

## REPORT OF THE RSVP VOLUNTEER PROGRAM

### FOR FISCAL YEAR 2018

The Norfolk County Commissioners' Office hosts the RSVP Volunteer Program to assist communities in providing elementary school reading, friendly visiting for isolated elders,, 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 FY2018, 301 RSVP members provided 36,370 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, 95% 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 from year ago. In our support of Meals on Wheels programs, volunteers delivered meals to nearly 500 homebound elders, 80% of whom felt less lonely due to contact with their meals on wheels drivers.

With our new friendly visitor program, RSVP has set up 5 matches of volunteers visiting blind and isolated elders and veterans in their homes once or twice a week for conversation, reading and games.

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 nearly 50 volunteer drivers filled 698 ride requests for 52 unique veterans. Another group of RSVP volunteers mentored 20 veterans at the Norfolk County Veterans' Treatment Court. RSVP and community volunteers also created 153 hand-made lap robes in the past year for VA hospitals and veterans' hospice programs.

RSVP volunteers assisted 205 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 40 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. In the third year of offering our RSVP Veterans Book Club, over 50 unique veterans attended discuss, based on reading military books and memoirs donated by an enthusiastic partner.

RSVP volunteers assisted 330 veterans with access to state and federal benefits by training them to use VA Healthcare online accounts. 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](http://norfolkcounty.org/rsvp). Visit us at [facebook.com/norfolkcountyrsvp](https://facebook.com/norfolkcountyrsvp). Please contact RSVP at 781-329-5728 with questions or comments.

Respectfully submitted,

Robert Pierson  
RSVP Director