



SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: July 1, 2024.** Please include this submission form with the electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact [Gage Harter](#).

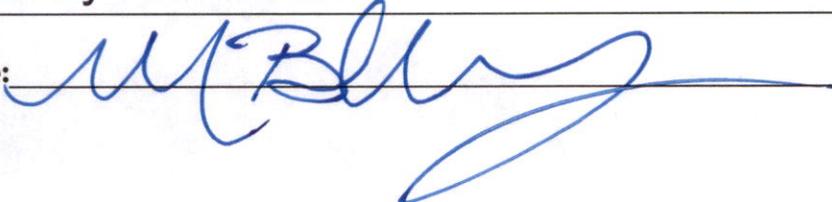
PROGRAM INFORMATION

County: York
Program Title: Friendly Visitor Volunteer Program Aids Aging Population
Program Category: Health and Human Services

CONTACT INFORMATION

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SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: Mark L. Bellamy, Jr.
Title: County Administrator
Signature: 

**2024 VACO Achievement Award Program
Nomination Summary
York County, Virginia**

Program Title: Friendly Visitor Volunteer Program Aids Aging Population

Program Category: Health and Human Services

Summary/Program Overview:

The goal of the friendly visitor program is to reduce the social isolation of adults 60 and older, enhance the quality of life and connection to social and community supports, and build a positive, trusting relationship with our Volunteers. The friendly visitor program will also enhance the services and capabilities of York-Poquoson Department of Social Services (YPDSS) by utilizing the skills and talents of volunteers.

- ✓ To supplement, extend, and enhance the services and activities of York-Poquoson Social Services.
- ✓ To involve the community in activities related to the indigent and elderly population of York County and the City of Poquoson
- ✓ To promote and recognize volunteerism in Virginia.

The Problem or Challenge:

The Adult Services team has identified social isolation in the elderly as a trend in our caseloads. Social isolation in the elderly can not only affect emotional health but physical health as well. According to the Centers for Disease Control, social isolation and loneliness place older adults at risk for dementia, depression, heart disease, and other serious health conditions. Social

isolation increases the risk of becoming a victim of elder abuse as well as premature death.

<https://www.cdc.gov/social-connectedness/risk-factors/index.html>

Oftentimes, the elderly in York County and the City of Poquoson live alone with adult children and other family members living out of state. Because York County lacks public transportation, some of our older adults lack transportation to go on outings and get groceries and medications. Many people rely on neighbors to assist them. It was for this reason that the Adult Services Unit of York-Poquoson Social Services sought to establish a Friendly Visitors program to alleviate the social isolation needs of the older adult population in York County.

Statistics: (Statistic Source > Administration on Aging)

- ✓ According to the U.S. Census Bureau, 12.5 million older adults live in one-person households, representing 28% of people aged 65 or older.
- ✓ Loneliness increases the likelihood of mortality by 26%.
- ✓ Lacking social connections is as damaging to health as smoking 15 cigarettes a day.
- ✓ Lonely individuals have a 64% increased chance of developing clinical dementia

How We Addressed the Problem and Met the Challenge:

To bring the YPDSS Friendly Visitor Volunteer Program to the next level the following items were established:

1) Friendly Visitor Volunteer Online Application

([https://www.yorkcounty.gov/FormCenter/Social-Services-8/YPDSS-Friendly-Visitors-](https://www.yorkcounty.gov/FormCenter/Social-Services-8/YPDSS-Friendly-Visitors-Volunteer-Applic-155)

[Volunteer-Applic-155](https://www.yorkcounty.gov/FormCenter/Social-Services-8/YPDSS-Friendly-Visitors-Volunteer-Applic-155)). As with all volunteer applications, YPDSS requested volunteer names, addresses, contact information, and emergency contact information. YPDSS wanted to also match clients and volunteers with similar passions such as hobbies like bird watching, playing board games, reading, knitting, and nature walks.

The York County and City of Poquoson community have the heart for volunteering, but not always the time. To recognize this area in our volunteers' busy lives, YPDSS captured this on the YPDSS Friendly Visitor Volunteer Online Application by asking for volunteer availability (Weekly/monthly – Mondays /Tuesdays /Wednesdays /etc...Hours of availability [8:00 am -11:00 am/1:00 pm to 3:00 pm]). A Friendly visit would be planned during a volunteer's availability resulting in a win-win for both the volunteer and senior client. In addition, we made it a point to match veterans with veterans.

