

REPORT OF THE RSVP VOLUNTEER PROGRAM

FOR FISCAL YEAR 2017

The Norfolk County Commissioners' Office hosts the RSVP Volunteer Program to assist communities in providing elementary school reading, food pantry, meals on wheels, and veterans' programs. Volunteers age 55+ in these programs can receive mileage reimbursement, supplemental insurance, monthly communications, and recognition with free RSVP membership. RSVP also assists in recruitment of new volunteers for partner schools and organizations as needed. RSVP is sponsored by the Norfolk County Commissioners with grant funding from the Corporation for National and Community Service. RSVP has a three member staff: the RSVP Director, a Volunteer Coordinator, and an Information Specialist.



In FY2017, 307 RSVP members provided 39,700 hours of volunteer service to local public and nonprofit partners. Tracking the outcomes of their work, RSVP found that volunteers served 308 school children through its reading tutor program, 78.8% of whom improved their participation and interest in school over the course of the year. Our school volunteer program has offered more comprehensive training to volunteers, established stronger school partnerships and increased the number of school volunteers by nearly 10% from year ago. In our support of Meals on Wheels programs, volunteers delivered meals to 550 homebound elders, 40% of whom lived alone with no one to check on them, other than their driver.

RSVP staff work with the Norfolk County Veterans' Service Advocate to create projects supporting local veterans. The RSVP Rides for Veterans program provides free transportation to medical and other necessary appointments. In the past year, RSVP's 32 volunteer drivers filled 398 ride requests; an increase of 15.6% from year ago, from 85 unique veterans. Another group of RSVP volunteers mentored 20 veterans at the Norfolk County Veterans' Treatment Court. RSVP and community volunteers also created 241 hand-made lap robes in the past year for VA hospitals and veterans' hospice programs.

RSVP volunteers assisted 207 veterans with access to state and federal benefits by training them to use VA Healthcare online accounts, assisting at outreach events, and visiting frail veterans on behalf of local Veterans' Service Officers. Other volunteer activities included assisting 46 veterans in finding and maintaining work, financial advising and improving their computer skills; leading support groups for 50 incarcerated veterans, and entertaining 50 veterans at the VA and in the community. We are in the second year of offering our RSVP Veterans Book Club attended by over 25 unique veterans, facilitated by an enthusiastic and skilled Veteran volunteer facilitator, where we discuss military books and memoirs donated by the authors.

RSVP volunteers assisted 335 veterans with access to state and federal benefits by training them to use VA Healthcare online accounts, and visiting 2 frail veterans on behalf of local Veterans' Service Officers. Additionally, RSVP Veteran volunteers assisted 24 Veterans with work and career preparation. RSVP volunteers visited 15 elderly and disabled veterans during VA cancer treatment, stays in long-term care facilities, and hospice care at home. RSVP seeks volunteers year-round to place in partner agencies based on volunteers' skills and interests. Details about, current volunteer opportunities, and partners are listed at norfolkcounty.org/rsvp. Visit us at facebook.com/norfolkcountyrsvp. Please contact RSVP at 781-329-5728 with questions or comments.

Respectfully submitted,

Robert Pierson
RSVP Director