

The Role and Value of Senior Companions in Their Communities

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- The National Senior Service Corps (Senior Corps), the network of programs that helps Americans age 55 and older use their skills and experience in service opportunities that address the needs of their communities. Senior Corps includes the Retired and Senior Volunteer Program (RSVP), Foster Grandparent Program, and Senior Companion Program.

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Acknowledgements

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EXECUTIVE SUMMARY

Overview

The Senior Companion Program (SCP) provides grants to qualified agencies and organizations for the dual purposes of engaging persons 60 and older, particularly those with limited incomes, in volunteer service to meet critical community needs and providing a high quality experience that will enrich the lives of the volunteers.¹ The Senior Companions serve an average of 20 hours a week, and they generally visit between two and three clients apiece. The volunteers receive a small tax-free stipend for their service, along with insurance and certain other benefits. The clients they serve are primarily homebound elderly people in frail health, most of whom live alone. The Senior Companions also visit clients with mental and developmental disabilities. In some cases the Senior Companions assist clients in a group setting, such as a nutrition site or an adult day care center. For the most part, however, they visit clients in their homes.

Senior Companions help their clients with the tasks of daily living. They may shop for groceries, prepare meals, do light chores, provide transportation, or do errands of various kinds. Most importantly, they provide vital human contact and companionship for the clients—some of whom have few other links to the outside world. The Senior Companions offer an essential communication link with their volunteer stations, since their regular visits allow continuous monitoring of clients' health and well-being. The Senior Companion Program has helped several hundred thousand senior citizens to retain their dignity and independence in spite of failing health or disabilities. In addition, the visits of the Senior Companions provide a respite and reduce the level of stress for family members who are serving as caregivers.

Each Senior Companion project provides Senior Companions to a number of volunteer stations throughout the community. The volunteer stations, usually non-profit home health agencies, in turn, assign the Senior Companions to individual clients. Staff members at the volunteer stations provide day-to-day supervision of the Senior Companions.² The Senior Companion Program forms a part of the National Senior Service Corps, along with the Foster Grandparent Program (FGP) and the Retired and Senior Volunteer Program (RSVP). The National Senior Service Corps has been administered by the Corporation for National Service (the Corporation) since 1993.

Research Triangle Institute (RTI) conducted a telephone survey of volunteer station supervisors between March-May 2000. The volunteer station survey was part of a larger evaluation effort to examine the impact of the Senior Companion Program on agencies, clients and families/caregivers served. The purpose of the volunteer station survey was to assess the extent to which the Senior Companion Program was valued by service providers, and examine how it affected the quality of services delivered to frail

¹ Corporation for National Service (2000). *The Senior Companion Program Operations Handbook*, p. 10. Website address: www.etr.org/nsrc/online-docs.html. Accessed on August 3, 2000.

² Project Profile and Volunteer Activity (PPVA). National Senior Service Corps (1999).

older adults in the community. In particular, this survey sought to determine what roles the Senior Companions played at the volunteer stations and whether they enabled their volunteer stations to expand the services provided to senior citizens.

The main findings from the volunteer station survey are reported below.

What agencies sponsored Senior Companions, and what administrative procedures did they follow before deploying Senior Companions?

- In 1999, the Senior Companion Program awarded about \$36 million to 207 projects. Senior Companions were trained and supervised at 3,150 volunteer stations.³ The volunteer stations administering the program were non-profit senior-serving health and social service agencies.⁴
- Over half of the volunteer stations that participated in this study supervised between 0-5 Senior Companions, with the remaining 43% supervising six or more Senior Companions. On average, volunteer stations had been involved with the Senior Companion Program for 9.5 years. Approximately 57% of participating volunteer stations employed between 0-10 full-time staff members, while the remaining 43% employed 11 or more full-time staff members.
- Volunteer station supervisors provided a variety of training experiences for their Senior Companions, including regular supervisory meetings (71%), pre-service orientation (57%), ongoing in-service training (56%), and crisis management training (40%).
- Volunteer station supervisors assigned Senior Companions to clients based on a variety of factors including geographic location, first come first serve basis, and the health status of the client.

