

Northern New England Volunteer Caregivers' Network

# Information and Inspiration for Starting Faith in Action Programs

And Guide to Additional Resources.

**"Faith in Action groups perform deliberate acts of kindness. Their sensible acts of decency won't nudge Wall Street's stock tickers. They won't make the cover of *People*. But they make a difference in the lives of ordinary people."**

*- Author Ken Davis, Rutland Herald, Vermont, April 8, 2007*



## Table of Contents

<b>About the Northern New England Volunteer Caregivers' Network .....</b>	<b>3</b>
<b>How to Use This Guide .....</b>	<b>4</b>
<b>What Inspires You to Serve Your Community?.....</b>	<b>4</b>
<i>What FIA has meant to program leaders, volunteers and recipients</i>	
<b>Starting a Program and Moving Forward.....</b>	<b>11</b>
<i>Introduction</i>	
<i>Five Steps to Get Started</i>	
<i>Advice from Program Leaders</i>	
<i>Note for Larger and Growing Programs</i>	
<b>Examples of New England FIA Network Programs.....</b>	<b>14</b>
<i>In the areas of</i>	
▪ <i>Home visiting and social connections</i>	
▪ <i>Transportation</i>	
▪ <i>Food assistance</i>	
▪ <i>Health support</i>	
▪ <i>Energy assistance</i>	
<b>How Can the Northern New England Volunteer Caregivers' Network Support Your Efforts?.....</b>	<b>17</b>
<i>Information and mentoring resources within the New England Network</i>	
<b>Guide to Additional Resources.....</b>	<b>21</b>
<i>Faith in Action resources available through national network and     other online resources</i>	
<b>Program Contact Information.....</b>	<b>23</b>
<i>Maine, New Hampshire and Vermont</i>	

## **About the Northern New England Volunteer Caregivers' Network**

Beginning in 1984 with 25 programs chartered and funded by the Robert Wood Johnson Foundation, Faith in Action has grown into a national force for good with over 600 active programs across the country. In 2007, as part of its exit strategy, the Robert Wood Johnson Foundation financed the founding of 15 national 'FIA' networks and then moved on to new priorities.

One of those, the Northern New England Volunteer Caregivers' Network is a collaborative of local Faith in Action programs in Vermont, New Hampshire and Maine. We are people who have seen needs in our communities and have taken leadership to organize ways for local volunteers, friends and neighbors to meet those needs in ways that bring joy and connection to the lives of givers and recipients alike. We operate programs in cities, rural areas and islands of our three states.

Experience teaches us that expansion of the proven Faith in Action model, new collaborative partnerships and ways of serving are essential components of the nation's growing need to help folks age in place locally.

Faith in Action programs bring volunteers together to care for their neighbors who may be isolated, living with chronic health conditions or disabilities, or having difficulty meeting their needs for transportation, socialization, adequate, healthy food, winter heating or other basic needs. Volunteers come together from the community, churches, businesses, fraternal organizations, other houses of worship as caring neighbors to provide many forms of non-medical assistance, such as:

- Transportation to medical and other appts.
- Group socialization activities and meals
- Help with shopping, reading or bill-paying
- Creative and instructional programs
- Handyman-type home repairs + ramps
- Respite care for family caregivers
- Friendly visiting and telephone support
- Referrals to other needed services

Such simple services can provide the safety net that makes it possible for those needing assistance to enjoy a better quality of life and to maintain their independence longer. Whether part of a faith community or not, volunteers and recipients of Faith in Action programs partake in a spirit of neighborly compassion and sharing that is individually fulfilling, and strengthens the relational bonds that hold our communities together. Family and small community has historically been the cornerstone of human civilization and has been as well Northern New England's legacy. We believe that characteristics of rich communities including closeness, honesty, and diversity built upon intergenerational trust and caring for one another as neighbors helping neighbors can only be sustained by rediscovering the joys of helpful, creative, engagement with our aging and disabled neighbors.

***Our wonderful volunteers come from all walks of life, with the only test being to be a willing and responsible person who wants to devote some of their time to helping others, discovering that they receive as much or more than they give.***

## How to Use This Guide

During the 23 years of the Robert Wood Johnson Foundation's support of Faith in Action programs, a large inventory of program resources ranging from recruitment and outreach strategies, to program management were created that provide steps and templates for developing and running programs. There are resources available through numerous online sources as well. This guide is not meant to recreate these. Its primary purpose is to provide an accessible way for service-oriented community leaders to survey and develop seed ideas, and to connect to other members of the vital and active Northern New England Volunteer Caregivers' Network. It does provide a few pointers to resources we have found valuable. But most of all, it celebrates that our growing network of inspired and inspiring colleagues and kindred spirits is the most valuable resource of all.

