â not on our end but the state agency the DHCR and their contractors. When weatherization stimulus money came into NY State, the decision was made to move that funding through the same contractors that were already spending state stimulus money. The contractors however quickly became overwhelmed and their waiting lists grew so long that it would take longer to get through the waiting list than we have time to spend the money. What PUSH is doing now is pushing a contract with another new contractor and hopefully we will work with them to make sure the money hits the ground the way we all need it to. Sorry I kept you waiting.
Sara

December 2010

As a result of PUSH's efforts, many WAP applications have come from the West side of Buffalo. Because of this disproportion, their pilot proposal to increase these applications was denied at the state level. So far, 325 referrals (49 including elderly in household) have been submitted to South Buffalo Neighborhood Housing Services. The number of volunteers involved with both projects (WAP and neighborhood circles) is difficult to decipher because of PUSH's unique volunteer model. It is community-based membership, meaning that any community member can be a volunteer. There are currently 250 due-paying members, which in order of involvement from low to high, include members, active members, leaders, and activists (serve on the board). An example is Brenda, a lady who attended a neighbor circle. While she is not helping with the project as a result of that circle, she is starting to work on other PUSH campaigns. PUSH is involved with training members in leadership skills so they will be able to become more involved with the organization to improve the community.

January 2011

Regarding Neighbor Circles, the third neighbor circle chose to work on the Massachusetts Avenue Park as a project and has effectively secured the first wave of funding for implementation of the community plan from the city of Buffalo. An MOU has been signed with the architect and groundbreaking is expected early summer. To celebrate, members are planning a winter festival in the park on Feb 26th at 2-4pm. They are planning activities like snow football, snowball contests, and a warming station.

With the Weatherization application, at this point the strategy is to move the applications along in the process. PUSH had another meeting with DHCR local rep Tom VanNortwick to continue to move our referrals. VanNortwick did not commit to funding our proposal. He was generally non-committal and excused it by saying that the State was in too much turmoil with the new governor. While some referrals are being contacted by the weatherization assistance program, PUSH has not seen the jobs created that should have been nor has the State moved as quickly as possible.

Appendix G

Pulteney

February 2010

We received notification that we would receive \$15,000 through the Community Health Foundation of Western & Central New York (CHFWCNY) Southern Finger Lakes Fund for the 18-month Pulteney Aging in Place Implementation on 1/15/10. Steuben Senior Services Fund had already received \$3,000 from the Community Foundation of Elmira-Corning and the Finger Lakes, Inc., Keuka Area Fund. The \$18,000 project timeline is January 2010 through June 2011.

On 1/27/10, I traveled to Buffalo with George Bliss to participate in a presentation by Philip Stafford, author of *Elderburbia: Aging with a Sense of Place in America*, with other members of the Neighborhood Action Initiative. Dr. Stafford is a nationally known author, speaker, and consultant on the subject of livable communities for all ages. He gave us examples of community development initiatives and design guidelines for elder-friendly communities from around the country. In addition, he met with us personally to learn more about SSSF's plans for Aging in Place, and gave us suggestions and ideas for looking at our indicators of transportation and awareness of services as well as ideas to get communities engaged in becoming elder friendly.

On 2/17/10, I met with the original Pulteney Advisory Group to discuss the implementation grant and next steps. The Advisory Group felt there should be additional members to provide guidance throughout the 18-month implementation. The following individuals have been contacted: Pastor Banu Moore of the First Presbyterian Church of Hammondsport/Pulteney, Pastor Larry Slater of Greater Grace Fellowship Church in Pulteney and employee of Catholic Charities, and Linda Lewis and Robert Illi, Pulteney residents. We have scheduled a second meeting on 2/25/10.

I met with the newly hired Mobility Manager from the Institute for Human Services, Robin Gaige, on 2/19/10. I shared our Pulteney Aging in Place Implementation plan, and she and I agreed to continue working together to improve and expand transportation services in Pulteney over the next 18 months. I am also in the process of submitting a grant to the Beverly Foundation in hopes of being awarded a STAR grant for innovative transportation services to seniors living in a rural area. The grant submission can be no longer than 500 words and I am hoping to expand on the Project Care concept adding training and incentives for volunteer drivers.

On 2/23/10, Linda, Kevin Williams and Robin Gaige from the Institute for Human Services, and I had a tele-conference with Ernie Ott of ITNAmerica (Independent Transportation Network®), a national non-profit organization committed to providing dignified transportation to seniors. There are ITN affiliates throughout the country and they provide software and support to develop sustainable transportation in communities. Although currently all their affiliates are located in large, urban areas, they are starting

research and development of transportation models in rural areas in 2010. Currently there is a \$25,000 grant available through the Weinberg foundation that could pay half of the \$50,000 affiliate fee to come in on the ground floor of this R&D endeavor in New York. You will be hearing more about this program in the coming months, as Robin Gaige will be discussing this further with transportation providers throughout the county.

