

United Way of Laramie County End-of Year Report
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Agency Name: Wyoming Senior Citizen's Inc. Program: Senior Companion Program Reporting Period: Jan - Dec 2009

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Agency Mission/Vision:	The Wyoming Senior Companion Program is a non-profit initiative with a dual purpose in which low income persons aged 55 years or older can earn a tax-free stipend package for providing person-to-person support services to adults (primarily frail elderly). Because of the community service efforts of the Senior Companions, many of our clients who choose to age in place at home are able to delay or avoid placement in a more structured living environment such as assisted living or a nursing home.
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Community Issue Program Targets:	Honoring Our Neighbors in Crisis and Strengthening Families toward Economic Self-Sufficiency
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Program Target Population:
<ul style="list-style-type: none">•Senior Companions are economically enhanced and also have increased vitality and feeling of self-worth. Clients are persons over 21 who cannot do certain tasks alone or may benefit from a visit.•The majority of clients live alone and frequently a long distance from close relatives. They are lonely, blind, disabled. Most need assistance with grocery shopping and keeping doctor's appointments, help with organizing and paying bills. Companions also provide Respite Services to caregivers who need a break from at-risk clients with special needs such as Alzheimer's or chronic care disabilities.•As Baby Boomers are aging and the elderly are living longer, the need for services is staggering. Senior Companions fill the void left by home health, caregiver programs and nursing services for elderly clients who are trying to maintain their independence and stay in their own homes.•The increased population of elderly and the decreased funding for staff for programs who serve developmentally disabled and mentally ill clients has increased the need for Senior Companions. Our waiting list is large, so we are changing the delivery of services to expand to a larger number of clients served, which sometimes means decreasing the number of Companion hours to some clients.

Program Significance to the Community
<ul style="list-style-type: none">•We hire a diverse sampling of volunteers to serve a diverse sampling of at-risk clients and provide a safety net in order to avoid crisis by seeking out individuals early on who might need our help.•Without Senior Companion services, socially deprived, blind, mentally ill, chronically ill or wheelchair-bound, frail elderly and persons with dementia would not be able to stay at home.•Low-income volunteers are better off by volunteering because of the benefits package we provide. Clients are better off because they can look forward to a caring and reliable friend who will help them with many non-medical needs and will advocate for them and help them navigate the system in order to seek out services. The community is better off due to the cost savings of these clients not entering a nursing home and saving money on transportation services and respite care billed to Medicare.•There has been an increasing trend in dementia clients. Families must continue to work and cannot find enough services to help them keep their loved ones at home without worrying about their safety.

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Program: Senior Companions

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Program Resources		Program Activities	
<ul style="list-style-type: none"> •Staff: 1FTE Program Manager, 1PTE clerical, 33 volunteers •1 office space 		<p>Companions:</p> <ul style="list-style-type: none"> •Tax-free stipend •Mileage/meal reimbursement •yearly physical •Initial 20-hr orientation training •Recognition events 	<p>Clients:</p> <ul style="list-style-type: none"> •delay long-term care •companionship •nutrition assistance •respite •information
Outcome	Performance Measure	Method of Measure	
<ul style="list-style-type: none"> •Companionship: 75% of clients will report they feel less lonely since receiving visits from Companions •Respite: 50% of caregivers will report they have the support and resources to continue caring for loved-ones •Senior Citizens Assistance:75% of clients will be able to remain living at home partially due to Companion assistance •Advocacy: Companions attend 48hrs training and 50% of clients will be able to arrange for necessary services and programs with help from Companions. 	<ul style="list-style-type: none"> •Companionship/Outreach-provide 1-5 hrs per week to at-risk adults •Respite Services-offer caregivers a break from care-giving duties •Senior Citizens Assistance for clients with meals, home management, groceries, medication reminders, home management, appointments Client Advocacy- Companions will train 48 hrs on a variety of elder issues and share information with clients and families. 	<ul style="list-style-type: none"> •Client Surveys •Comprehensive data base •Companion time sheets •Companion client assignment sheets 	
Program Results		Results Analysis and Next Steps	
<ul style="list-style-type: none"> •33 Senior Companions volunteered 28,042 hours of service to over 280 clients in Laramie County •90% of clients surveyed are less lonely. Exceeded goal. •75% of caregivers less stressed and may continue caring for loved-ones. Exceeded goal. •80% of clients are able to remain at home due to assistance from Companions. Exceeded goal •50% of clients were able to remain independent partly due to help from Companions advocating for them and providing needed information to access other services. Met goal •Data collected using methods of measure indicate the at-risk population would be unable to access transportation or find services needed, remain lonely and alone, eat poorly, and may not keep medical and dental appointments if they did not have a Senior Companion. 		<ul style="list-style-type: none"> •A time-tested and well-implemented program •Eligibility age for volunteers lowered to age 55 and income eligibility raised •This program is always free to clients •We had an excess of clients needing services, but our referral system from other agencies has worked well for us •We provide more training to Companions on adult abuse issues •We used new survey forms which were easier to fill out and supplied a stamped envelope <p>Based on your data analysis, what next steps will you take to address any issues identified as part of your data analysis?</p>	