By reinvigorating the community building process of neighbors voluntarily helping neighbors, we develop the sustainable long-term ability to provide needed services, offer companionship, and improve housing stock so that our vulnerable senior and disabled neighbors feel protected and valued, knowing their community still cares. Our volunteer programs and services provide the necessary "missing link" of community support and referrals for other federal and state-funded services to be maximally effective. Our common goal is to help the elderly and disabled remain in their homes and communities as happily, healthily, safely, long and participatory as possible. Together we improve the quality of life, help to avoid expensive and often isolating nursing home care, while helping our elderly "neighbors" to continue to contribute to the life of their community.

Community is the most tried, true, friendly, competent, successful  
and sustainable medicine for healthy aging. FIANCP <sup>1</sup>

## What Inspires You To Serve Your Community?

In our Northern New England Network and Faith in Action networks throughout the country, we nourish others and are nourished ourselves by learning ever more deeply the meaning of service. Anne Frank said, "How wonderful it is that nobody need waste a single moment before starting to improve the world."

### What has Faith in Action meant to program leaders and volunteers?

Our program leaders and volunteers have said:

- I felt that I needed to have a job that had a purpose, to help people in need. I have met so many wonderful people, both volunteers and clients. I feel blessed that I am able to do the work that I do. – Bobbie Gaudes, Whitefield, NH

- I received a phone call from an elderly lady we assisted, telling me she didn't know how the people managed before Faith in Action became a part of the community. That dear soul passed away in March but I take great comfort knowing that we made her last few months much easier for her. – Sue, VT
- I had worked as a hospice volunteer in the community and had seen the need for more practical daily support and volunteer contact, to make it easier for end-of-life support to be accepted by families. After working in a FIA program, I was inspired to start such a program in a neighboring area. -- Jo Cooper, Ellsworth, Maine
- Volunteering for Faith in Action brings meaning to my life. As a senior citizen there aren't many avenues to express myself and volunteering gets me back in the community and fills those needs. I'm double blessed! Every time I do something for my neighbor, I get twice the joy in return. – Winnie Mundinger, Marshfield, VT
- We were inspired by the desperate need expressed by older residents of our community for alternative sources of support, as many did not qualify for state assistance and lacked the familial or social network to meet their needs. This has been an invaluable service to consumers and their family members. The interfaith composition has (also) made a strong statement to many in our community. -- Donna Odde, Concord, NH
- Believing in the Gospel message and the importance of social justice, our group recognized that there were many unmet needs in our area. – Sister Pat McKittrick, Winooski, VT
- Every day we hear stories from our clients and volunteers about the difference our services are making in the lives of the people we serve. The services we provide are not rocket science. They are simple everyday things that most of us take for granted. But the assistance our volunteers provide are making a profound impact on the level of independence and dignity that our clients experience. These heartwarming stories provide our fuel to continue to do more! -- Donny Guillemette, Bedford, NH
- Faith in Action gives me the opportunity to meet with a group of people and relate. It keeps my mind open to things going on outside my home. After attending a meeting with the Cabot group, I always come home thinking 'Oh, gosh that was fun,' and I like feeling that I can participate in some way. FIA gives me a feeling of belonging, which you don't find a lot these days. –Pauline Lawrence, Marshfield, VT

