

# Narratives

## Executive Summary

The County of Maui's RSVP is operated and managed by Kaunoa Senior Services, one of 7 division in the Department of Housing and Human Concerns. The mission of Kaunoa is, "to continuously create those special and exceptional experiences and opportunities which will make the retirement years feel like the best years." Kaunoa reaches out and touches over 7,000 older adults each year and offers a number of services including RSVP, Congregate Nutrition, Assisted Transportation, Meals on Wheels and Leisure/Wellness. These services and opportunities allow older adults to remain in their homes for as long as possible; to avoid unwanted or unnecessary institutionalization; and to age in place with dignity and respect.

An estimated 470 RSVP volunteers will serve at 16 volunteer stations over the course of 3 years. Of this number, a minimum of 66 RSVP volunteers will be placed in outcome assignments. Some of their activities will include delivery of home delivered meals, medical and non-medical transportation services, congregate meals, safety checks, nutrition, and income tax preparation. The primary focus area of this project is Healthy Futures. At the end of the three-year grant, it is expected that 875 individuals, surveyed through the home delivered meals, transportation and congregate meals programs, will indicate having increased social support; the dollar value of tax preparation fees saved by approximately 1,100 economically disadvantaged individuals and families will total \$110,000; and that the total dollar value of tax refunds generated by RSVP volunteers' service will be at least \$500,000. The CNCS federal investment of \$65,850 will be supplemented by \$285,458 in local, county funds.

RSVP will utilize a variety of methods to determine the effectiveness of its service activities by including surveys, quarterly and annual reports, station reports and other outcome measurement tools designed during programmatic planning. Outcomes include nutritious food security, secured sense of well being and independence, increased social ties and education, monetary savings, improved health, strength and balance, among many others.

## Strengthening Communities

Maui County, a four-island county in the State of Hawaii, is home to 163,019 residents (unless otherwise noted, all census data is cited from the Maui County Planning Department, Socio Economic Forecast, 2006 or the U.S. Census Bureau, 2014). Maui County is the third most populous county in

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the state, and its population has been growing faster than the rest of the state in the last five years. The County's resident population for those 65+ makes up 15% of the total, that being 24, 000. It is critical to note that Maui County's 65+ resident population increased a staggering 74% from 2000 to 2015. Maui County is a racially diverse community with: 35.9% White, .9% Black, 28.7% Asian, 10.7% Native Hawaiian and Other Pacific Islander, .6% American Indian and Alaska Native, 11% Hispanic or Latino, and 23.2% Two or more races.

The state of Hawaii is an isolated volcanic archipelago, containing hundreds of islands spread across 1500 miles in the Central Pacific, and is the only state comprised entirely of islands. Hawaii is unique in many ways due to its physical location, topography, geography, demographics, and history. In the field of aging, the State of Hawaii, Executive Office on Aging, reports that Hawaii's population is aging much faster than the United States national average, with Hawaii having the highest life expectancy of 81.3 years and having the fastest growing population of those 85 years and older, increasing at a rate of 190.8% between 1990 and 2010, compared with a national increase of 29.6% (U.S. Census, 2010).

Of the main islands making up the state, Maui County differs from the other counties in that its jurisdiction covers four islands rather than a single island. These islands include Maui, Molokai, Lana'i and Kahoolawe (uninhabited) and spans 1,171 square miles. The three populated islands (Maui, Molokai and Lana'i) are only accessible by means of air and sea transportation.

The island of Maui is the second largest of the Hawaiian islands, at 727.2 square miles, and is the largest of the four islands of Maui County. It has a resident population of 151,011. The projected population for 2030 is 186,254, an increase of 23% from 2015. Maui island's 65+ resident population is 22,085 or 15% of the total population. By 2030, this figure is projected to increase to 37,331. Kahului and Wailuku, the first and third most populous areas on the island, serve as the commercial, governmental, medical and financial hubs of the island. The other less populous areas of the island include Kihei, Kula, Makawao, Pukalani, Paia, Haiku, Hana and Lahaina.