2) Friendly Visitor Volunteer informal interviews, completing of required forms, background checks, and fingerprint processing.

- ✓ **Informal Interviews** – Interview appointments are scheduled for a face-to-face informal meeting with Friendly Visitor Volunteer Applicants. Feedback from the interviews gives YPDSS Staff additional information such as prior volunteer experience, knowledge of YPDSS, and any additional training such as first aid.
- ✓ **Completing of required forms** – Required forms are completed and signed by the Friendly Visitor Volunteer Applicant. A copy of the Friendly Visitor Volunteer's VA Driver's License/ID is taken at this time to verify identity.

Examples of required forms are:

- Knowledge of Mandated Reporter Status
- Contract of Confidentiality
- Virginia DMV Records Check
- Drug-Free Workplace Act
- Criminal History Record/Sex Offender and Crimes Against

Minors Registry Search Form

➤ Volunteer Liability Waiver and Agreement

- ✓ **Background Checks & Fingerprint Cards** – Volunteers take a fingerprint card to the York County Courthouse for fingerprinting by the York/Poquoson Sheriff's Office and return them to YPDSS for processing.

Note: Friendly Visitor Volunteer Applicants can attend the Friendly Visitor Volunteer Training Program, but cannot participate in the friendly home visit until the results of the background checks and fingerprinting have been received by the agency. Unclean background checks will disqualify Friendly Visitor Volunteer applicants from the YPDSS Friendly Visitor Volunteer Program.

- 3) **Friendly Visitor Volunteer Training Program** (*PPT Included*). The motivation behind YPDSS staff developing a Friendly Visitor Volunteer Training Program is twofold. First, the training would prepare Friendly Visitor Volunteers for a client's friendly home visit.

Training topics include:

- ✓ Mandated Report Training
- ✓ Safety During Visitation – When should I call 9-1-1, When should I call the YPDSS Caseworker
- ✓ YPDSS Policies and Procedures – Confidentiality/No Expectations of Privacy/Drug-Free workplace, etc.
- ✓ Agency Contacts

The second is to develop community purpose. By becoming a YPDSS Friendly Visitor

Volunteer they are making a difference not only in the lives of YPDSS Senior Clients but also helping YPDSS Adult Service Case Workers as well.

4) **Friendly Visitor Volunteer Field Form** (*Form Included*) – The Friendly Visitor

Volunteer Field Form has three sections.

- ✓ **Section 1** – Contains the YPDSS Senior Client name, contact number, pet (if any), visitation date, caseworker name, friendly volunteer name, type of friendly visit (telephone or in-person), and frequency of friendly visit (weekly or monthly).

Section 1 is completed by the YPDSS Adult Services Caseworker and a YPDSS Friendly Visitor Volunteer will be contacted to schedule a friendly visit.

- ✓ **Section 2** - Contains the Friendly Visit Activities such as Friendly Chat, Board Games/Puzzles, Park Visits/Bird Watching, and Special Outing/Lunch (Location is required). Also the length of friendly visit and Friendly Visit Travel Time.

- ✓ **Section 3** – Contains Friendly Visitor Feedback such as comments sections, areas of concern section, and progress toward the goal of enhanced connection with family/community support networks including the Friendly Visitor Volunteer signature and date.

The completed form is returned to the YPDSS Adult Services Caseworker or Community Resource Coordinator for review. YPDSS Adult Services Caseworkers will make follow-up contact with the senior client regarding all information in Section 3.

5) **YPDSS Adult Services Home Survey** – The survey will capture key data from the YPDSS Adult Services Senior Client regarding mental health and other areas.

Financing and Staffing:

At this time operating costs are at a minimum for the YPDSS Friendly Visitor Volunteer Program. All volunteer training and Friendly Visits are conducted during YPDSS office hours of operation. YPDSS Friendly Visitor Volunteers are comprised of York County and the City of Poquoson residents donating their time and travel expenses to visit a YPDSS senior client.

Oversight of this program is currently performed by a few employees. As the program grows, additional staff may be required for training and monitoring.

Minimum Program Costs:

- ✓ Background Checks/Finger Printing Costs
- ✓ Snacks and beverages provided during the training program

Program Results:

So far there have been five Adult Services clients who are participants in the program. In the past nine months, 35 visits have been made by friendly visitors. The five Adult Services clients identified were socially isolated and at high risk for elder abuse. Through our visits, we have thwarted a possible financial exploitation of one of the adults by an unscrupulous roofer. Another client was displaced by a fire in her old apartment in Poquoson and moved to an apartment in York County. She would not come out of her apartment for months and had many needs. This client now looks forward to weekly lunch outings with the friendly visitor and has opened up to the friendly visitor.