- For many individuals, being isolated, homebound and without support is a reality. I believe that a successful community is one in which neighbors care for one another and which puts its own resources to work to improve the quality of life for all its residents. Our dedicated volunteers give over 5,000 hours a year helping others. They are my inspiration. -- Kate Coss, Manchester Center, VT
- Island Connections was founded and continues to exist out of concern, by compassionate people, for our elder and disabled neighbors. The staff, volunteers and donors feel we get as much as we give, if not more. The good feelings come from knowing we are providing a needed service, knowing we are positively impacting the lives of people in need, making friends with our neighbors, and hearing their stories. -- Chris Keefe, Bar Harbor, ME
- When we heard area rural elders again and again commenting "I used to know everyone in town, but now I don't even know half the folks in the village" we knew it was time to develop solutions. The basic volunteer FIA model has proven to be adaptable to meet so many local needs it continues to be a heart-warming privilege to be part of this inspiring work. -- Bill Cobb, Cabot, VT
- I love the variety of the opportunities we have to offer. We can utilize any age volunteer with any restrictions or preferences. An individual that may not otherwise be able to give back to their community can do so with us. I think volunteers like the flexibility, autonomy and idea of the program. One can volunteer once a week to just once a month. We make the opportunity fit the volunteer, not the other way around. --Cindee Tanuma, Derry, NH
- Surprise! Surprise! It came as no surprise that a warm, fuzzy feeling of "doing good" accompanied each trip I made for Faith in Action, driving folks in need of a ride for various errands and appointments. It was a feeling I guarded against, however, because ego should have no part in volunteering to be Christ's hands (or tires!) in this mission. What did come as a surprise blessing was the overwhelming feeling of gratitude and contentment in my modest circumstances and humble home. A thankful heart for all I have been blessed with has been a gift I received for sharing so little with those who need so much. -- Nancy Rovero, West Burke, VT
- "The benefits for the people who receive volunteer assistance are apparent, but it is as much a blessing for those who volunteer. I visited a lovely, elderly lady who lived by herself. She was such a joy to be around and had a wonderfully infectious smile and sense of humor! The time with her was, also, an invaluable lesson on life in general. It gave me insight into the loneliness associated with old age or living alone or having special needs. It taught me never to underestimate the sincerity behind the phrase 'come back soon'. It taught me again how much joy and fulfillment there is in sharing a hug, a laugh or just walking alongside someone during a stroll down (their) memory lane - no matter how many times

before they may have done it. It reminded me not to take for granted, the joy found in simple things like a drive in the countryside or how a boring lunch can become a picnic because it is shared with someone in a park! It, also, made me realize how much I needed to do this, because it filled a strange kind of hole in my own life.” -- Shivali Wallace, Keene, NH

- Providing a welcoming, positive atmosphere for our **Food Share** participants is very important to me. I volunteer because I can control that part of our program and I feel good about helping my neighbors during tight economic times. – Diana Klingler, Cabot, VT
- In a way, it’s a tribute to my mother. She isn’t around for me to help anymore, but this gives me a way to help others with the same kind of needs. So many of our volunteers tell us that they get more out of volunteering than the people they help. We’ve seen some wonderful relationships develop. I’m always inspired by comments expressed by our older residents, such as, “I won’t be lonely today; I’m going to the Faith in Action Coffeehouse”. - Lorraine Redwine, Frenchville, Maine
- Volunteering is meant to enrich the lives of the recipients, but instead I find my life has been greatly enriched by this experience (connecting me with two wonderful elderly members of our community who shared my interest in playing cards and board games). Every week I get to smile as I relive fond childhood memories of playing Yahtzee with my grandmother. – Thelma Lou, Manchester Center, VT
- Being a volunteer has opened new doors for me; introducing me to people I probably would not have had the opportunity to meet otherwise. It is not just helping them one time, it is the regular visits that bring us close together in a lasting friendship, as we share early childhood or working career experiences and share our outlook on the world in which we find ourselves today. Those who are considering volunteering would find their daily lives open much wider and become more fulfilling, for it is in giving that we receive. – Harriet Boone, Manchester Center, VT

Our Network consists of 14 programs in Maine, New Hampshire and Vermont. Together we have combined budgets of about \$1,030,000 with 265,000 hours of **free** services to the elderly and disabled. While our services differ according to location and need, our primary areas of service are **transportation, enrichment programs, friendly visiting, and home repairs** with some of our members now also distributing large amounts of free food to needy seniors and families.

**“I USED TO KNOW EVERYONE IN TOWN, BUT NOW I DON’T EVEN KNOW HALF THE FOLKS  
IN THE VILLAGE.”**

The lament of rural elders everywhere.

**What has Faith in Action meant to program beneficiaries?**

The stories and quote below describe the effects that our services have had on program recipients.

