



Volunteer Engagement

2020



Report by:
Jason Inge
Volunteer Engagement Specialist



Our Mission

To provide seniors and their caregivers with access to programs and services so they may live their lives with choice and dignity in their communities.

Vision

We envision a community that empowers, respects, and values seniors and their caregivers.

Values

ACT WITH COURAGE

CREATE TRUST

EXHIBIT RESPECT

DELIVER RESULTS



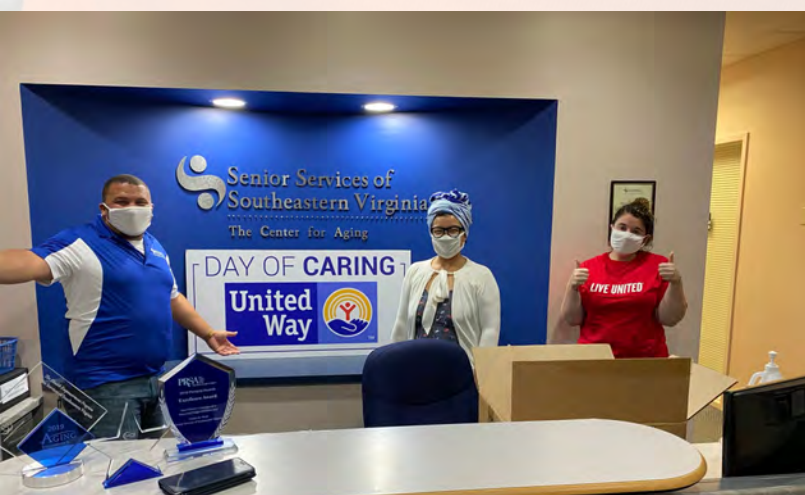
Message from Volunteer Engagement Specialist- Jason Inge

Community Volunteers,

As I reflect on this year, I am so proud of our accomplishments and collaborations. This year has brought our community some unexpected changes and challenges that we have confronted together. The contributions each of our volunteers have made to support their local communities has been extraordinary!

I am forever grateful for the commitment and dedication our volunteers have shown the Hampton Roads Community. More than 350+ volunteers have been involved in delivering food, picking up medications, or checking in on our seniors' well-being. Your efforts have proven to be invaluable to our organization!

Thanks to the determination and selfless acts of our volunteers, we have helped save so many lives. Thank you for answering the call to serve our community and the greatest generation.



Jason Lee Inge

Senior Services- Volunteer Engagement Specialist

ACT WITH COURAGE

In March of 2020, we were challenged with the urgent demands and increased needs of our seniors. The community call for volunteers was announced. Many courageous individuals and partners stepped up to support our mission.

COMMUNITY MEALS

To help seniors remain safely in their homes and combat hunger, volunteers began delivering meals directly to seniors homes. We partnered with Foodbank of Southeastern VA, Mercy Chefs, and Beth Shalom Village.

These meals have provided much-needed nourishment to seniors.



CREATE TRUST

Trust is a bond that must be established with our seniors. Especially during this pandemic, where many seniors suffered isolation with limited to no contact with anyone.

VOLUNTEER COVID-19 COMFORT CALLERS

To create Trust and establish an unbreakable bond with our seniors, we created the COVID-19 Comfort Callers.



Our Comfort Callers, such as deloitte US(Accounting Firm) and EVMS Medical School Students, contacted seniors daily. Volunteers would call seniors up to 3 times a week to assess their well-being, health/ safety concerns, and meal delivery compliance.

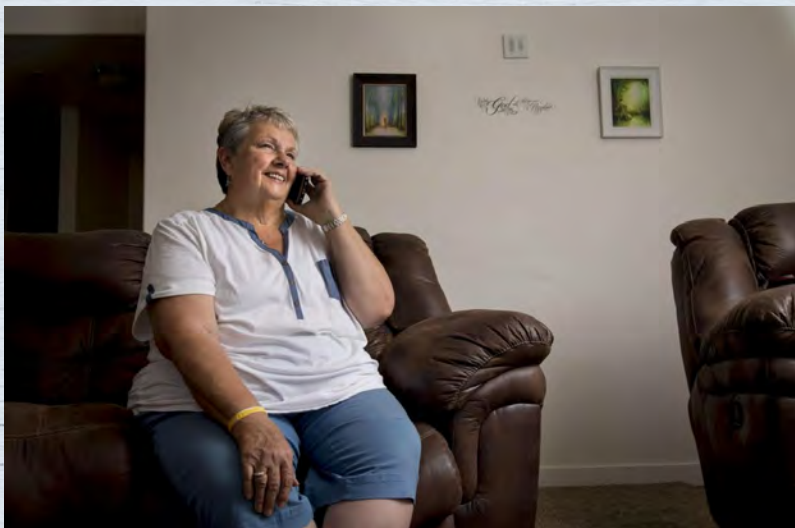


EXHIBIT RESPECT

Treating every senior and their caregivers with respect and dignity is a top priority. From our employees to volunteers, **EVERY SENIOR AND THEIR CAREGIVER MATTERS!**



SENIOR ACTIVITY HEALTH KITS AND HOUSEHOLD SUPPLIES

This year, many seniors have not been able to interact with their friends, family, and community. Along with no contact, many seniors have not been able to get much-needed supplies, activity kits, and personal care items.