Client Testimonials:

Client #1 – The client feels connected and looks forward to the next YPDSS Friendly Volunteer

Visit. The client also likes that the YPDSS Friendly Volunteer Visit is “personable.” Friendly Visit includes lunch at McDonalds.

Client #2 – The client feels very connected and engaged and looks forward to the YPDSS Friendly Volunteer Visits. The client also likes that the Friendly Volunteer is concerned about her as a person and is enjoyable to visit with. Friendly Visits include going for walks near her home.

Volunteer Testimonials:

Volunteer #1 – The volunteer experience has been great and enjoyable. The volunteer also feels supported by YPDSS through the volunteer training program.

Volunteer #2 - The volunteer feels pride in giving back to the York County community by taking time out of their lunch every other week.

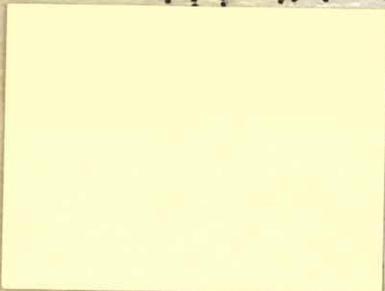
The York-Poquoson Social Services friendly visitor volunteer program is the only friendly visitor program on the Peninsula housed and operated within the local Department of Social Services Adult Services unit. The program promotes relationship-building with socially isolated older adults and community volunteers.

Supplemental Materials:

- ✓ PDF of the YPDSS Friendly Visitor Volunteer Media PPT
- ✓ PDF of the YPDSS Friendly Visitor Volunteer Field Form
- ✓ PDF of the YPDSS Friendly Visitor Volunteer Flyer
- ✓ PDF of the YPDSS Adult Services Client Home Survey
- ✓ PDF of the YPDSS client postcard mailed from friendly volunteer who was on vacation in Germany

91522 Ansbach

Hi

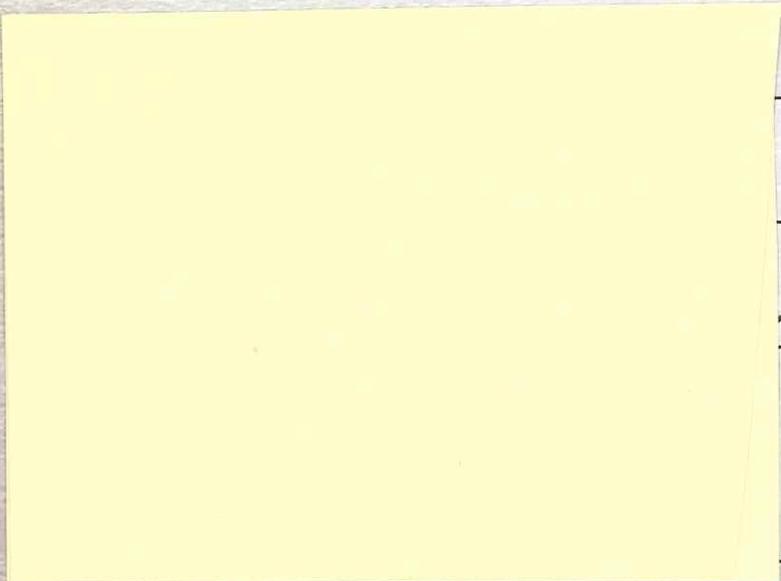


My kids and I
have been enjoying
visiting friends and
family in Germany.