How were the Senior Companions deployed, and what services did they provide?

- Survey results indicated that an average volunteer station had about nine Senior Companions, of whom approximately eight visited clients in a home setting. On the average, Senior Companions at each volunteer station served 23 clients in all. Of these, approximately 18 were seen in a home setting.
- The Senior Companions provided a variety of services directly to clients. Providing companionship, assisting family and caregivers by giving respite care, being there in case of an emergency, preparing meals, helping with chores, running errands, and shopping for groceries were some of the services mentioned most often by volunteer

³ Project Profile and Volunteer Activity. National Senior Service Corps (1999).

⁴ Project Profile and Volunteer Activity. National Senior Service Corps (1999).

station representatives. Many Senior Companions also provided assistance with personal care.

- The Senior Companions helped their volunteer stations as well. First and foremost, they constituted a vital communication and monitoring link between the clients and the volunteer station. They served as client advocates, notified staff of changes in clients' behavior, and functioned as the "eyes and ears" of the agency. Agencies reported that they used the Senior Companions to communicate directly with clients' family members.

What was the agencies' satisfaction with the Senior Companions?

- The volunteer stations reported a very high degree of satisfaction with the Senior Companions' services, including: their courtesy and reliability; the amount of time they spent with the clients; their ability to provide a respite for caregivers; their ability to provide companionship; their ability to prepare meals; and their ability to help clients with personal care needs.
- Most volunteer station representatives reported that the Senior Companions were as responsible (79%) and skilled (72%) as their paid staff members; in some cases, they were viewed as more responsible and skilled (17% and 6%, respectively).

What effects did the Senior Companion Program services have on the agencies, the clients, their families, and the Senior Companions themselves?

- The volunteer station supervisors reported that the Senior Companions allowed them to serve additional clients, and provided additional services to their present clients. In particular, the Companions enabled them to serve two new groups of clients: those with special needs, and those not eligible for subsidized services but who could not afford to pay for the services they needed. Those crediting the Senior Companions with allowing them to serve more clients reported serving an average of 45 additional volunteer station clients (or approximately five clients per Senior Companion) as a result of the Senior Companions' service. In the open-ended questions, several respondents said that they assigned Senior Companions to clients with a higher level of functioning so that agency staff could focus on the clients with the greatest service needs.
- The Senior Companions served their clients on a no-fee basis. Thus, the agencies and their clients realized considerable savings in not having to pay market rates for services.
- The volunteer stations placed a very high value on the Senior Companions and their service, with 89 percent of volunteer station representatives in the survey describing them as very valuable. About two-thirds of the agencies had clients on a waiting list

to be matched with a Senior Companion. Survey respondents also reported that the program was highly valued by other agencies serving senior citizens.

- According to the volunteer stations, the services of the Senior Companions enabled many of their clients to spend less money on transportation, personal care, and meal preparation. In addition to these cost savings, the Senior Companions provided valuable benefits to the clients in the form of companionship, help with independent living, and regular visits that allowed continuous monitoring of their health and well-being.
- The Senior Companions provided a valuable respite to family members who served as the clients' full-time caregivers. They also provided greater peace of mind for family members and other caregivers who were still in the work force. In the survey, 79 percent of the volunteer station representatives reported that family members were better able to work as a result of the Senior Companions' services.
- The Senior Companions themselves realized certain intangible benefits from the services they provided to their clients such as improved feelings of self-esteem, greater sense of purpose, and value to the clients being served.

It is clear from the volunteer station survey that Senior Companions provided a number of important independent living services to frail clients in need of additional assistance at a variety of locations. The volunteer stations that worked with Senior Companions appeared to have great flexibility in determining how they were deployed and in selecting what services they provided to their clients. Volunteer station supervisors were very satisfied with the overall quality of Senior Companion services. They found Senior Companions to be very helpful in providing companionship and personal care assistance to their clients, and respite services to the caregivers and family members of clients being served. Volunteer station respondents also valued the time that they had available to perform other agency activities as a result of having Senior Companions.