On 2/5/10, Linda and I had a tele-conference with University of Buffalo graduate student, Sarah Kuszczak, and Dr. Scott Meier who are working on the Neighborhood Action Initiatives evaluation. We described SSSF, our grant proposal, and the two indicators (transportation and knowledge of services) that we will be concentrating on in the next 18 months. It was decided that I will provide them with monthly reports, and copies of all surveys for them to compile and synthesize.

Respectfully submitted,

Kathy Burns

Pulteney Aging in Place Coordinator

March 2010

On 3/1/10, I joined a meeting by phone with many of the other participants of the Neighborhood Action Initiative (NAI). There were two presenters who shared information and resources with all of us. The first presenter was Mark Lazzara from AmeriCorps who gave an overview of programs/services available to neighborhood groups through AmeriCorps and VISTA. The most interesting service to me is a warehouse in the Buffalo area that provides building products such as sensor lighting, general outdoor lighting, fences, etc. to nonprofit agencies. Items must be picked up at the warehouse and the nonprofit is charged 10% of the retail price to cover AmeriCorps expenses. Bill Armbruster, from AARP, also presented about resources that could be provided. Each NAI group will receive various resources and AARP is willing to send out letters to its members in a certain zip code area to announce community action and can assist in directing volunteers to community groups. Bill also encouraged community groups to participate in Complete Streets Week.

On 3/2/10, I submitted information about Pulteney Aging in Place for the *Second Seasons* newsletter of the Steuben County Office for Aging. This newsletter should reach approximately 10,000 addresses on 4/2/10.

On 3/4/10, I attended the statewide livable communities videoconference which outlined the specifics of Complete Streets Week and the Walkability studies which will be done in communities in Steuben County the week of 4/25 through 4/30. Pulteney, although a rural area, would like to be involved because of the increased traffic in summer months on Route 54A as well as weekend traffic due to the Keuka Wine Trail. The Walkability Committee for Steuben County met again on 3/22/10 to review the survey form and formulate our plan.

On 3/6/10, I met with the expanded Pulteney Advisory Group (our 2/25/10 meeting was cancelled due to snow) to discuss next steps with the announcement of the grant to the residents of Pulteney, a survey specifically for transportation and making residents aware of available services, and the idea of a “graffiti wall” to encourage the community to give us input about what would make Pulteney a more “livable community”. The advisory group loved the idea of the “graffiti walls” and suggested having several of them throughout town in April. I was to develop a survey and advertisement for the newspapers to be discussed at the next meeting.

I attended the Pulteney Town Board meeting on 3/10/10 and explained our new implementation plan. They were very supportive and offered their newsletter and website as additional site to spread the word of Pulteney Aging in Place.

I was contacted by Gail Feurst of the NYS Association for Rural Health and was asked if I would present the results of the Pulteney feasibility study and current progress on the action plan at their “Future of Aging Services” conference in Geneva on May 20th. They are closely connected with the Finger Lakes Health Systems Agency’s Sage Commission whose mission is to ensure that there are a wide variety of services to support the

increasing senior population's desire to age in place. Michael Burgess, Director of NYSOFA, will be attending to explain NYSOFA's vision for livable communities.

I attended a presentation on 3/26/10 of the NY Connects Long Term Care Council. The guest speaker was Lynn Varricchio of the Finger Lakes Health Systems Agency's Sage Commission. Patty Barody, Steuben NY Connects, participates in one of the work groups of the Sage Commission's 5 workgroups: Education, Training, and Support for Caregivers, Housing Options, Mobility Planning and Transportation Services, System Elements and Design, and Workforce. She was an absolute fountain of information, and the Sage Commissions statistical information, survey results, and statistical comparisons will be information for all of us to use as Aging in Place continues throughout the county.

On 3/27/10, the Pulteney Advisory Group met again and reviewed the survey and advertisement and made corrections, and also discussed the graffiti walls and their willing participation in AARP's Walkability survey at the end of April. I was also provided labels by the Pulteney Town Assessor to mail surveys to enhanced STAR tax exemption recipients in the Town of Pulteney.