Hope you are doing
well! See you
at our next visit.
Nicole Johnson



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Friendly Visitors Program



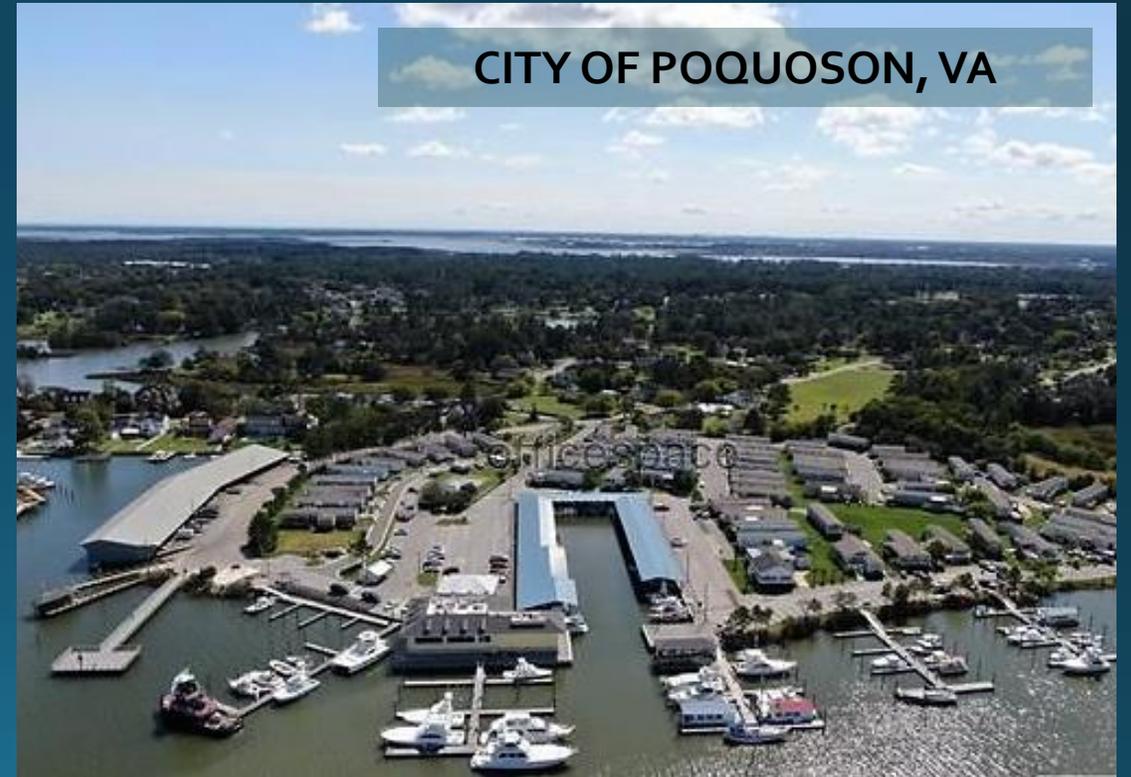
York-Poquoson Department of Social Services



YORK COUNTY, VA



CITY OF POQUOSON, VA





The goal of the Friendly Visitors Program is to enhance the lives of those in our elderly population who are supported by York-Poquoson Social Services by offering them quality time with our compassionate and talented volunteers.

PROGRAM ELIGIBILITY

Any individual, without regard to race, religion, sex, age, income level or handicapping condition, is eligible to be considered for participation in this program

if they are receiving services through the Adult Services Division of York-Poquoson Social Services.

FRIENDLY VISITORS > OBJECTIVES

- To promote longevity and positivity in the lives of those who are elderly and live in our community.
- To involve the community in activities related to services that we provide to the older adult populations of York County and the City of Poquoson.
- To supplement, extend and enhance the services and activities of York-Poquoson Social Services.



MEMBERS OF OUR SERVICES TEAM AT YPDSS



Loneliness is taking a heavy toll on our nation's seniors.

People over 65 have an average life expectancy of almost 20 or more years and that's a long time to live alone, or without frequent visitors.

More and more older adults do not have children, and that means fewer family members are providing care and companionship as those adults age.

Even those who live with family are often alone much of the day. Their children and grandchildren are busy and involved in activities outside the home.



The senior loneliness epidemic has been thoroughly studied, and the statistics are compelling..

- According to the U.S. Census Bureau, 12.5 million older adults live in one-person households, representing 28% of people aged 65 or older.
- Loneliness increases the likelihood of mortality by 26%.
- Lacking social connections is as damaging to health as smoking 15 cigarettes a day.
- Lonely individuals have a 64% increased chance of developing clinical dementia.



*You can make a tremendous, positive difference in someone's life,
just by spending some time with them.*



OUR VOLUNTEERS



YPDSS recruits, screens, and conducts background checks to qualify the volunteers.

Once trained, the Friendly Visitors, under the oversight, supervision and guidance of YPDSS, provide companionship for an individual in their family

PROVIDING
COMPANIONSHIP

PLAYING GAMES
OR ENGAGING
IN CREATIVE ARTS

LIGHT EXERCISE,
SHORT-DISTANCE WALKS

READING, WATCHING
TV/MOVIES TOGETHER



Would like to apply to be a
Friendly Visitors Volunteer?
Please feel free to submit
your application!