In conclusion, volunteer station respondents felt that Senior Companions played an important function in enabling them to expand the supply of independent living services available to the clients they served. Overall, they were very satisfied with the roles that Senior Companions performed at their various locations. They also greatly valued the types of assistance that the Senior Companions provided to their agency staff, who were then free to attend to other important agency activities. Finally, volunteer station respondents believed that other senior service providers, as well as the broader community-at-large, also recognized and valued the Senior Companion Program as an important resource to the communities served.

CHAPTER ONE

Introduction

Program description and background

The Senior Companion Program (SCP) provides grants to qualified agencies and organizations for the dual purposes of engaging persons 60 and older, particularly those with limited incomes, in volunteer service to meet critical community needs and providing a high quality experience that will enrich the lives of the volunteers.⁵ The three main goals of the program are to:

- (1) enable low-income persons aged 60 and over to remain physically and mentally active and to enhance their self-esteem through continued participation in needed community services;
- (2) provide supportive services to adults with physical, emotional, or mental health limitations, especially older persons, in an effort to achieve and maintain their highest level of independent living;
- (3) provide a stipend and other benefits, which enable eligible persons to participate as Senior Companions without cost to themselves.⁶

The Senior Companions serve an average of 20 hours a week, and they generally visit between two and three clients apiece. The volunteers receive a small tax-free stipend for their service, along with insurance and certain other benefits. The clients they serve are primarily homebound elderly people in frail health, most of whom live alone. The Senior Companions also visit clients with mental and developmental disabilities. In some cases the companions assist clients in a group setting, such as a nutrition site or an adult day care center. For the most part, however, they visit clients in their homes.

Senior Companions help their clients with the tasks of daily living. They may buy groceries, prepare meals, do light chores, provide transportation, or do errands of various kinds. Most importantly, they provide vital human contact and companionship for the clients, some of whom have few other links to the outside world. The Senior Companions offer an essential communication link between the clients and the volunteer stations, since their regular visits allow continuous monitoring of clients' health and well-being. The Senior Companion Program has helped many senior citizens to retain their dignity and independence in spite of failing health or disabilities. In addition, the visits

⁵ Corporation for National Service (2000). *The Senior Companion Program Operations Handbook*, p. 10. Website address: www.etr.org/nsrc/online-docs.html. Accessed on August 3, 2000.

⁶ Corporation for National Service (2000). *The Senior Companion Program Operations Handbook*, pp. 10-11. Website address: www.etr.org/nsrc/online-docs.html. Accessed on August 3, 2000.

of the Senior Companions provide a respite and reduce the level of stress for family members who are serving as caregivers.

The Senior Companion Program (SCP) was authorized under title II, Part C, of the Domestic Volunteer Service act of 1973, as amended (Public Law 93-113). It funded its first projects in 1974, and by 1999 had grown to include 207 projects with 3,150 volunteer stations nationwide. Each Senior Companion project provides Senior Companions to a number of agencies known as volunteer stations. The volunteer stations assign the Senior Companions to individual clients and in some instances, adult day care and other settings. Staff members at the volunteer stations provide day-to-day supervision of the Senior Companions. In 1999, the volunteer stations supported the service of 14,700 Senior Companions, who served 61,900 mostly frail and elderly clients. The federal budget for the program that year was \$36 million, and local contributions by non-Federal agencies amounted to almost \$24 million more.⁷ The Senior Companion Program forms a part of the National Senior Service Corps, along with the Foster Grandparent Program (FGP) and the Retired and Senior Volunteer Program (RSVP). The National Senior Service Corps has been administered by the Corporation for National Service (the Corporation) since 1993.

Evaluation of program outcomes

The Corporation's Annual Performance Report for 1999 shows that the Senior Companion Program exceeded its yearly goals for the number of Federally funded Senior Companion projects, the number of Senior Companion Program service years completed with Federal funding, and the number of clients served by Senior Companions.