Lahaina, once the capital of Hawaii and an historic whaling and sugar plantation town, is home to 23,286 residents. The 65+ resident population is currently 2,141, and by 2030, this figure is expected to increase to 2,524, an 18% increase from 2015. Due to its history as a plantation town, where laborers

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were brought in from many countries (Japan, China, Philippines, Portugal, Korea to name a few), and the influx of those moving to the area, Lahaina has a very ethnically diverse population. Its diverse heritage, similar to what is systemically observed in nearly every community in Maui County, has made it a true cultural melting pot. Lahaina is now one of two primary destination resort areas on the island and, as such, experiences a significant fluctuation in de facto population. On any given day, Lahaina's de facto population can reach well above 45,000 (Hawaii Tourism Authority). Lahaina is also home to many 65+ "snowbirds" who leave their homes on the Mainland or in Canada and live in the area during the winter months. Another unique quality about Lahaina, yet often times considered a critical safety concern, is its isolation from the rest of the towns on Maui: it has only one principle arterial (2 lane) road, predominantly located in the tsunami inundation zone, that is used to get in and out of the region. This lack of infrastructure has been discussed and debated for many years but has yet to be sufficiently addressed. In times of emergency situations (medical, fire, tsunami warnings), the residents of Lahaina, especially the elderly, remain vulnerable due to this lack of connectivity to the rest of the island, notably to Maui's only acute care hospital which is located in Wailuku. Closures occur more frequently than other arterials and are traumatic. They can cause families to be separated for hours, sometimes longer (Hawaii State Department of Transportation, Transportation Access Plan, 2009).

Lanai is the sixth-largest island in the state at 140.5 square miles and the third largest of Maui County. Its primary uniqueness is that 98% of the island is held in private ownership. Its resident population is 4,046, with those 65+ accounting for 687. By 2020, the island's 65+ population is expected to increase by 16.5% to 801. By 2030, this figure is projected to increase to 1,065, a staggering 55% increase from 2015. Lanai is extremely rural in nature: it has one town, Lanai City; has one post office; one school (Lanai Elementary and High school); two small grocery stores; and is known for having no traffic lights. As the main economy of pineapple phased out in the 80's and 90's, tourism eventually replaced this focus with the development of two resort hotels. In general, due to its isolation and small size, the island is very limited in all services, has a high cost of living and a low income base with 35% of households on Lanai earning less than 50% of the HUD Median.

Molokai is the fifth largest island in the state at 260 square miles and is the second largest of Maui County. The resident population is 7,542 with those 65+ accounting for 1,228. By 2020, the island's 65+ population is projected to grow to 1,329, an 8% increase from 2015. By 2030, the 65+ population

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is expected to be 1,718, marking a 40% increase from today's figure. Molokai is characterized by its remoteness, desired seclusion and, for many residents, its passionate bond to ancient Hawaiian culture. The largest town on the island is Kaunakakai and similar to Lanai, the island has very limited services, no shopping malls or traffic lights. Molokai consistently has the highest unemployment rate in Hawaii and this was further compounded by the closure of one of its main employers, Molokai Ranch, in 2008 (State Department of Labor & Industrial Relations). The poverty level on Molokai is evidenced by income census data which indicates 1,007 of 2,603, or 39%, households on Molokai earn less than 50% of HUD median.

With 25% or more of Maui County's population being below poverty level (earning 50% or less than HUD Median) and living in communities that are not only rural but physically removed from more populous areas, those 65+ are in greater need of food security, companionship, and reliable, consistent transportation services. RSVP Volunteers will provide more than just home delivered meals, congregate meals, assisted transportation and the like to meet these basic and fundamental needs; they will provide the emotional, social and physical support that is oftentimes neglected and ignored in our elderly population. This is paramount to addressing the overwhelming and debilitating feelings of isolation and depression, and serves as a means to prolong the need for institutionalization.

### **Recruitment and Development**

Maui County RSVP's core mission is to recruit, train and place volunteers 55 and better where their services and expertise can help meet the variety of community needs found on all three islands. RSVP is featured in the sponsors' monthly newsletter publication (The Best Years) with a full page dedicated each month to recruitment, volunteer accomplishments, etc. Dedicated Advisory Council members provide input into the content. Distribution of the newsletter via direct mailing is 5,000+ to individual homes, physicians' offices, medical facilities, information centers, and other public locations, providing for unparalleled public awareness and support for RSVP.