- One day I was working late in the office and noticed a middle-aged woman slipping a note under the door. I opened the door, she handed me the note and mumbled a few words as her eyes filled with tears before walking away due to the inability to speak. In the letter, she indicated that her mother had just passed away and she wanted to thank our volunteers for all they did for her. She wrote that her mother had always told her that she never wanted to die in a nursing home. She closed the letter saying “thank you for granting my mother’s lifelong wish, to live and home independently and dignified until the very end.”  
-- Donny Guillemette, Bedford, NH
- My volunteer is wonderful. I will see that the proper number of points is registered in heaven! -- Ruth, Neighbor to Neighbor, Manchester Center, VT
- I think of one service recipient who had to give up her driver’s license at the age of 95. What she desired most was to get to her weekly hair appointment – an event that had become one of her primary social connections. We were able to provide that and support the friendships she shared with those at the salon that kept her from feeling isolated, as well as provide occasional rides to the doctor’s. Amazingly, she continued to live in her home with very little outside assistance until just before her 100<sup>th</sup> birthday. – The Friends Interfaith Caregivers Program, Concord, NH
- “There are pockets of us, who are feeling so alone and without anyone, tucked all over the mountains of Vermont. Faith in Action is going around untucking us one by one. Now I have someone.” Eva.

“We went to the theater together –what fun!” – Janet and Lynne.

“Ann comes with her two children; we have a wonderful time. She even took me to their school concert.” – Helen.

“Because of your volunteers, I didn’t have to spend Christmas alone.” -- Oni.

“I really think this is the end of my bad days.” –Reta.

-- Comments from Neighbor to Neighbor recipients, Vermont

- “With no friends or family in the area I was referred to Caregivers and matched up with a wonderful girl who did light chores. She has been with me for 2 years now. Another young lady comes on Sunday mornings and helps with laundry.



We sometimes watch movies or play games. I recently got rid of my car because my eyes were so bad and Caregivers matched me up with a woman who takes me grocery shopping and helps with putting them away. I have wonderful relationships with these volunteers and if it weren't for Community Caregivers, I would be homebound and alone with no social outlet. Each one means so much to me and I treasure the relationships with each one. They have made a huge difference in my life and they are the reason that I am able to live on my own." Client at Community Caregivers of Greater Derry, NH

- "I feel that I am so fortunate to have a volunteer like Charlotte. She and I have so much in common and our families are much alike. We understand each other. I look forward to each week when she will be coming and she is very dependable. We older people appreciate all the attention and care; it's nice to know someone is concerned. I feel very blessed." - Irene, Neighbors-In-Deed Keene, NH
- "Thank you for the beautiful ramp that we now have thanks to Faith in Action. Having a ramp was one of the key elements needed in order for my mother to live safely at home again after a several-months-long stay in the nursing home. I cannot tell you what a blessing it is to have her back home again. Because my mother now walks with a walker, having a ramp is absolutely necessary as a safe means of exit for her to be living at home again. The ramp has replaced the wobbly old steps that used to be outside the front door and were really not safe for anyone, much less a frail, 85 year old lady. I love the spirit of community and neighborliness that the Faith in Action program embodies. To me the ramp is more than just a wooden structure; it is a work of art and, as I said to you in person, a godsend." –Lucy Blue, Plainfield, VT
- One of our clients had diabetes. Due to her illness she lost her sight and became very depressed. Her husband was obliged to leave work every day at lunchtime and prepare her lunch, and he was stressed. We connected her with a Girl Scout troop. They took care of her garden, stayed with her at lunch and helped her bake (which she loved to do but could no longer cook alone or eat many baked goods), and she provided them with cookies. Her husband told me, "Because of the assistance my wife received, she was less frequently hospitalized and experienced a better quality of life." – Sister Pat McKittrick Winooski, VT
- The American Cancer Society contacted us desperate for round-trip transportation for day surgery in Boston. The recipient responded: "This has been very stressful for me, not because of the surgery, but because of the transportation issue, I'm very, very, grateful for all of your help, it's much appreciated. I will certainly be in touch after my surgery. Thanks again! Martha". All went well and she was very pleased!

- An elderly man recovering from both a hip replacement and emergency heart bypass was placed in a local senior living facility, at Christmas, with only his unfilled prescriptions. Our volunteers bought his medicines, provided a phone, and checked on him, filling that gap until agency services became active, then helped with car and truck repair issues, and transported him to many medical appointments. He recovered fully and eventually was able to move to Burlington.  
-- FIANCP, Cabot, VT

## **Starting a Program and Moving Forward**

### **Introduction**

There are diffuse and varied needs in most communities, and often the place to start to provide support and services to those in need is simply to establish places and times for people who might not otherwise meet to get together. Many of the best programs emerge and take shape as a natural outgrowth of building community relationships and connections, and more specialized community needs and solutions to meet those needs can more easily be identified and built where there is a base of knowledge, familiarity and caring among area residents, community groups and institutions.

