



2022

VOLUNTEER

IMPACT REPORT



Introduction

The *2022 Volunteer Impact Report* reflects the outstanding volunteer activity from statewide programs and projects housed at the Tennessee Commission on Aging and Disability. Through our partnerships with the nine local Area Agencies on Aging and Disability, over 200 nutrition sites and more than 120 senior centers, we have gathered the data to share the tremendous impact our program staff and volunteers have on the lives of older adults across Tennessee.

Our mission is to bring together and leverage programs, resources, and organizations to protect and ensure the quality of life and independence of older Tennesseans and adults with disabilities. Our volunteers help us to achieve this mission every day through their service and dedication to their local communities. We are excited for the future and to show each year the value of our volunteers and the programs they serve.



Dear Volunteer,

The principles of charitable compassion and philanthropic collaboration have been with us since the nation's founding. Americans have always answered the call to help those in need—at home and around the world. This act of selflessness is no different here in the volunteer state of Tennessee. Tennesseans like you help our state live up to its nickname.

TCAD's mission is to bring together and leverage programs, resources, and organizations to protect and ensure the quality of life and independence of older Tennesseans and adults with disabilities. Without you, we would not be able to accomplish our mission.

Last year, over 7,000 Tennesseans volunteered with TCAD's programs. Even in difficult times, you came together to ensure that the needs of one of our state's most vulnerable populations were met. Today, as many Tennesseans face hardship, we need volunteers more than ever!

According to projections by the U.S. Census Bureau, in 2034, older adults are expected to outnumber children under 18 for the first time in history. I am confident that with your help we will continue to meet the needs of this rapidly changing demographic.

Each of you interacts with older Tennesseans day in and day out, engaging and connecting with them. For some, it might be the only social interaction they receive. The generosity of your time and personal resources inspires confidence in the notion that we all have a role to play in improving our communities. Thank you for being the example model citizen and volunteer for Tennessee.

You embody the very best of our state and way of life. I sincerely appreciate all that you do for the population we serve, and I hope you will continue to join TCAD in our efforts to help aging Tennesseans remain independent and healthy.

With many thanks,

James Dunn
TCAD Executive Director

Care Through Conversation (CTC) Volunteer Impact

Program Background

Care Through Conversation seeks to promote social connectedness and positive interaction with Tennessee's older adults and caregivers. Volunteers make weekly calls to older adult participants to engage in conversation and assess needs, such as food, medication, and much more.

Program Successes

Care Through Conversation has witnessed powerful relationships grow between participants and volunteers. The phone calls that are made not only serve to ensure older adults and caregivers have the services and resources they need but help foster a connection with someone with whom they can share their interests, views, and life story. Our program was created because of the pandemic. We are proud to say the program will continue because it is a needed and valuable service for the population we serve.

How to Volunteer

Volunteers in Tennessee must pass a basic background screening and sign an electronic volunteer confidentiality agreement. Once both steps have been completed, the volunteer will receive training for the program. After reviewing the training materials, the volunteer will let us know when they are ready to receive their matches.

For more information, please contact Sidney Schuttrow at **Sidney.Schuttrow@tn.gov** or **615-741-1585** or visit **www.tn.gov/aging**.

Program Statistics

Number of older adults and caregivers served

136

Number of phone calls made

2,511

Number of volunteers

88

Number of volunteer hours

1,082

Senior Volunteer Transportation Network (SVTN) Volunteer Impact

Program Background

Senior Volunteer Transportation Network (SVTN) is a network of volunteer assisted transportation programs across Tennessee. These programs provide safe, reliable, affordable, door-through-door transportation for older adults to essential appointments. Programs are membership based and there is a minimal fee per ride; prices vary by region.

Program Successes

During 2021, many SVTN programs continued to provide errand service first established during the early months of COVID. Programs slowly began to provide rides again with precautionary protocols in place. Twenty-two programs have been started across the state, with eight additional in progress to start in 2022.