The sponsor operates two primary Leisure/Wellness facilities separated geographically by approximately 30 miles: Kaunoa Senior Center in Spreckelsville and West Maui Senior Center. Annually each facility offers hundreds of weekly and short-term classes and activities, engaging well over 5,000 senior citizens, serving as a significant source for recruitment of RSVP volunteers. The close relationship between the two programs also serves as a powerful retention tool, as volunteers are afforded access to one-of-a-kind educational, motivational, inspirational, and enrichment

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opportunities at low or no cost due to Leisure/Wellness program subsidies. All RSVP volunteers receive Kaunoa's monthly newsletter containing the RSVP feature page, linking them to these opportunities, as well as many other community resources.

The RSVP Advisory Council is governed by adopted By-Laws and each member serves 1 or 2 two-year terms. The size of the Council may range from 10 - 15 members. Meetings are held every other month and include reports from program staff, the director, as well as the sponsor's Assistant Administrator. Members representing Molokai and Lanai are also afforded the opportunity to report on their community's volunteer needs, accomplishments and concerns. Advisory Council members take an active role in the planning and implementation of special projects such as Mayor's Day of Recognition for National Service, National Veterans Corps ceremony, National Days of Service, Blossoms for the Brave, a co-sponsored community initiative between the sponsor and County of Maui's Mayor's Office. Blossoms for the Brave, an annual event held every Friday preceding Memorial Day, brings hundreds of RSVP and community volunteers of all ages together to create 2,700+ leis to honor every veteran laid to rest at the Makawao Veteran's Cemetery.

RSVP Advisory Council membership is evaluated annually to ensure their representation in the following areas: race, ethnicity, sexual orientation, degree of English language proficiency, veterans and military family members, volunteers with disabilities, and volunteers between the ages of 55 - 70 years old. In addition, Advisory Council members are conscientiously recruited from the various communities on all three islands in order to facilitate representation for the community in which they reside. Advisory Council members serve as a key recruitment arm for RSVP, especially in Focus Areas and areas of Priority Community Need. The members are regularly solicited for input on recruitment efforts and project development. Because of their diverse backgrounds and geographical representations, and their concerted effort to recruit for ethnic diversity through nominations and referrals, RSVP is able to expand and bridge public awareness of its program to the greater Maui County community.

Program staff have developed interview checklists and orientation packets for new volunteers, to ensure successful placement of volunteers in Primary Focus Areas and Community Priorities. Staff have also developed a comprehensive checklist/screening tool and orientation packet to assure effective training of volunteer station managers on their role and the requirements of being selected as

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an RSVP station.

Maui County RSVP offers several capacity-building services to registered stations in Primary Focus Areas as well as Other Focus Areas and Capacity Building. These are:

1. In partnership with organizations such as the Volunteer Center of Maui County and Hawaii Network of Volunteer Leaders, workshops are offered in volunteer management in which best practices, news and research are discussed and ongoing availability of technical assistance, support and coaching in volunteer management are shared;
2. Added value to stations' volunteer programs through benefits their RSVP volunteers receive, i.e. volunteer insurance, partial transportation reimbursement, educational and enrichment events and activities, monthly newsletter, and annual recognition and appreciation events;
3. Increased recruitment capacity through promotion of available volunteer opportunities via Kaunoa's monthly newsletter (The Best Years), speaking engagements, and outreach activities, community fairs and events such as the First Hawaiian Bank PrimeTime Wellness Fair, the Maui County Fair, and the annual Caregiver's Walk to name just a few. Each of these venues provide key opportunities for RSVP to showcase its program to a diverse audience and garner interest by those 55 or better.

Annual volunteer satisfaction surveys have been developed and implemented to measure volunteers' satisfaction with placement, training and guidance provided by volunteer stations, and degree of life enhancement as a result of RSVP volunteer experiences. In 2014, RSVP Volunteer Satisfaction Surveys indicated that 98% of volunteers rated their experience as satisfying and 94% felt their retirement years were enhanced by their RSVP volunteer experiences (response rate: 80%). Surveys are also conducted for Episodic Projects to measure volunteers' satisfaction with the experience as well as their interest in engaging in that particular assignment or type of project in the future.