In Cabot, Vermont, the FIA Northern Communities Partnership immediately established a monthly "Seniors' Adventure Morning (SAM) Program." The purpose of the program, now offered in two locations, is simply to connect people and combat the isolation that rural elders and their family and caregivers often deal with. Each SAM offers either live music, comedy, storytelling and/or rhythm exercises, some games and always lunch and good fellowship – a lively coffeehouse feel. As people began to come regularly, this monthly meeting became an occasion to connect elders or their companions with other information and services, to develop enriching service opportunities and relationships for volunteers, and for the Partnership to become known as a resource.

In Winooski, Vermont, a more urban area just outside the city of Burlington, several agencies focused on how they could extend their reach to people in their geographic area that included a high immigrant population and more people living in poverty than in surrounding communities, by working as a coalition. By rotating sponsorship of regular potluck suppers, agencies such as a teen center and Fletcher Allen Hospital Health Care helped to provide a place for initial and ongoing community connection. By using central locations and community events to provide services like blood pressure screenings, they were able to increase the numbers of people served and their impacts. These activities led to the construction of a large new community center, which offers a wide variety of programming for seniors and other community needs.

### **Five Steps to Get Started**

#### **1. Assemble a great committee**

The first step is to identify a few caring and capable people who are interested in developing the activities or services you have in mind. Secure their support and, if it's helpful or needed for the scale of what you are doing, also establish a wider circle of supporters who will lend capacity, diversity and expertise to your efforts.

Identify at least one project champion, someone who has the time, energy and enthusiasm to see the project through and spark others' excitement. And,

identify an individual willing to lead the group, including calling meetings and keeping the process moving. This can be the same as the project champion or someone different.

## **2. Do your homework to assess needs and test ideas of how best to meet them**

Gather some initial information to clarify and specify what the community need(s) you wish to serve are. It's also very important to find out what is already offered or in the works that would compete with or complement what you are trying to do. For example, does a local agency offer a service similar to what you are thinking about, that you could enhance or extend with your efforts rather re-inventing and duplicating administrative costs and effort? Or, does your program serve some of the same population but with a different service than another effort so that you could offer say, health screening and supplementary food more effectively and efficiently if you coordinated?

Identify possible creative, cost-effective and spirited solutions and ways to address the needs. Be pragmatic but not dreary; design your activities with a spirit of fun and the potential to create more joy in the lives of givers and recipients alike. Get some feedback on your ideas (from your community, and perhaps also from the larger network), and don't be afraid to go ahead and try them out and learn by doing.

## **3. Set achievable goals and a plan to assess your progress**

Define a manageable number of people to serve, volunteers to recruit, and funds to raise in a time period that is long enough to get things going but short enough so that your leaders and volunteers can make a contained commitment. (For example, a year may be a good initial period to plan for with an evaluation of progress and commitments at that point).

## **4. Communicate what you are doing to those who would benefit and/or support you.**

A plan for how you will communicate and draw some attention to your message and materials can help potential beneficiaries know about your program or service, recruit volunteers and supporters, and create access to financial support from the community and outside funders. Your messages should be concise, informative and compelling. They will work best for a range of purposes (attracting volunteers, funds, community champions) if they are positive, for example, focused on mutually enriching connections between elders and other community members rather than on loneliness; on well-nourished children having satisfying school and family lives rather than on the misery of hunger.

## 5. Dive in! Implement your activities or program, learn and revise, and grow in service

- Start your activities and build volunteer and financial resources as you need them.
- Recruit new volunteers and broaden your network of supporters and partners.
- Identify checkpoints to monitor your progress, and make adjustments along the way. Periodically re-evaluate your progress, goals and new opportunities.
- Celebrate your progress and milestones.

