

Program Outcomes

This form is due to the United Way one week before your first presentation.

Agency: InterServ

Program (What is the agency doing to ensure that its mission is being met?): Retired Senior Volunteer Program (RSVP)

Person Responsible: Jerry Schwichtenberg

The “mission” of goal of the program: Volunteers impact community issues and have improved quality of life.

Community Need Addressed: Community Service and Socialization

United Way Focus Area (Please select one): Health

Program Activities	Outputs	Target 2009	Achieved 2009	Target 2010	Outcomes Maximum of 3 Outcomes	Indicators Maximum of 2 Indicators per Outcome	Target 2009	Achieved 2008	Target 2010	Data Source/ Collection Method		
<i>What the program does to fulfill its mission</i>	<i>Direct products of the program. Examples: referrals, meals provided, shelter residents</i>				<i>The “mission” or goal of the program-What are you trying to accomplish?</i>	<i>What tells you that what you are doing is working?</i>				<i>Where the data comes from. How was it obtained?</i>		
Coordinates Senior volunteers in the following activities:	Seniors requested	700	458	550	1. Volunteers have impact on community issues.	1) Eligible individuals requesting meals receive hot meals each day of eligibility either through home delivery or congregate meal sites.	95%	86% (458/392)	75%	NAPIS data review IRS reporting form review		
Delivering mobile meals	Seniors received hot meals	700	392	450			2) Increase in EITC eligible persons served by the tax preparation program receiving EITC as a result of volunteer tax preparation, optimizing dollars returned to the community. (209 filings in 2008)	10%	28% (268-209) / 209		15%	
Providing assistance to nonprofit agencies	Eligible persons received tax prep	2,500	2,017	2,500				(Increase in funds returned to community through EITC Filings, 2008 = \$180,402) (227,265-180,402 / 180,402 = 26%)			26% (\$46,863)	
Tutoring children in schools	Total tax refund amount	\$1,300,000	\$1,319,461	\$1,500,000								
Preparing tax returns for elderly and low income persons	Persons received EITC	235	268	235								
Assisting Medicare-eligible persons with filing Medicare Part D paperwork	EITC filings returned funds to community	N/A	\$227,265	\$220,225								
Helping with local and national Red Cross disaster recovery campaigns	RSVP Volunteers/hours	350 39,409	294/ 36,561	300 37,000	2. Volunteers experience improved quality of life.	1) Surveyed senior volunteers report feeling less lonely as a result of their volunteer work.		89%	80% (78 / 98)	90%	RSVP annual survey	
	Other volunteers/hours	40/5004	37/4,385	50/6,000			2) Surveyed volunteers report improved quality of life through volunteering. (“Improved quality of life” = keeping active, meeting new people, and having self-defined meaningful experiences and engaging in social interaction)	95%	92% (90 / 98)	95%		
	Sr. volunteers surveyed	All	294	300								
	Sr. responded to survey	20%	33% (98)	25%								
	CLAIM Medicare Part D filings	360	333	360								
	Volunteers provided transportation to others	3,504	3226	3200								