More in-depth information on program outcomes will be provided by the Senior Companion Program Quality of Care Evaluation, a four-year study that will survey Senior Companion Program clients, their family members, and key agency staff at volunteer stations. The Research Triangle Institute (RTI) is conducting the study. The present report will cover one aspect of this study, the survey of volunteer station staff, which has now been completed. The volunteer station survey was intended to assess the extent to which the Senior Companion Program was valued by service providers, and examine how it affected the quality of services delivered to frail older adults in the community. In particular, it sought to determine what roles the Senior Companions played at the volunteer stations and whether they enabled their volunteer stations to expand the services they provided to senior citizens.

This report focused on the following research questions:

- What agencies sponsored the Senior Companions, and what administrative procedures did they follow before deploying Senior Companions?
- How were Senior Companions deployed, and what services did they provide?

⁷ Project Profile and Volunteer Activity (PPVA). National Senior Service Corps (1999).

- What was the agencies' satisfaction with the Senior Companions?
- What effects did the Senior Companion Program services have on the agencies, the clients, their families, and the Senior Companions themselves?

Survey methods

The survey of volunteer station staff was conducted by telephone during the spring of 2000. Respondents were located through a two-stage process. First, RTI staff selected 40 Senior Companion projects, based on the size of the project. Next, staff made a random selection of approximately four agencies per project. The Senior Companion Program directors and volunteer station supervisors were contacted to secure their cooperation with the survey effort. Each agency identified the individual who supervises its Senior Companions, and these supervisors were asked to respond to the telephone survey. Of 172 interview attempts, 155 were successful, which gave the telephone survey a response rate of just over 90%. The interview protocol was pre-tested with a group of volunteer station representatives. Further information on the survey and sampling methods can be found in **Appendix A**.

In this report, we used data from the survey respondents to represent the overall group of Senior Companion projects, as well as several subgroups of projects. The initial selection of projects for the sample was made using a probability proportional to the number of clients that they serve. This design was selected as an efficient way to recruit and retain as many clients and family members as possible while at the same time reducing the number of projects required to participate in the study. As a result, large projects had a greater than even chance of being included in the survey. The data from the survey were weighted to correct for this fact so that large projects would not be overrepresented in the survey results.

The volunteer station survey is presented in **Appendix B**. Weighted results from all survey questions are presented in **Appendix C** of this report. In the text of the report, findings from the weighted survey data are used to represent the entire universe of volunteer stations that were affiliated with the Senior Companion Program.

CHAPTER TWO

Organizational Context

What agencies sponsored Senior Companions, and what administrative procedures did they follow before deploying Senior Companions?

The community agencies that recruit, train, and supervise Senior Companions provide services to senior citizens—social services, health services, or a combination of the two. These agencies are known as volunteer stations. This chapter first describes the group of volunteer station supervisors who responded to the telephone survey. It then discusses the characteristics of the agencies for which the respondents work, along with some of the procedures followed in operating the Senior Companion Program.

The volunteer station supervisors

The respondent group for this study consisted of 155 volunteer station supervisors. Of these, 90 percent were female, and 10 percent were male. As shown in **Exhibit 1**, the respondents' average age was 49.

Exhibit 1: Characteristics of a Typical Survey Respondent to the Volunteer Station Survey

Respondent Characteristics	Typical Respondent Profile
Age	49 years old
Gender	Female
Duration employed by agency	9 years
Duration served as volunteer station supervisor	5.5 years
Educational background/training	Social work or nursing

Most of the volunteer station respondents had quite a long job tenure at their agency, with nine years being the average number of years of service. The group had an average of five and a half years of service in the position of volunteer station supervisor. The respondents to this survey had a wide variety of educational backgrounds, with social work and nursing the disciplinary fields that were most frequently mentioned (56 percent of total responses).

The agencies

As shown in **Exhibit 2**, the respondents who participated in this survey reported that their agencies had been involved with Senior Companions for an average of nine and a half years.