### Advice from Faith in Action Network Leaders

- Listen and observe to see and hear what is needed in your community, and design your group and activities to meet the needs where you are. Try to keep it simple and make it fit your local situation. You don't need to do everything a program somewhere else is doing, or do it the same way.
- Be realistic. Be clear about the service you want to provide: why it is needed, how much money is needed and how much is available, which part of the population the program will serve and how you will measure the outcomes and impact on people's lives as a result of what you do.
- When choosing the geographic area that you will cover, see how many towns it is logistically and financially feasible for you to serve. For instance, our program involves an in-person assessment of each new client. Make sure you can afford the mileage reimbursements, and that the distances you are driving are reasonable for your volunteers and anyone who may need to back up a driver who cancels (especially if you are the back-up)!
- Stay focused. Make sure the core mission is being carried out, before branching into other services. Focus on quality and not just quantity.  
*BUT*, Be flexible and avoid over-specialization, especially in smaller and rural communities. Even if a new request doesn't exactly fit your present range of services, meeting new needs can be rewarding and attract new volunteers and community appreciation. Remember we are not agencies, but neighbors helping neighbors.
- Don't wait to be found, recruit some like-minded volunteers and start serving! Our first program, Seniors' Adventure Morning, began on a 20-below-zero January morning with four hardy seniors and four volunteers! Since then we have added over a dozen other services and programs, 140 volunteers, and a satellite office.

- Start slowly, build a strong coalition, do something small and experience success for yourself and your volunteers so they don't become discouraged. LISTEN and move with those who are ready.
- Continue to update and revise the program, policies and procedures as it evolves, and as the needs of the population you serve changes.
- Programs aren't just about recipients – they are also about volunteers. Maintain an interfaith perspective and work with each community volunteer as if they were the most important part of the team.
- For larger, funding-dependent programs, diversify your funding sources. Always stay fresh with new ideas and angles to your existing services because funders often want to feel part of new innovation.
- A working board is essential to a successful (larger) program. When recruiting board members, make sure you have clear job descriptions, and potential members understand your expectations and goals.
- It is valuable for program leaders to be involved in local, statewide or regional groups with similar missions. For example, through a relationship with an area Agency on Aging, we were invited to serve on a statewide Community of Elders Board, which has helped us develop productive associations, partnerships and statewide contacts.
- Don't be afraid to ask for help. People like to be asked to help, and it can be surprising how many people are not aware of your program and its mission, even if it has been in service for several years. Don't try to do it alone!

#### **Note for Larger and Growing Programs**

Many programs start as an activity under the umbrella of another nonprofit. If your program grows to a substantial scale with an ongoing budget and perhaps its own paid staff, it may be time to consider incorporating as a separate nonprofit organization. Pursuing incorporation, setting up the necessary structures and reporting systems, and filing for federal tax exemption takes time but can often be accomplished with the donated time and assistance of local accounting and legal professionals. Talk to others in the network who have been involved with setting up nonprofit organizations to help.

#### **Program Examples**

The service programs listed below represent just some of the many programs that are currently or have recently been offered by the Faith in Action programs of the Northern New England Volunteer Caregivers' Network. Please peruse Northern New England Volunteer Caregivers' Network websites for additional program listings, or get in touch

with network members for others that may have program designs or resources that are helpful to you.

*Type of Program*

**HOME VISITING AND SOCIAL CONNECTIONS**

**1. Neighbors-In-Deed, Monadnock Volunteer Center/RSVP**

Neighbors-In-Deed is a network of volunteers who offer assistance and friendship to elderly persons in the Monadnock area of New Hampshire. It was established in 1994 to provide support to the elderly or adults who were isolated, lonely or disabled who need assistance and companionship to maintain their dignity and quality of life. Volunteers' activities can include shopping for groceries, providing rides to medical appointments, running errands, providing companionship, and providing respite and relief for caregivers. This program helps the elderly maintain their independence and quality of life, and serves about 2,350 care recipients. **The program has the following written materials to share:**

- **Volunteer Handbook**
- **Volunteer Registration Form**
- **Care Recipient Request for Service Form**

**2. Neighbor to Neighbor, Interfaith Council**

This program provides a variety of home visiting and community programming for area seniors, many of whom are disabled and isolated. The program receives support from local businesses and foundations, and is overseen by a group of 8 local congregations who provide volunteer support, transportation and food to program recipients.

**3. Books to Home, Community Cares Network of Chester/Andover**

This program brings books and library materials to senior citizens who are home bound. It also works with the library to buy large print books, DVDs, videos and audio books, and to implement some special, more flexible lending rules for materials through the program.