Three major annual volunteer recognition events are held, one on each island (Maui, Lanai and Molokai), providing acknowledgement and appreciation on behalf of the community as a whole, as well as on behalf of community leaders and elected officials. RSVP receives substantial support from

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the other Kaunoa Senior Services programs, i.e. bus transportation for volunteers, manpower, equipment and facilities, etc. The Maui County Mayor and County Council members consistently attend and enthusiastically participate in recognition events; and U.S. Senators and Representatives consistently acknowledge the occasion with a special message read at the event, individual certificates of appreciation, and/or by sending a representative.

Volunteers are also acknowledged by their stations through luncheons, ceremonies, gifts and certificates of appreciation. In many instances, these individuals form strong emotional bonds with the people they work with and those they assist. This allows for the formation of a dedicated group of volunteers who share their love of volunteering and have a genuine concern for the community and those impacted by their service.

### **Program Management**

The RSVP program regulations and applicable laws are overseen by the County of Maui RSVP Director. The compliance with all documents by volunteer stations is carried out through close association between station supervisors and managed by RSVP Program Assistants. Over the past 2 years, the program has graduated approximately 50 stations in compliance with Right-Sizing, to allow for increased attention and support for stations within our scope of Focus Areas and Community Priorities. No further graduation of stations or sites with active volunteers during this grant period is expected. Program staff annually conducts an assessment of volunteer stations' compliance in order to identify areas of concern which provides a basis for problem solving. Memorandums of Understanding are renewed every three years or earlier if warranted. Program staff have developed and implemented a comprehensive checklist to evaluate station conditions to assure alignment with Primary Focus Areas. The checklist serves as a valuable tool to ensure a thorough orientation and training on RSVP policies, procedures and performance measures expectations, as well as the volunteer stations' roles and responsibilities. Volunteers are given the opportunity to discuss their volunteer experiences during these visits, as well as any other time. Program staff work closely with volunteer station personnel to gather data needed for reports, including monthly timesheets signed by both the volunteer and station manager, and overall review of project outcomes is conducted as part of operational plan monitoring.

Annually, program staff conduct informal 'exit interviews' with outgoing Advisory Council members to assess program accomplishments and areas for improvement. In addition, Advisory Council

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members and program staff utilize the RSVP Project Self-Assessment Checklist to evaluate all aspects of the program and use the results to strategize on improvement plans for the following year. Also conducted on an annual basis, data is gathered through volunteer and station satisfaction surveys on the effectiveness and quality of RSVP. In 2014, RSVP Volunteer Satisfaction Surveys indicated that 98% of volunteers rated their experience as satisfying and 94% felt their retirement years were enhanced by their RSVP volunteer experiences (response rate: 80%).

The County of Maui provides 80% of the direct program funding for RSVP, in addition to facilities, utilities, equipment, and support services. All fiscal operations and inventory are maintained utilizing County financial management systems, as well as accounting and clerical personnel. RSVP receives monthly accounting statements that reflect all transactions within the budget period for review by Kaunoa Senior Services Administration and RSVP Director.

### **Organizational Capability**

Maui County government, which has an operating budget of \$620.7M for FY2016, has sponsored the Maui RSVP project for 42 years under the Department of Housing and Human Concerns (DHHC). Kaunoa Senior Services (Kaunoa), a division of DHHC, has an operating budget of \$5,508,527 (FY2016) and is highly regarded for providing a variety of outstanding programs for Maui County's senior citizen population. It is the most appropriate organization to carry out the mission of RSVP which is to enhance recruitment and overall program impact in the community. Kaunoa's services and programs are far reaching and touch the lives of many kupuna (elderly) on all three islands making up Maui County: over 7,000 Maui County senior citizens are served by Kaunoa's programs.

The RSVP Director has principal responsibility for the project and has worked in the division for 29 years, serving in 3 major areas of operation with the division: Meals on Wheels, Congregate Nutrition and Leisure/Wellness. She has been in the position of RSVP Director for 15 years and is responsible for the overall program in meeting fiscal and programmatic deliverables, overseeing the project's strategic planning and program growth, and development of Primary Focus Areas.