Visit our webpage on www.yorkcounty.gov or use the scan code.

[Social Services](#) > [Services/Programs](#) > [Volunteer Services](#)

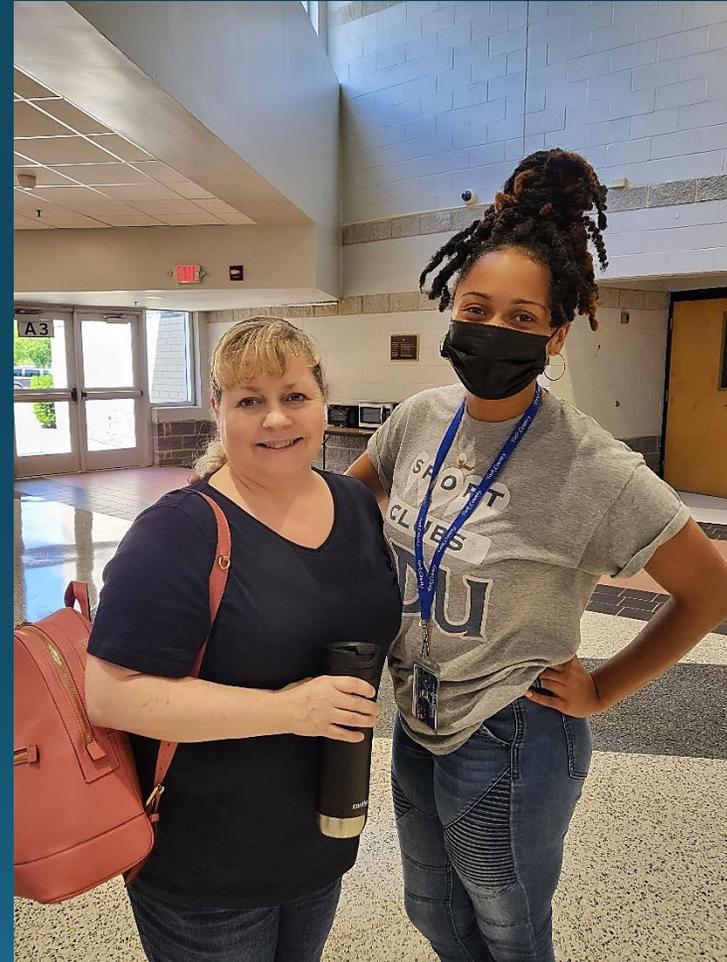
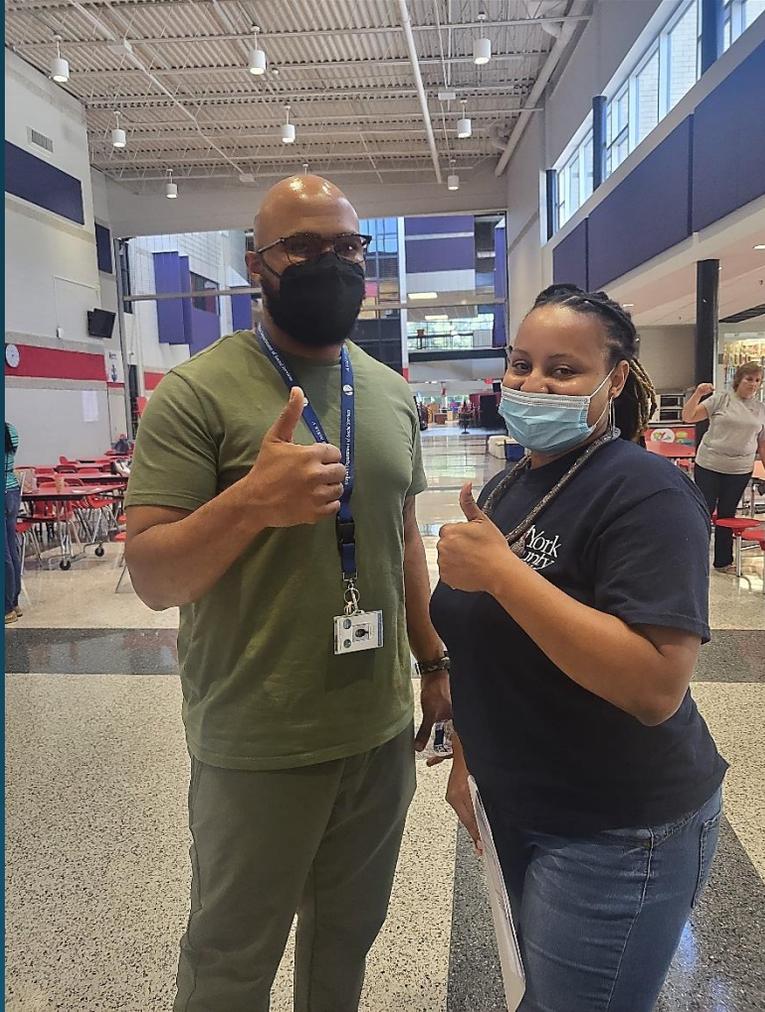
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<https://www.yorkcounty.gov/3956/Friendly-Visitors-Program>