How to Volunteer

Volunteers in Tennessee are needed in all programs. Volunteers are literally the driving force behind SVTN. Without our volunteers, we would not have been able to assist as many older adults. Volunteers are screened, background checked and trained prior to taking their first trip. Requirements include: (1) Must have a working vehicle; (2) must be at least 21 years old (some programs allow 18+); (3) must be able to pass a background check; and (4) must have a valid driver license and insurance.

For more information, please contact Glenda Temple at gtemple@swtdd.org or **1-844-803-0169** or visit www.tn.gov/aging.

Program Statistics

Number of older adults served	1046
Number of trips provided	22,567
Number of volunteers	421
Number of volunteer hours	20,476
Number of miles driven	284,578
Number of programs reporting	21

COVID-19 Vaccine Project Volunteer Impact

Program Background

The COVID-19 Vaccine Project was created to assist our agencies' current clients in scheduling an appointment or answering questions about the COVID-19 vaccine available in early 2021.

Program Successes

In collaboration with four of the Area Agencies on Aging and Disability, volunteers were able to contact over 4,000 older adults to assist with scheduling appointments for the COVID-19 vaccine. Of the people volunteers were able to reach, over 70% had already received the vaccine, were able to schedule an appointment, had an upcoming appointment, or were working with family members or friends to schedule an appointment. Volunteers expressed gratitude for the opportunity to help with such an important project, and clients they spoke with appreciated the assistance and clarification on their questions.

Program Statistics

Number of older adults served

4,205

Number of people who received
the COVID-19 vaccine

1,046

Number of calls conducted

4,500

Number of volunteers

68

Number of volunteer hours

322

Volunteer Ombudsman Representative (VOR) Program Impact

Program Background

The Long-Term Care Ombudsman program provides all Tennesseans residing in licensed nursing homes, assisted living facilities, and homes for the aged assistance with resolving complaints they may have with their care. The Ombudsman will advocate for the wishes of the resident and ensure that he or she is safe and receiving proper care.

Trained volunteer representatives of the State Long-Term Care Ombudsman program visit residents in nursing homes or other long-term care facilities and establish a regular presence in the facility. They provide information about resident rights, quality of care, and quality of life to residents and family members. Volunteers also observe conditions, advocate for residents, and handle simple complaints.

Program Successes

VORs bring communities together to protect residents. For example, all nursing homes in the District 9 region of Shelby, Fayette, Lauderdale, and Tipton counties received donations of masks through the “Masks for Residents” project. The VORs led this effort beginning in March 2020 by galvanizing communities, faith-based and civic organizations to respond to the crisis of the COVID-19 pandemic. Over 2,500 masks were donated and collected by VORs for this cause.

How to Volunteer

The Long-Term Care Ombudsman program has a volunteer application for all nine regions of the state. To obtain an application to become a volunteer, contact the State Long-Term Care Ombudsman at **ombudsman.notification@tn.gov**.

We also recommend you review the VOR job description on our website to learn more about what volunteer responsibilities include. Lastly, you will need to attend the VOR training. Trainings are conducted on an as-needed basis and can occur relatively quickly after the application process.

This data reflects activity from January 1, 2021 – December 31, 2021.

Program Statistics

Number of volunteers

66

Number of volunteer hours

628

Nutrition Program Volunteer Impact

Program Background

The TCAD Aging Nutrition program provides meals, socialization, nutrition education, and nutrition counseling statewide to Tennesseans age 60 and over. These services are provided in over 200 congregate settings (such as senior centers or senior housing), as well as to homebound older adults in all 95 Tennessee counties. Good nutrition is critical to supporting independent and healthy aging. Many barriers can keep older adults from maintaining good nutrition, including lack of financial resources, poor transportation options, limited mobility, declining physical and mental health, and social isolation.