**4. We have just partnered with our local library to create and service a lending library outpost at a local seniors housing complex. - FIANCP**

**5. Coffee House Program, Faith in Action of Saint John Valley, ME** This weekly program offers seniors a place to gather to play cards and socialize with others while enjoying free coffee and treats. The hope is to eventually expand this program to two days per week.

**6. Twice monthly community luncheon and seniors information sharing attended by 70 or more community members - Faith in Action of Saint John Valley, ME**

*Type of Program*

**TRANSPORTATION**

**1. Volunteer Driving Program, FIA Community Connection**

This program meets transportation needs of the elderly in a rural coastal area of Maine by matching volunteers who can provide rides, and physical assistance if needed. About half of the rides are to medical appointments, and half are to other destinations including the grocery store, library, jobs, exercise classes, the vet, etc. The program serves about 250 per year.

**A tool kit for developing a volunteer driver program with the Maine Dept. of Transportation will soon be available to be shared.**

*Type of Program*

**FOOD ASSISTANCE**

**1. The Caring Cupboard, The CareGivers, Inc.**

This program provides free monthly food delivered to the homes of eligible frail, elderly and disabled clients on small fixed incomes needing assistance to live independently. The program serves 75 households in the Greater Manchester and Nashua, NH communities.

**Templates for forms and documents for the program are available to share.**

**2. Food for the Homebound, The CareGivers, Inc.**

This program insures that individuals who either cannot drive or are homebound get their groceries. Volunteers provide assistance with carrying bags, reading labels and putting away groceries. Some volunteers even shop for individuals who are unable to leave their home. Needless to say, meeting this very basic human need helps individuals remain in their own homes for a much longer time. If this program were not in place, many of the care receivers would need to be in nursing homes.

**3. Bi-monthly "Food Share" and region-wide Distribution, FIA Northern Communities Partnership**

'Food Share' is a volunteer-powered free food distribution system to help needy families and after-school programs annually distributing 200,000 lbs. of free food to families in a rural Vermont. Our region-wide Neighborhood Pantry Express Program is coordinated through our Vermont Foodbank and Government Commodities Programs membership. Together these efforts have grown to serve 1,260 area families in 58 rural Vermont communities and established our first farm/garden. – Website <http://sites.google.com/site/stjohnsburyfarm/>

**4. Pet Food Project, Caleb Interfaith Volunteer Caregivers**

This program serves seniors who need financial assistance to feed their pets by providing pet food, and also connecting them to a state of NH program that



discounts spaying/neutering. It is a supplemental program to a commodity food package program for those meeting income eligibility requirements.

*Type of Program*

**HEALTH SUPPORT**

1. **Healthier Living Workshop, Health Ministries/Winooski Network/FIA**  
One of many health support programs offered through Health Ministries and this Burlington, Vermont area coalition that includes FIA, this is a six-week workshop program that assists people with chronic illnesses in better managing their health. **Workshop materials are the property of Stanford University, and may be viewed at <http://patienteducation.stanford.edu/programs/cdsmp.html>**
  
2. **Neighbors-In-Deed Medical Advocacy**  
This program educated seniors in the Keene and Peterborough, NH area on the need to advocate for themselves with medical providers, and distributed literature on how to do this.
  
3. **FIANCP Community Nurse Program**  
We have a volunteer RN who, on a monthly basis, does community health screenings, counseling and referrals and occasionally helps in special need cases. We anticipate health fairs and adding a nurse for our Branch Office.

*Type of Program*

**ENERGY ASSISTANCE**

1. **Project Cool Air, Caleb Interfaith Volunteer Caregivers**  
By enlisting the support of local community organizations such as the Rotary Club, this program provides air conditioners to low-income and medically fragile seniors.
  
2. We have on many occasions been able to find volunteers who have provided free firewood for elders in need and/or have referred them to an agency who could help with fuel assistance issues. FIANCP

**How Can the Northern New England Volunteer Caregivers' Network Support Your Efforts?**

The Northern New England Volunteer Caregivers' Network is focused on helping our neighbors in need. This includes offering and receiving support from each other in our roles as program leaders and champions. Look at the programs we offer or have offered in the past. Refer to the lists below for programs and individuals to ask for specific support. You may want to start with someone who has experience with a program similar to the one you are running, or thinking of starting. We all have busy lives and

changing circumstances, so if the first person you call is not able to help immediately, keep going down the list! And please, let the Network know what information and expertise YOU can offer to grow our list of resources!