MORE INFORMATION

If you would like to ask any questions
in conjunction with the
Friendly Visitors Program, please contact
our
Community Resource Coordinator at
757.890.3787.

WE LOOK FORWARD TO WORKING WITH YOU!



For more information about this program and
all the various support programs we offer
to the communities of York and Poquoson,
feel free to visit us at

www.yorkcounty.gov/socialservices

757.890.3787



I get by with a little help from my friends
 ~John Lennon



YPDSS Adult Services
Friendly Visitors

FRIENDLY VISITOR VOLUNTEER CLIENT SURVEY FORM

Survey Date: _____

SECTION 1 – FRIENDLY VISITOR VOLUNTEER INFORMATION

Friendly Visitation Date being surveyed: _____

Friendly Visitor Volunteer: _____

SECTION 2 – CLIENT INFORMATION

Adult Service Worker: _____

Client Name: _____

SECTION 3 – FRIENDLY VISITOR CLIENT INFORMATION

Did you enjoy your friendly visit? Yes No

What activity did you do on your last friendly visit?

Friendly Chat

Walk/Bird Watching

Board Game/Puzzle

Special Outing/Lunch

Park Visit

Location: _____

Rate how the Friendly Visit made you feel on a scale of (1) to (5):

1) Very isolated

2) Somewhat isolated

3) Neutral

4) Connected

5) Very connected/engaged

Do you look forward to your next friendly visit? Yes No

What did you like about your visit? _____

Surveyor Name: _____

Date: _____



I get by with a little help from my friends
-John Lennon



YPDSS Adult Services *Friendly Visitors*

FRIENDLY VISITOR VOLUNTEER REFERRAL FORM

Friendly Visitor Volunteer Program Goals: Our goal is to build a positive, trusting relationship with our Friendly Visitor Volunteers; to enhance our 60yrs. and older clients' connection to family and/or community supports and networks to further their quality of life. THANK YOU for making a difference in your community!

For each visit, please complete:

SECTION 1 – Client Information

Adult Service Worker: _____

Client Name: _____

Client Contact No: _____

Client Address: _____

Pet in House?: yes No

Pet Type: Dog Cat

Is the client a Veteran?: yes No

Notes: _____

SECTION 2 – Friendly Visitor Information

Friendly Visitation Date: _____

Friendly Visitation Time: _____

Friendly Visitor Volunteer: _____

Type of Friendly Visit: Telephone In-Person

Frequency of Visit: Weekly Bi-Weekly Monthly

SECTION 3 – Friendly Visit Activities

Friendly Visit Activity Type:

Friendly Chat

Walk/Bird Watching/Park Visit

Board Game/Puzzle

Special Outing/Lunch

Park Visit

Location: _____

Length of Friendly Visit? _____

Friendly Visit Travel Time: _____

SECTION 4 – Friendly Visitor Feedback

Friendly Visitor Comments: (Re: How was the experience for you and the client?)

Area(s) of Concern: _____

Volunteer Signature: _____ Date: _____



YORK-POQUOSON DEPARTMENT OF SOCIAL SERVICES



Adult Services *Friendly Visitors*

Do you Like to:

- ✓ **Chat with a Friend?**
- ✓ **Walk or Bird Watch with a Friend?**
- ✓ **Play board games with a Friend?**
- ✓ **Just have fun with a Friend?**

Looking for energetic volunteers!
(18yrs or older)

I get *by*
with a little
help from my
friends
~John Lennon

Additional information, please contact
Denise M. Hall at (757) 890-3944 or
email Denise.Hall@yorkcounty.gov.

Online Application Link

<https://www.yorkcounty.gov/FormCenter/Social-Services-8/YPDSS-Friendly-Visitors-Volunteer-Applic-155>