Respectfully submitted,

Kathy Burns

Pulteney Aging in Place Coordinator

April 2010

On 4/5/10 and 4/15/10, I attended Project Care meetings to explain the Pulteney Aging in Place project and to inform them that a grant had been submitted to the Beverly Foundation to expand Project Care into the Pulteney area. Lura Huckabone, Project Care Coordinator, and I have had several discussions concerning next steps to approach potential volunteers in the Pulteney area and to approach the Hammondspport Central School to engage students in the program. We will be meeting on May 5th with Linda Tetor and Nan Hammes to refine our strategy.

On 4/8/10, I attended a Walkability Study meeting to finalize plans for the surveys that will be completed throughout the county on April 30th. Pulteney has chosen 4 intersections to survey and will be doing those on Friday, 4/30/10, and Saturday, 5/1/10.

Announcements of the grant were submitted to the Southern Tier Shopper and the Steuben Courier Advocate and ran for two weeks during this month. Simultaneously, surveys were sent out to 128 Enhanced STAR tax exemption recipients in the town and were also made available to residents at 5 different locations in the town. To date, I have received approximately 50 of those surveys back, and have not fully reviewed them yet. Interestingly, 10 respondents have indicated an interest in becoming volunteer drivers when we expand Project Care. This was the group targeted to receive services and have stepped up to volunteer to provide services to those in more serious need.

On 4/24/10, I met with the Pulteney Advisory Group to review the action steps completed this month and to finalize plans for the Walkability surveys. We also planned an event for the kick-off of the “graffiti walls” in Pulteney which is scheduled for Friday, May 7th, at 3:00 PM at the Pulteney Fire Hall. Linda Tetor has agreed to present her Power Point overview of Aging in Place, and Michael Hanna, Steuben County Legislator for the Pulteney area has agreed to attend. I am in the process of creating a flyer for the event and inviting James Bacalles, George Winner, Pulteney Town officials and boards, and residents of Pulteney. We are hoping to get press coverage from Mary Perham at the *Corning Leader*.

Linda Tetor will be accompanying me at the “Future of Aging Services” conference in Geneva on May 20th. She has been asked to detail the entire county’s progress towards aging in place and to field questions from participants.

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May 2010

Steuben: As per the April month report that Kathy sent out, surveys were sent out to 128 Enhanced STAR tax exemption recipients in the town and were made publicly available at a few locations in the county. From the few surveys they have received back, about 10 people volunteered to be drivers for those that cannot in the area. They were also going to be targeting intersections for walkability surveys. The Pulteney "graffiti walls" event occurred 5/7. Kathy stated she would mail me copies of surveys received at the end of May once she gets them returned to her.

June 2010

Kathy received 55 of the 128 transportation surveys that were mailed out. I have attached a summary of the results that she sent to me today. Graffiti walls were up from May 7 through mid June, and will be put back up for July 4th week. Many needs were noted, especially sidewalks and/or walking areas and a restaurant/grocery store, as well as a

security camera at the Town Hall and senior housing. Kathy has met with representatives from Steuben Coordinated Transportation and the Institute for Human Services to coordinate transportation for medical needs in Pulteney, and is looking more into organizations that will accept cars from the elderly and enlist volunteers to drive to run errands or take people to their appointments. National Honor Society students from Hammondsport will start volunteering for Project Care in the fall (helping seniors with groceries, etc.).

July 2010

I met with Lura Huckabone (Project Care), Allison Payne (Steuben Coordinated Transportation), and Robin Gaige (IHS Mobility Manager), and Michelle Fahmy (RSVP) on 7/9/10 to discuss the coordination of expanded transportation services into the Town of Pulteney. It was decided that medically-related transportation will be provided by SCT in the town of Pulteney and non-medical transportation will be provided by Project Care. We decided to ensure that the recruitment of volunteer drivers is seamless by creating one driver information intake sheet. Allison Payne created a draft, and we are still awaiting the final copy. We can then start contacting potential volunteer drivers. Lura Huckabone and I have appointments to present information to the Presbyterian Church and the Fire Auxiliary in September in hopes of generating more interest in Aging in Place in Pulteney and recruiting additional volunteers.

The Graffiti Wall has been available at the Pulteney Fire Hall Sunday breakfasts, and additional information will be added to the report to the Town Board, etc.