Program Successes

The TCAD Aging Nutrition program served more meals in 2021 than ever before in its 50-year history. This was largely due to the amazing network of volunteers and their continued support of the program and the older adults in their communities. Throughout the COVID pandemic, the program was able to maintain our volunteer base and, in some areas, increase the number of volunteers. Without the support of community volunteers, programs like this one would not have the impact it does on older Tennesseans.

How to Volunteer

Many volunteer opportunities are available to work with both our congregate meal sites and our home-delivered meal programs in every county statewide.

For more information, please visit www.tn.gov/aging.

Program Statistics

Number of older adults served

28,935

Number of meals served

3.7M

Number of volunteers

4,997

Number of volunteer hours

232,477

Guardianship Volunteer Impact

Program Background

The Tennessee Public Guardianship for the Elderly program ensures the health and welfare of some of the state's most vulnerable residents by serving as the court-appointed guardian for individuals age 60 and over who, due to physical or mental limitations, are unable to make personal decisions regarding their health and financial resources.

Program Successes

After nearly two years, the Public Guardianship program was able to successfully resume in-person visits as of January 2021. In-person visitation is important for many of our public guardian clients who have no family or friends to visit them. Without visitation, they are at risk for the following:

- social isolation
- loneliness
- increased risk of depression, anxiety, and expression of distress
- higher risks for high blood pressure, heart disease, and even death
- cognitive decline

How to Volunteer

A volunteer with the Public Guardian program must be 18 years or older, have a valid driver license, pass a background screening, and demonstrate honesty, integrity, compassion, and caring for the elderly.

For more information, please contact Kelley Brown at **Kelley.Brown@tn.gov** or visit **www.tn.gov/aging**.

This data reflects activity from January 1, 2021 – December 31, 2021.

Program Statistics

Number of older adults served

248

Number of visits conducted

2,599

Number of volunteers

54

Number of volunteer hours

383

Stay Active and Independent for Life (SAIL) Volunteer Impact

Program Background

Stay Active and Independent for Life (SAIL) is an evidence-based fall prevention program that focuses on strength, balance, and fitness with a goal of reducing falls in class participants.

Program Successes

Most SAIL classes that were suspended in 2021 have been able to reopen with limited capacity due to safety protocols. This did result in a lower number of overall participants for the program, but the hours of exercise, number of sites, and number of classes conducted all increased in 2021. Due to the sustainability measures put in place, we are continuing to see growth in the program even after funding concluded. SAIL is an extremely beneficial program for the people we serve and will continue to prevent falls for many years to come.

How to Volunteer

Volunteers in Tennessee must meet three requirements to become a Certified SAIL Leader:

- (1)** Must be CPR certified
- (2)** Must have a current fitness certification or equivalent degree
- (3)** Must agree to teach class 2-3 days a week (year-round or in 12-week sessions)

For more information, please contact Sidney Schuttrow at Sidney.Schuttrow@tn.gov or **615-741-1585** or visit www.tn.gov/aging.

Program Statistics

Number of older adults served

1,206

Number of classes conducted

2,152

Hours of exercises

29,645

Number of volunteers

82

Number of volunteer hours

5,783

Tennessee Person-Centered Music Program (TPCMP) Volunteer Impact

Program Background

The Tennessee Person-Centered Music Program offers residents at participating Tennessee nursing homes individualized music as part of their care. The program is funded by a 4-year Civil Monetary Penalty Grant from the Centers for Medicare and Medicaid Services through the Tennessee Department of Health from February 1, 2019 to June 30, 2023. The \$1M award will fund 147 nursing homes and 2,205 residents throughout Tennessee.

Program Successes

TPCMP has grown significantly over the last year due to the outstanding work of the staff, volunteers, program coaches, and partners. Nursing home residents participating in the program have shown improved quality of life and staff have received valuable tools to better the lives of residents. Volunteers have witnessed firsthand the valuable impact music can have for someone with Alzheimer's and other related dementias.