Exhibit 2: Characteristics of a Typical Sponsoring Agency Partner

Agency Characteristics	Typical Agency Profile
Number of Years Involved with Senior Companion Program	9.5 years
Number of Senior Companions	9, with 8 serving in a home setting and 1 serving in a group setting
Number of clients seen by Senior Companions	23 clients with 18 served in the home setting and 5 served in a group setting
Type of services provided	40% providing non-health related services, 38% providing both health and non-health services (full service agencies), 22% providing health-related services

The agencies whose representatives took part in the survey included non-profit home health agencies (14%), non-profit agencies on aging (21%), multi-purpose centers (16%), other social service centers (12%), public or congregate housing projects (6%), and other social service agencies of various types (32%). Approximately nine Senior Companions served a given agency, with eight of them serving in a home setting. Their Senior Companions served an average of 23 clients apiece, of whom 18 were seen in a home setting.

The volunteer stations provide various types of services to their senior citizen clients or younger adults with special needs. These ranged from adult day care or senior citizen services, special transportation, and home-delivered meals to visiting nurse or home health aide services, physical therapy, and mental health services. For purposes of analysis in this study, the volunteer stations were divided into three groups, according to the types of services provided: those providing primarily health-related services (22%), those providing services that are not health-related (40%), and those providing services of both types (38%) (here termed the “full service” group of agencies). The health-related group was defined as all agencies who reported providing either visiting nurse or public health nurse services, home health aide or homemaker services, physical therapy services, or mental health services. The non-health-related group of agencies did not report providing any of these services, but said they provided services such as adult day care, senior center services, special transportation, home delivered meals, or a group meal program. The full service group consisted of agencies that provided some health-related services, and some that were not health-related. These subgroups were examined separately to determine whether the responses varied as a function of the type of services the agencies provided.

The volunteer stations were also grouped according to their size. In this report, agency size was defined in terms of the number of full-time employees (FTEs) per agency (i.e., whether they have 0-10 FTEs or 11 or more FTEs). This provided the other main set of variables that were used to analyze the data in the agency survey.

Another interesting characteristic of volunteer stations was the number of Senior Companions they supervised. As shown in **Exhibit 3**, just over half of the responding agencies had five or fewer Senior Companions, and just under half had six or more.

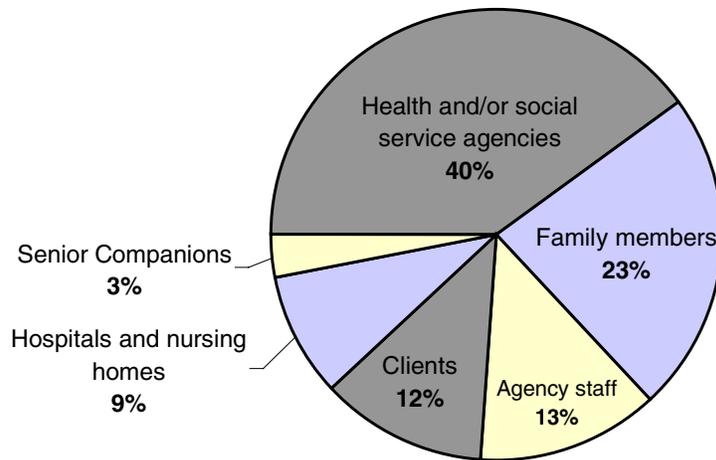
Exhibit 3: Characteristics of Host Agencies that Took Part in the Survey

Characteristic	Percentage of Agencies in Each Category
Number of services offered to senior clients:	
0-3 services	51%
4-9 services	49%
Agency size, by number of full-time employees (FTEs)	
0-10 FTEs	57%
11 or more FTEs	43%
Number of Senior Companions per agency:	
0-5 Senior Companions	53%
6 or more Senior Companions	47%
Number of Senior Companions per agency who provide services in a home setting:	
0-5 Senior Companions serving in home setting	57%
6 or more Senior Companions serving in home setting	43%