The Mobility Manager at the Institute for Human Services, Robin Gaige, quit her position this month and they are in the process of hiring someone else. Unfortunately, this will delay the coordination of transportation services in Pulteney. In the meantime, I will be working with volunteer driver programs

On July 31st, I met with the Pulteney Advisory group. We will be conducting Walkability studies again in August as the summer months with tourism changes the level of activity on the roads. We will also be working with the Town Board and the library to create a quarterly newsletter that would outline all activities in the town of Pulteney. We will also work with the Fire Department and other groups to ensure that the newsletter included all programs, services, and activities in the town. The Pulteney Yard sale days are the weekend of 8/20-8/22. There will be activities at the Town Hall on the 21st, a movie sponsored by the library the evening of the 21st, and activities at the Fire Hall on the 22nd. The Advisory group wants to disseminate information about Aging in Place that weekend. I will be compiling informational handouts for the event. In September, we will start advertising services available in the Pulteney area and in October we will work with the Hammondsport School on Make a Difference Day (October 23rd) to match students to Project Care recipients.

I followed up with Pulteney residents who are Joseph's Hammer volunteers to see if one would like to come forward to oversee the expansion of services into Pulteney. I am

awaiting their replies. I also contacted some other retired residents in Pulteney to see if they would like to join a Joseph's Hammer group and, again, I am waiting their replies.

Respectfully submitted,

Kathy Burns
Pulteney Aging in Place Coordinator

August 2010

Medically-related transportation will be provided by Steuben Coordinated Transportation in the town of Pulteney and non-medical transportation will be provided by Project Care. Potential volunteer drivers will be contacted soon. Kathy and Lura Huckabone (Project Care) will be meeting with the Presbyterian Church and the Fire Auxiliary to raise more awareness about Aging in Place in Pulteney and recruit additional volunteers. The Mobility Manager at the Institute for Human Services, Robin Gaige, quit her position this month, which will delay the coordination of transportation services in Pulteney. In the meantime, Kathy will be working with volunteer driver programs. Walkability studies will be conducted again in August. They will also be working with the Town Board, library, and Fire Department and other groups to create a quarterly newsletter that would outline all activities and services in the town of Pulteney.

September 2010

On 9/9, I presented information about the Pulteney Aging in Place project with Lura Huckabone from Project Care to members of the Pulteney Presbyterian Church. We got one volunteer from this presentation that will be signing up with Project Care. They will also make us aware of individuals who may be in need of service.

On 9/10, I met with Allison Payne, Steuben Coordinated Transportation; Lura Huckabone, Project Care; Jane Davis, the new mobility manager and Linda Tetor to finalize the procedure for recruiting and utilizing new volunteer drivers. I placed ads in the paper and posters in the town of Pulteney to let residents know that volunteers are available to provide services. We got one call asking for service from the ads, but they will run again next week. In those ads we also let residents know that students from Hammondsport High school are willing to assist seniors on Make a Difference Day (October 23rd) by raking leaves, taking out the garbage, assisting with computer skills, or other chores. We are working with the schools National Honor Society and the guidance counselor, Jim Derr, to get students on board for this project.

On 9/22, Lura Huckabone and I did another presentation at the Pulteney Fire Auxiliary meeting. We discussed the Pulteney project and Project Care and one volunteer came forward and was referred to Project Care. In the course of the evening we were informed that the Auxiliary distributes 75 baskets to needy families at Thanksgiving time, most of

who are elderly. They would be willing to put the Pulteney Aging in Place brochure and the Project Care brochure in the baskets to assist in getting the word out about services.

On 9/25, I met with Pulteney Town Councilman, Elizabeth Ryder, to apply for a grant to transform a piece of town property into a community garden. There are several grants we will be applying for to fund the project. Ms. Ryder is hoping to secure donated services from a landscape architect who will draw up the plans for the park, and a contractor who lives in Pulteney who will give us an estimate of the costs. The grants we are seeking are due by the end of October.

On 9/25, I met with the Pulteney Aging in Place advisory group. They volunteered assistance for Make a Difference Day to provide refreshments at an open house for the students. We also talked at great length about the community garden project and possible activities for the winter.

Respectfully submitted,

Kathy Burns
Pulteney Aging in Place Coordinator

November 2010

On 11/4, I presented an update to the Steuben County Office for Aging Advisory Council in regards to the Pulteney project. They were elated that we had made progress in securing volunteers as well as providing services (home delivered meals, EISEP services, transportation, and friendly visiting) to some of the Pulteney residents. One of the Advisory Council members reported that he had done extensive research into the development of NORC's and other Aging in Place models. He has been instrumental in trying to get a Corning NORC started and had even attended a conference in Massachusetts outlining the Beacon Hill Village model. He remarked that the Pulteney project is extremely unique as it is not requiring another on-going level of administration to ensure its sustainability. Obviously, this is a great compliment as we want to replicate the program in other rural areas of the county.