Through various partnerships with the local food bank, pantries, and private donations; Seniors have received many of the supplies desperately needed

Thank you to our new partnerships: Fulton Bank and the Rumi Friendship Association for helping to create kits for our seniors



A background image showing three smiling senior citizens. One person is in the foreground, slightly out of focus, wearing a patterned blue and white top. Two other people are in the background, one of whom is smiling broadly. The image is overlaid with a dark blue semi-transparent box containing the title.

DELIVER RESULTS

Volunteer Delivered Meals

92,286 meals or 34 % of agency wide delivered meals (271,340 meals)

Comfort Calls

3,500 Comfort Calls to seniors

Senior Activity and Health Kits

800 we delivered

Household supplies

10,000 pounds

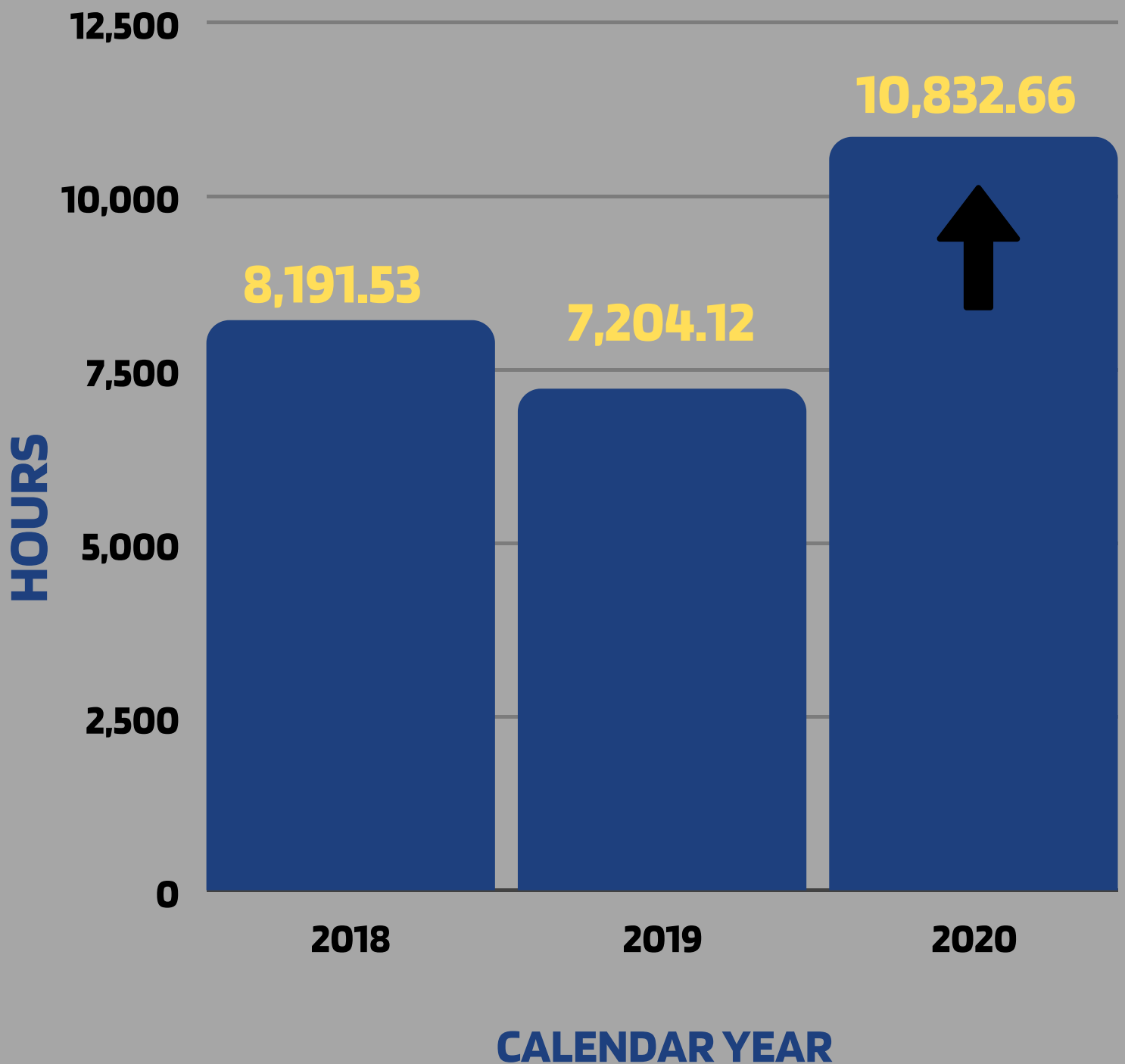
Volunteers (1/1/20-YTD)

