



## Interim Grant Report for Organizations

### Organization Information

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**Date:** Dec. 20, 2013

**Fiscal Agent:** Chelsea Senior Center

**Intervention Contact:** Trinh Pifer

**Title:** Executive Director

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### Program Information:

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**Intervention Name:** Volunteer Chelsea Phase II: Chelsea Community Senior Services (C2S2)

**Number of individuals participating in this intervention:** 100+ including steering committee members, recipients, volunteers, and vendors

### Check List

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- The Grant Funds were utilized as designated
- Funds were disbursed to vendors of equipment or services and/or to nonprofit organizations providing direct services; no cash awards were made to clients.
- This report is being submitted within the time requested in the grant award letter.

### Attachments

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- A complete expense report that demonstrates how the grant award was used. If this is an Interim Report, please indicate expenses to date.
- If the full amount of the grant was not necessary to provide the approved services or programs, a check from the agency is enclosed for any unused funds above \$100.
- Amount Returned \$Click here to enter text. Reason Click here to enter text.
- A photo(s) of the program (if appropriate). Photos will not be returned.
- Completed Photo Release Form

### Narrative Responses

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1. *List up to five accomplishments or progress towards meeting your goals and objectives so far.*
  - a. Planning and Development: Focus groups were held in the fall of 2011, from which a Steering Committee was formed in the spring of 2012. This Steering Committee was comprised of community members and representatives of Silver Maples and Chelsea Senior Center. A community survey was administered in the summer of 2012 to assess the priority areas/needs of seniors living independently in their own homes. From this collective community feedback, the Volunteer Chelsea Phase II intervention was named Chelsea Community Senior Services (C2S2) with the mission to encourage “aging in community” by

having a network of volunteers who are “neighbors helping neighbors” with needed resources and services allowing seniors to remain independent and in their own homes.

- b. Implementation: The Chelsea Senior Center hired Alison Marable in late July, 2013 as the C2S2 Coordinator. She has over eight years of experience as a social worker and is doing an excellent job leading the launch of C2S2. With her leadership and active participation from the Steering Committee, we have developed a database to track volunteers, service providers, and participants; created intake forms, volunteer/service provider applications; and started a community outreach campaign.

C2S2 was launched in mid-October (i.e. when we started receiving service requests). Since then we have received 83 requests for services or referrals. The top three requests are for (1) providing connection such as check-in calls and friendly visits; (2) resource advocacy and referrals such as Medicare/Medicaid help and referrals to local businesses; and (3) transportation to doctors appointments, grocery stores, and to the Senior Center (note: these requests for transportation were first referred to the WAVE if possible).

- c. Community Outreach: We have had great success reaching out to community partners to build awareness of C2S2 and to recruit volunteers and vendors. We have created FAQs sheets, posters, and brochures which have been widely distributed to local churches, service groups, Chelsea Community Hospital, other non-profit organizations, retirement communities, the Chamber of Commerce, and professional business organizations.

Additionally, we have posted volunteer opportunities on the Volunteer Chelsea web portal, on the Senior Center website, and through local service groups. We currently have 79 volunteers in our database, who have completed applications and background checks if needed.

- d. Sustainability: The C2S2 sustainability plan expects that some participants receiving services will make a shared contribution to keep C2S2 viable and enduring in our community. The Steering Committee has developed a “cost structure” for services that will be implemented with the first service request. The Chelsea Senior Center has past experience with this shared contribution model for services such as computer support and sewing/alterations. Additionally, Silver Maples of Chelsea recently launched a member support program based on a similar principle, which is currently self-sustaining. Since mid-October, C2S2 has received over \$300 in donations for services such as computer support, alterations/mending, and rides. We will continuously track contributions and assess our sustainability plan.

In August 2013, we submitted a matching grant proposal to the Chelsea Community Foundation. We expect to hear a decision about this grant in December. This grant will allow us to spend year 2 of this project evaluating and improving the program.

- e. Evaluation: We have created an evaluation form for participants to evaluate the services they received regardless of whether the service was provided by a volunteer or a paid vendor. To date, we’ve received 13 feedback forms. Comments from recipients include:

- "It's VERY helpful!"
- "The company was great!"
- "The volunteers were wonderful!"
- "It was great to get out of the house."
- "It was a relief to be able to go to the doctor's office and not have to call HVA to be transported to the ER."
- "Thank you again for your recommendation."
- "The calls were helpful."

Ultimately, we will use the following metrics to evaluate the impact of C2S2:

- number and types of requests that we provided to help seniors remain independent in their own homes (i.e. age in place)
- number of volunteers, of all ages, who are engaged in this program
- feedback from seniors, volunteers, and vendors

2. *Have there been any delays in meeting goals? If so, please explain them.*

We received start up funding from the Chelsea Wellness Foundation in August 2013 and since then we have made significant progress in meeting our goals and timelines.