**NOTE ON RESOURCES**

These were compiled from a survey of program leaders in February 2010. Some program leaders indicated that there were more people with expertise in their organizations and networks than they could list here. Many of the program leaders would also be willing to consider specific requests – so this is a starting point, rather than a comprehensive summary of the expertise and willingness to help.

**The following programs can:**

**Share their program experience via a phone consultation**

New Hampshire	Vermont	Maine
Caleb Interfaith Volunteer Caregivers	Neighbor to Neighbor – Interfaith Council	FIA Community Connection Island Connections
The Friends Interfaith Caregivers Program	Volunteers in Action Health Ministries et al.	
The Caregivers, Inc. Neighbors-In-Deed	Faith in Action Northern Communities Partnership (FIANCP)	
Community Caregivers of Greater Derry		

**Host visitors who would like to learn about their program**

New Hampshire	Vermont	Maine
Caleb Interfaith Volunteer Caregivers	Volunteers in Action	FIA Community Connection
The Friends Interfaith Caregivers Program	Faith in Action Northern Communities Partnership	Faith in Action of Saint John Valley
The CareGivers, Inc.		
Neighbors-In-Deed		
Community Caregivers of Greater Derry		

Many members of the network are willing to provide support and advice on a program-start up or implementation on a one-time basis, and some could provide this on an ongoing basis, for a mutually agreed-on period of time.

### **Provide Specific Expertise**

The following people have experience, or contacts in their network with expertise in the areas listed. Call them to see if they can provide advice or assistance to help you to do the following:

#### **Design programs**

1. Sister Pat McKittrick, Health Ministries et al., Vermont
2. Bill Cobb, FIA Northern Communities Partnership, Vermont
3. Donny Guillemette, The CareGivers, Inc., New Hampshire
4. Kate Coss, Neighbor to Neighbor Interfaith, Vermont
5. Geraldine Liebert, Neighbors-In-Deed, New Hampshire

#### **Create budgets**

1. Donny Guillemette, The CareGivers, Inc., New Hampshire
2. Bill Cobb, FIA Northern Communities Partnership, Vermont
3. Kate Coss, Neighbor to Neighbor Interfaith, Vermont
4. Geraldine Liebert, Neighbors-In-Deed, New Hampshire

#### **Develop effective partnerships with other organizations, institutions or groups**

1. Bill Cobb, FIA Northern Communities Partnership, Vermont
2. Donny Guillemette, The CareGivers, Inc., New Hampshire
3. Kate Coss, Neighbor to Neighbor Interfaith, Vermont
4. Kathy Baird or Geraldine Liebert, Neighbors-In-Deed, New Hampshire

#### **Recruit, coordinate or train volunteers**

1. Sister Pat McKittrick, Health Ministries et al., Vermont
2. Eileen Curtis, Health Ministries, Vermont
3. Donny Guillemette, The CareGivers, Inc., New Hampshire
4. Bill Cobb, FIA Northern Communities Partnership, Vermont
5. Kate Coss, Neighbor to Neighbor Interfaith, Vermont
6. Kathy Baird or Geraldine Liebert, Neighbors-In-Deed, New Hampshire

#### **Fundraise**

1. Various partners of the Health Ministries et al., Vermont
2. Gail Giampolo, BOD member, Caleb Interfaith, New Hampshire (grant writing)
3. Bobbie Gaudes, Caleb Interfaith, New Hampshire (securing in-kind donations)
4. Bill Cobb, FIA Northern Communities Partnership, Vermont (overall strategies and some grant writing)
5. Donny Guillemette, The CareGivers, Inc., New Hampshire
6. Kate Coss, Neighbor to Neighbor Interfaith, Vermont
7. Geraldine Liebert, Neighbors-In-Deed, New Hampshire (grant writing, securing in-kind donations)

**Evaluate programs**

1. Kathy Baird or Geraldine Liebert, Neighbors-In-Deed, New Hampshire

**Suggest resources on community building**

1. Sister Pat McKittrick, Health Ministries et al., Vermont

**Help with new and experimental partnerships and collaborations**

1. Bill Cobb, Faith in Action Northern Communities Partnership