The director is supported by two program assistants on Maui, who provide over 30 years combined experience with RSVP. Kaunoa staff (aids and program assistants) on the islands of Lanai and Molokai provide additional support to program operations in their respective locales. As a county entity, RSVP is further able to draw on support from other county funded staff, both housed in

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Kaunoa Senior Services as well as in other departments. RSVP staff participates in robust development and training opportunities offered by Kaunoa and the Maui County Department of Personnel Services. RSVP staff keeps current on volunteer trends and the latest research on volunteerism through attendance at training conferences and educational events. When feasible, volunteers and Advisory Council members are offered these opportunities as well. The director attends CNCS training events in accordance with grant mandates. The entire staff (permanent employees and emergency and contractual employees alike) and administration of Kaunoa have a history of cooperation with other senior services agencies in the area, and the division itself is well known and long respected not only in the Maui County community but in other counties in the state!

Kaunoa provides office space, furniture and computers for all three RSVP personnel, as well as a workstation and computer for volunteers who assist with data input. The organization is equipped with duplicating equipment, fax machine, computer network, internet service, and access to meeting rooms and class rooms. The program is governed by, whether statutorily or policy driven, arduous county government purchasing, procurement, and travel procedures; personnel and collective bargaining agreement policies; and a fiscal management system. In 2014, the County of Maui received a Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association of the United States and Canada for its Comprehensive Annual Financial Report (CAFR). "The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management", said Stephen Gauthier, GFOA's Technical Services Center Director.

Kaunoa has several mechanisms in place to provide self-assessment, evaluation and to ensure continuous program improvement and development. These include: quarterly operational review and measurement of progress towards county objectives and performance measures; annual personnel evaluations to ensure competency in meeting organizational and program goals; and annual strategic planning.

The mission of Kaunoa Senior Services is to continuously create those special and exceptional experiences and opportunities which will make the retirement years feel like the best years. Six important values have been established in support of Kaunoa's mission: Legendary Service;

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Management is Serious Business; Front-Line Workers are our Greatest Resource; Everyone is a Team Player (accountability); Constant and Continuous Improvement (Kaizen); and Having Fun is our Way of Life (celebrating accomplishments). Kaunoa's Mission and Values provide powerful support and direction to not only the staff of Kaunoa, but unquestionably in RSVP's volunteer leadership role within the Maui County community.

### **Other**

#### ADDITIONAL CLARIFICATION

##### 1. PROGRAM MANAGEMENT & PERFORMANCE OUTCOMES

RSVP of Maui County uses Volunteer Reporter to manage volunteer hours. Stations submit volunteer hours according to established program policy. All data is entered from our administrative office by Program Assistants, who also send timesheets to station supervisors each month. Volunteers record their hours on the timesheet at the stations when they volunteer. Station supervisors are asked to submit timesheets by the 3rd of each month. Each month, a report is generated, including monthly hours by volunteer (shows monthly and year to date totals) and hours served by station (shows each station and which volunteers were active in the past month including number of volunteer hours). Program Assistants use data to fulfill large or recurring requests. An Excel spreadsheet is used to track hours, number of volunteers and number of people served by each station and by outcome. The spreadsheet is broken out by month and by quarter. Data is presented to the Advisory Council on a monthly basis for review and approval; Program Assistants and Program Director receive a copy. Impact statement results are compiled in our administrative office in a Word document for easy evaluation. Originals are kept for the required amount of time. Impact statements and satisfaction surveys are distributed to stations and/or participants in nearly every work plan we have. Analysis of data is used to improve the services as well as volunteer experience. Surveys focus on gaps in service areas and possible improvements in the communities we serve. Program Director, Program Assistants and advisory council members draft the survey and carefully analyze results. Results are shared with Maui County Council members and administration, and funders for accountability purposes.

##### 2. DEMOGRAPHICS & RECRUITMENT

Kaunoa Senior Services recognizes the unique geographic and community composition and needs in Maui County and makes dedicated efforts to address proportionate recruitment and representation for all service areas.