350

DATA ANALYSIS

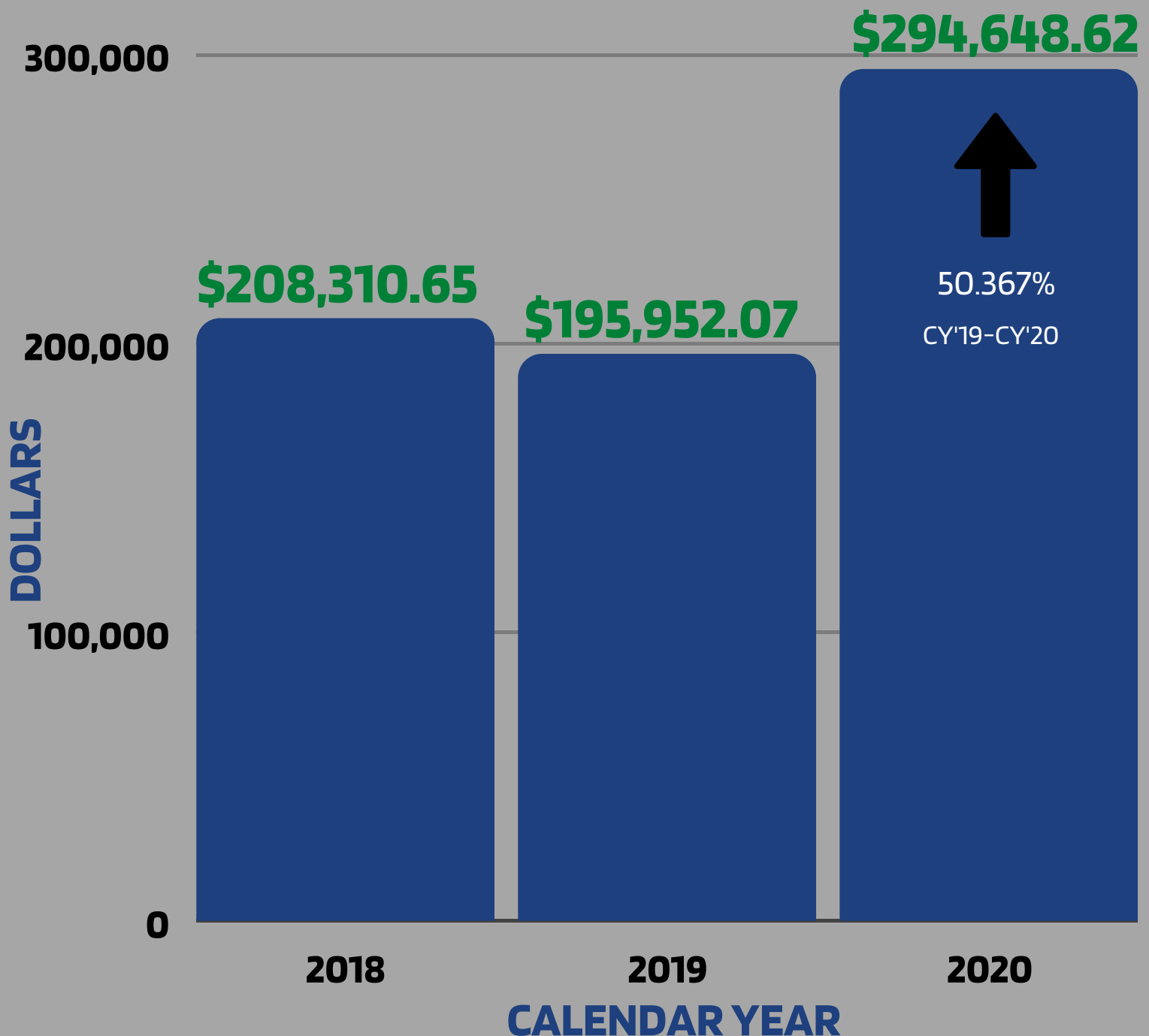


VOLUNTEER HOURS PER YEAR



DATA ANALYSIS

VALUE OF VOLUNTEERS



- Value of Volunteers = \$25.43 - 2018
- Value of Volunteers = \$27.20/hour - 2019-2020

WHAT'S NEXT FOR US IN THE NEW YEAR



- Continue to develop virtual volunteer opportunities until it is safe to bring volunteers back to in person events
- Increase volunteer opportunities in our Western Tidewater area.
- Develop new approaches and strategies for recognizing volunteers.
- Increase Social Media presence and Senior Services brand awareness.
- Seek new partnerships with other community-based organizations to ensure all community resources are being provided to eligible seniors.
- Continue to strengthen the bonds of our current partnerships and promote more collaboration across non-profit sectors.



CONCLUSION

THIS YEAR HAS BROUGHT NEW CHALLENGES THAT WE HAVE MET AND EXCEEDED !

Volunteers in the United States are 63 million strong and hold up the foundation of civil society. They help their neighbors, serve their communities, and provide their expertise. No matter what kind of volunteer work they do, they are contributing in invaluable ways.



OUR VOLUNTEERS ARE WORTH THEIR WEIGHT IN GOLD !

Senior Services Volunteers have invested their time and talents without compensation. Each and every volunteer embodies our values : Act with Courage, Create Trust, Exhibit Respect and Deliver Results. They have further solidified the message :

VOLUNTEERS MATTER !