"When a participant begins to smile and dance, and their whole demeanor lightens, it's something special that words cannot hold a candle to." – Volunteer

"After the music session, [the resident] was able to get up and take a few steps which is something she has not done in over a year." – Nursing Home Program Coach

"It [the music] really brings back the memories!" – Participating Nursing Home Resident

How to Volunteer

This role is currently being offered virtually so volunteers will not need to travel and can perform the tasks needed from their homes. The first step in becoming a TPCMP Manager is to complete the TPCMP Manager application. We also strongly encourage you review the TPCMP volunteer role description on our website to learn the essential duties and responsibilities and time commitment of this role.

For more information, please contact Amanda Boulware at **Amanda.Boulware@tn.gov** or **615-253-5206** or Hanna Counts at **Hanna.Counts@tn.gov** or **615-313-6679** or visit **www.tn.gov/aging**.

This data reflects activity from January 1, 2021 – December 31, 2021.

Program Statistics

Number of nursing home residents served

265

Number of nursing homes participating

45

Number of program coaches

103

Number of songs that elicited positive responses for resident personalized playlists

10,600

Number of volunteers

12

Number of volunteer hours

1,950

Tennessee State Health Insurance Assistance Program (TN SHIP) Volunteer Impact

Program Background

The Tennessee State Health Insurance Assistance Program (TN SHIP) is a federally funded program that provides free and unbiased counseling and assistance to Tennessee's Medicare-eligible individuals, their families, and caregivers. TN SHIP does not promote any insurance agency, and it maintains confidentiality with all clients. Whether you are new to Medicare or a seasoned beneficiary, trained SHIP counselors can assist you with any and all of your Medicare needs.

Program Successes

Since the start of the pandemic, TN SHIP volunteers continued to provide our services to Tennesseans via virtual and in-person counseling, application assistance, and enrollment events in record numbers. Compared to 2020, our program has seen a 9% increase in number of volunteers, 33% increase in volunteer activity, and an 18% increase in Medicare beneficiaries served over the course of 2021.

How to Volunteer

To become a TN SHIP volunteer, you must:

- (1)** Complete the TN SHIP volunteer application
- (2)** Attend training with your regional SHIP staff
- (3)** Contribute a minimum of 8 hours monthly to the program

For more information, please contact Olayinka Kasunmu at **Olayinka.Kasunmu@tn.gov** or **615-532-9002** or visit **www.tn.gov/aging**.

This data reflects activity from January 1, 2021 – December 31, 2021.

Program Statistics

Number of volunteers

474

Number of medicare
beneficiaries served

125,171

Number of counseling
hours conducted

23,710

Number of total volunteer hours

36,477

Number of medicare low income
assistance applications submitted

4,107

Senior Center Program Statistics

Program Background

Senior centers are a focal point for local communities, providing information, social opportunities, and vital community services that can help older adults stay healthy and independent.

Program Successes

Most centers are open with protocols in place to ensure the safety of members. Staff and volunteers continue to provide programs virtually for participants who may not be ready to come back in person. Members are returning to enjoy the programs and activities offered, and it is a joy to see everyone reconnecting after an extended time away.

How to Volunteer

There are many ways senior centers can utilize volunteers, ranging from helping at the front desk, evidence-based program instructors, classes/activities, fundraising and special events, to meal preparation and much more. There is at least one senior center in every county of Tennessee that could use your help making sure older adults in your community have somewhere to go to be active, socialize and receive assistance with services.

Each center has its own needs for volunteers, so we encourage you to contact a senior center in your area. For more information on finding your local senior center, visit our website at: <https://www.tn.gov/aging>.

Program Statistics

Number of older adults screened for assistance and benefits	13,752
Number of older adults who attended educational events	22,921
Number of older adults who were assisted with transportation	3,599
Number of older adults who participated in exercise programs	6,297
Number of older adults who participated in recreation activities	25,626
Number of older adults who were assisted in getting groceries/household items	5,919
Number of older adults who were reached through telephone reassurance and visits	10,254
Number of older adults reached through outreach and advocacy efforts	6,715
Number of volunteers	2,825
Number of volunteer hours	73,267