Hammondsport School has requested students to help in the distribution of fruit baskets to approximately 75 older Pulteney residents on December 12th. The Aging in Place Advisory group will be providing refreshments and meeting with students and the Pulteney Fire Auxiliary is spearheading this endeavor. After this initial volunteer effort, we are hoping to match interested students with seniors requiring help.

Two additional seniors were referred to Project Care for assistance this month. No new volunteers were added this month.

On 11/20, I met with the Pulteney Advisory Group. I informed them that SSSF had agreed to be the “pass-through” for small grants to develop a community garden or “green space” SSSF would like a “hold harmless” with the Town Board as soon as possible, and Kathy will get them a sample from the County attorney. The Home Depot grant was not submitted by 10/31, as Kathy did not have all the information from the Town of Pulteney. We discussed the up-coming December 12th event with students. We discussed the possibility of having an event in Pulteney in February or March which would showcase various services available to seniors (perhaps using the DVD that Alise referred to at a previous meeting). Kathy could bring free cell phones and health files to distribute, we could serve refreshments, and we could invite other organizations that provide services in Pulteney (mobile food pantry, Project Care, Joseph’s Hammer, etc.)

Respectfully submitted,

Kathy Burns
Pulteney Aging in Place Coordinator

December 2010

On 12/1, I submitted the Pulteney Aging in Place project to the Albany Guardian Society contest as an example of an innovative program designed to allow seniors to remain in their own homes as long as possible (see attached). Contest winners will receive \$1000 in gas cards or laptop equipment or phone cards or any combination of the three. If chosen, we are hoping to use \$1000 in gas cards to supplement volunteer drivers through Project Care.

On 12/12/10, five Hammondspport students assisted in the delivery of approximately 75 fruit/baked goods bags to older residents in the town of Pulteney. These five students were added as Project Care volunteers. It was a great intergenerational community effort as auxiliary members, firemen, and students worked together to get the delivery completed. We have tentatively set April 30, 2011 as a “Spring Clean-up Day” and have invited these volunteer students to participate in that event. The Guidance Counselor of Hammondspport School has also been notified of this event.

I am currently working on a “2010 Progress Report” that will soon be made available on the SSSF website as well as submitted as an overview of progress to the Neighborhood Action Initiative as a more succinct version of yearly progress.

Respectfully submitted,

Kathy Burns
Pulteney Aging in Place Coordinator

January 2011

On 1/12, I met with the solicitation committee of the SSSF Board to determine the direction for the \$1000 grant received from the Keuka Area Fund of the Community Foundation of Elmira-Corning and the Finger Lakes. We had originally asked for \$4800 to create a quarterly newsletter for all town residents, and to provide training and incentives to volunteer drivers. The solicitation committee felt that it was most important to continue with the plans for the newsletter, as residents of the town are still unaware of services available. I reported to the committee that there are currently volunteers to assist individuals in transportation, grocery shopping, and friendly visiting, but residents continue to be either unaware of services or hesitant to use the services.

On 1/13, I received a call from a woman who asked to volunteer as a Project Care volunteer in Pulteney. Her husband was interested in joining Joseph's Hammer, and her two teenage daughters, who are students at Hammondsport Central School, wanted to assist with the next Pulteney intergenerational activity scheduled through the school. I referred all 4 volunteers to the appropriate organizations.

On 1/22, I met with the Pulteney Advisory Group to discuss our direction for the final 6 months of the grant. Barb Radigan, Library Director, offered to coordinate the Pulteney newsletter by coming up with a template and putting together all the information submitted by agencies in regards to services provided in the Town of Pulteney. I will be sending out a letter in early February to human service agencies asking that articles/information will be sent directly to the Pulteney library. We are also hoping to have a public event in April or May to inform town residents about services. One of our members, Alise Irwin, reported about a national joint project between AARP and AAUW in which she is participating. The purpose of the project is to develop educational materials targeting women between the ages of 45-60 and informing them about aging in place, universal design, and other considerations that would assist them in planning ahead for themselves, their husbands, and their parents and other relatives. Part of the presentation was a video clip of Robin Roberts, ABC Good Morning America anchor, as she transforms to an 85 year old woman. The committee felt this clip may be useful in our community presentation. We are still trying to get a "hold harmless" agreement with the Town of Pulteney so we can pursue additional grants for a community garden/walking area. The town lawyer is in the process of reviewing it.

We received an email informing us that we were not chosen as a winner in the Albany Guardian Society contest.

On 1/26, I reported to the SSSF Board. We also discussed using recipients of services in Pulteney to further advertise the availability of such services to those who may be hesitant to ask for assistance. I will be working with the EISEP Director to gain permission to interview them.

Respectfully submitted,
Kathy Burns