Administrative processes

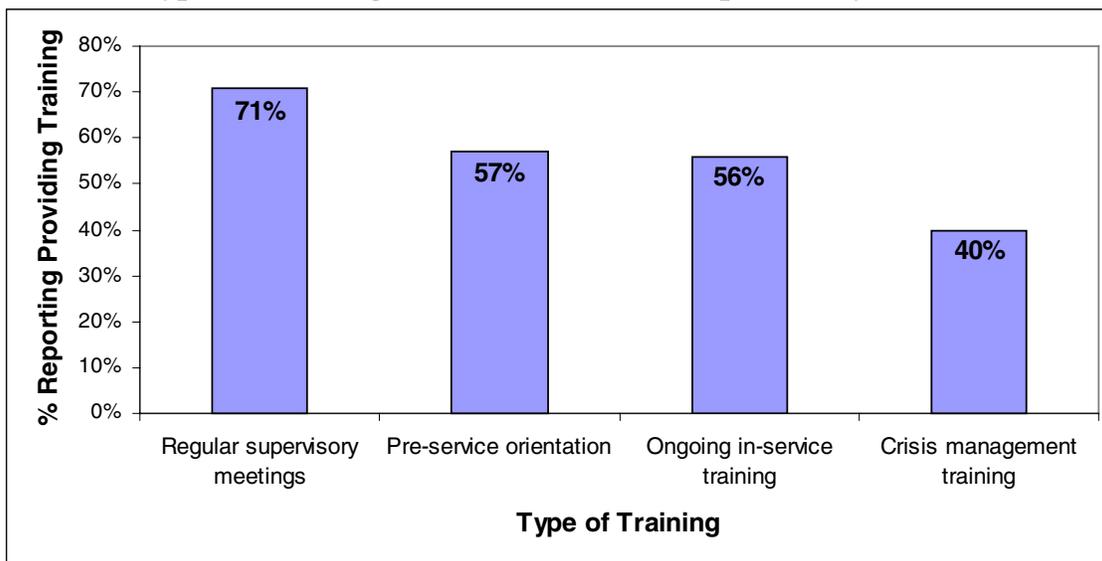
A Senior Companion was originally assigned to a client in response to a referral requesting services. These referrals come from various sources within the community. When asked to identify the primary referral source for Senior Companion services, as shown in **Exhibit 4**, volunteer station supervisors most often selected health and/or social service agencies (40%). The referral source chosen next most often was family members (23%), followed by agency staff members (13%), clients themselves (12%), hospitals and nursing homes (9%), and other Senior Companions (3%).

Exhibit 4: Primary Referral Source for Senior Companion Services



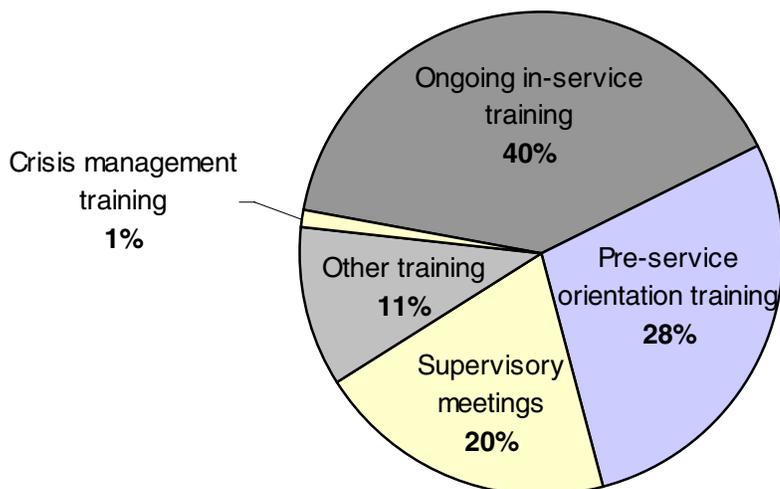
The volunteer stations were responsible for providing the Senior Companions with initial and ongoing training. In the survey, the volunteer station supervisors reported providing training of various types. As shown in **Exhibit 5**, these included regular supervisory meetings (71%), pre-service orientation (57%), ongoing in-service training, and crisis management training (40%).