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Lahaina, once the capital of Hawaii and an historic whaling and sugar plantation town, is home to 23,286 residents. The 65+ resident population is currently 2,141, and by 2030, this figure is expected to increase to 2,524, an 18% from 2015. Due to its history as a plantation town, where laborers were brought in from many countries (Japan, China, Philippines, Portugal, Korea to name a few), and the influx of those moving to the area, Lahaina has a very ethnically diverse population. Its diverse heritage, similar to what is systemically observed in nearly every community in Maui County, has made it a true cultural melting pot. Because it is one of two destination resort areas on the island, its de facto population can reach well above 45,000 (Hawaii Tourism Authority). Lahaina is also home to many 65+ "snowbirds" who leave their homes on the Mainland or in Canada and live in the area during the winter months. Another unique quality about Lahaina, yet often times considered a critical safety concern, is its isolation from the rest of the towns on Maui: it has only one principle arterial (2 lane) road, predominantly located in the tsunami inundation zone, that is used to get in and out of the region. This lack of infrastructure has been discussed and debated for many years but has yet to be sufficiently addressed. In times of emergency situations (medical, fire, tsunami warnings), the residents of Lahaina, especially the elderly, remain vulnerable due to this lack of connectivity to the rest of the island, notably to Maui's only acute care hospital which is located in Wailuku. Closures occur more frequently than on other arterials and are traumatic. They can cause families to be separated for hours, sometimes longer (Hawaii State Department of Transportation, Transportation Access Plan, 2009).

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uniqueness is that 98% of the island is held in private ownership. Its resident population is 4,046, with those 65+ accounting for 687. By 2020, the island's 65+ population is expected to increase by 16.5% to 801. By 2030, this figure is projected to increase to 1,065, a staggering 55% increase from 2015.

Lanai is extremely rural in nature: it has one town, Lanai City; has one post office; one bank; one school (Lanai Elementary and High school); two small grocery stores; and is known for having no traffic lights. Primary employment is focused within the two resort hotels, built after the phasing out of pineapple production in the 80's and 90's. In general, due to its isolation and small size, the island is very limited in all services, has a high cost of living and a low income base with 35% of households earning less than 50% of HUD median.

Molokai is the fifth largest island in the state and is the second largest of Maui County. The resident population is 7,542 with those 65+ accounting for 1,228. By 2020, the island's 65+ population is projected to grow to 1,329, an 8% increase from 2015. By 2030, the 65+ population is expected to be 1,718, marking a 40% increase from today's figure. Molokai is characterized by its remoteness, desired seclusion and, for many residents, its passionate bond to ancient Hawaiian culture. The largest town on the island is Kaunakakai and similar to Lanai, the island has very limited services, no shopping malls or traffic lights. Molokai consistently has the highest unemployment rate in Hawaii and this was further compounded by the closure of one of its main employers, Molokai Ranch, in 2008 (State Department of Labor & Industrial Relations). The poverty level on Molokai is evidenced by income census data which indicates 1,007 of 2,603, or 39%, households on Molokai earn less than 50% of HUD median.

With 25% or more of Maui County's population being below poverty level (earning 50% or less than HUD median) and living in communities that are not only rural but physically removed from more populous areas, those 65+ are in greater need of food security, companionship, and reliable, consistent transportation services.

Kaunoa Senior Services steadfastly focuses on recruiting volunteers from diverse backgrounds and from all the communities within Maui County. Given the rural character and isolated nature of Lanai and Molokai -- being small islands with limited access (air and sea transportation only), and the remoteness of Lahaina on Maui, the need to have a designated RSVP Advisory Council member from these areas is paramount in assuring that volunteers recruited for RSVP programs are well

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represented in these areas: therefore council member "positions" for these specific areas have been designated in order to focus on targeted recruitment.

The lifestyles, mindsets and dispositions on Lanai and Molokai are often referred to as being "different" than that on Maui. These differences can be attributed to the small physical size of each area, the intricate closeness of its residents, the lack of services which are predominately considered to be standard, or a given, in most other communities, employment opportunities, etc. Given the lack of connectivity to the islands of Lanai and Molokai from Maui, the everyday communication and interaction with residents is limited, if non-existent. As such, this is why advisory council members who are specifically from these islands are key to networking those familiar to them, and those who are not, in their communities to become RSVP volunteers, and to serve in the area in which they live. They are familiar with the residents and have the deep rooted connections that those on the outside (i.e. those not living on the islands) don't have; they are familiar with the dynamics, intricacies, and idiosyncrasies of their community; they are familiar with the needs and demands where volunteers can best serve. They are not seen as outsiders and are embraced and accepted by their community. This type of relationship between the council member and their community fosters the ability to bring together people of diverse backgrounds within the community to volunteer and to further build positive relationships within the community. Similarly, although not separated physically by water, Lahaina on the island of Maui, needs to have an advisory member from this area for similar reasons; because this person understands the Lahaina community and is familiar with the dynamics of its residents and issues. There is a bond; a closeness; that really only those who live in the area understand and appreciate. By the same token, the volunteers in all of these remote areas want to feel good and know that they contributed to the benefit of their own community. When advisory council meetings are held, these specific members are always given an allotted opportunity on the agenda to update the rest of the Maui island members and Kaunoha staff about recruitment opportunities, issues, concerns, and anything else they feel is relevant about their communities. It is during these updates that all members and Kaunoha RSVP staff learn of situations, opportunities, concerns and the everyday goings-on of these areas; what is shared is more than often times items that no one would otherwise know about. All the advisory council members and Kaunoha RSVP staff, who themselves come from an array of ethnic and socio-economic backgrounds, work hard to ensure that the volunteers recruited have a quality experience and can reflect on the meaning of their service to their community, while enhancing the quality of their own life. In addition to RSVP staff and

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Advisory Council members, Kaunoa Senior Services staff from other sections who are assigned to the islands of Lanai and Molokai, and Lahaina, actively participate in volunteer recruitment efforts and provide additional input and insight on community needs.

### **3. VOLUNTEER TRAINING CURRICULUM**

RSVP Volunteer Training Curriculum begins with an orientation conducted by RSVP Program Assistant eligibility, policies and procedures, volunteer opportunities and service activities in Healthy Futures focus area. An orientation packet is provided to all potential volunteers, and includes a CNCS National Senior Corps fact sheet, RSVP brochure, CIMA Volunteer Insurance brochure, a volunteer enrollment form, designation of beneficiary, mileage reimbursement form, and instructions. Volunteer opportunities are then discussed and explained by the RSVP Program Assistant, and when the volunteer decides to proceed with an assignment, the next step is taken in the Training Process.

The RSVP Program Assistant arranges for the volunteer to meet with the Program Specialist for the selected service activity volunteer station and provides the Program Specialist with basic information on the volunteer. At that meeting, the volunteer is provided with a descriptive program brochure & packet, which includes detailed program description, client eligibility, scope of service, days of service, hours of operation, station contact information, volunteer job description, policies, service delivery procedures, geographic areas of service and maps, as well as emergency response protocol. Volunteers complete a volunteer application form for the volunteer station, including information necessary for the station to complete a Criminal History Background Check through the Hawaii Criminal Justice Data Center's Criminal Justice Information System.

After this process is completed, the volunteer is scheduled to accompany a Program Aide, assigned by the volunteer station Program Specialist, for an actual service activity ride-along or site visit to confirm volunteer commitment. In order to adequately prepare volunteers for serving clients in the Healthy Futures focus areas, the Training Process continues with scheduled instruction on client safety and communication procedures for assisting frail elderly clients, provided by the volunteer station Program Specialist. State of Hawaii Public Health Nursing Department training personnel are scheduled to provide instructions on how to manage seniors who are in wheelchairs and how to assist those with chronic conditions, characteristics that are consistent with clients receiving services in the Healthy Futures focus area stations. In support of volunteer and client safety in the Transportation

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and Food Delivery service activities, volunteers are then scheduled to attend Defensive Driver Safety Training provided by County of Maui's Risk Management Specialist. A review is then conducted by the volunteer station Program Specialist, including specific instructions on personal safety and emergency protocol during service delivery in all service activities. Volunteers are then scheduled by the Program Specialist to accompany volunteer station Program Aides on actual service delivery ride-along or site visits for a minimum of 2 weeks or until the Program Specialist determines the volunteer to be adequately trained to provide service delivery independently with confidence and accuracy. The Program Specialist then assigns the volunteer to a regular service delivery schedule, as agreed upon with the volunteer.

### **PNS Amendment (if applicable)**

N/A