Exhibit 5: Types of Training Provided to Senior Companions by Stations



Following up on the issue of training, the respondents were asked which type of training and supervision had been most important in helping Senior Companions to carry out their client service functions. As shown in **Exhibit 6**, the largest proportion selected ongoing in-service training as the most important (40%).

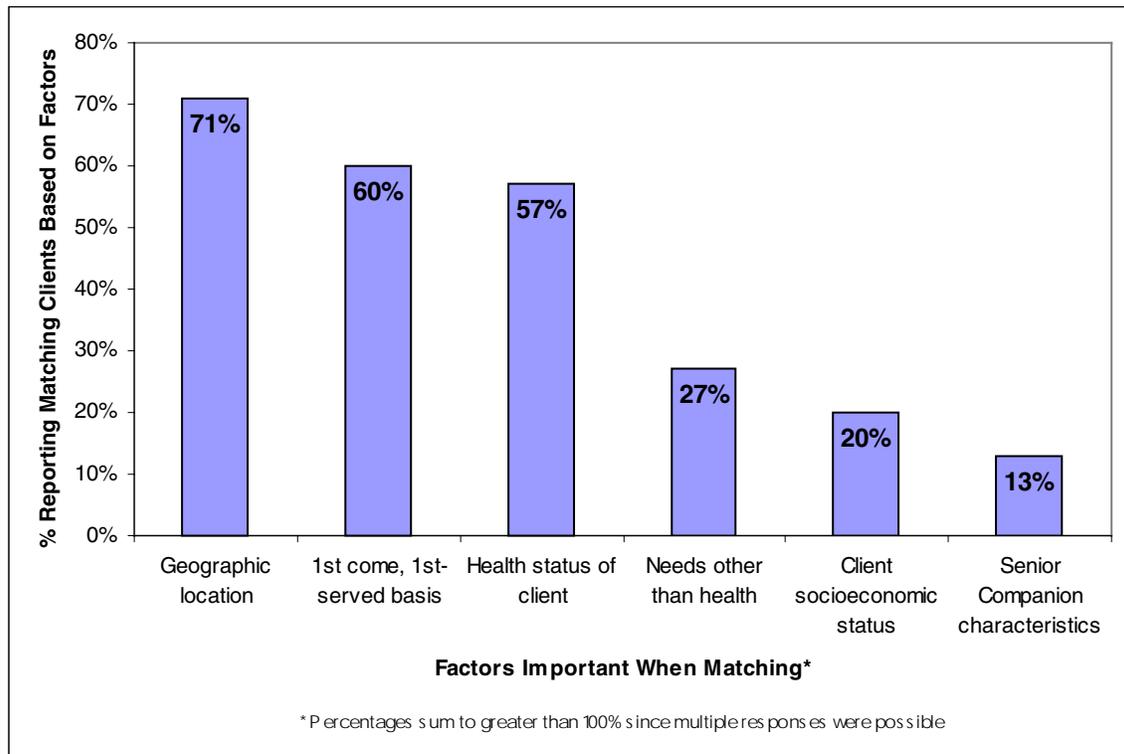
Exhibit 6: Most Important Type of Training Provided to Senior Companions



The next most important type of training was pre-service orientation training (28%), followed by regular supervisory meetings (20%).

When volunteer station supervisors were asked to identify “on what basis are clients assigned to a Senior Companion?” they most frequently mentioned geographic location (71%) as a factor, as shown in **Exhibit 7**.

Exhibit 7: Factors Considered when Assigning Senior Companions to Clients



The next most frequent response was a first-come, first-served basis (60%), followed by health status or extent of illness (57%), and needs other than health (27%). Only 20% mentioned socioeconomic status as a primary basis for assigning Senior Companions. The characteristics and availability of the Senior Companions themselves were mentioned as the basis for assignment by 13% of the respondents. It is important to note that since volunteer station supervisors were allowed to respond to more than one factor when providing an answer to this question, the percentages shown in **Exhibit 7** sum to greater than 100%. On average, volunteer station supervisors answered that assignment of Senior Companions to clients depended on between 2-3 factors. These data show that the volunteer stations had great flexibility in how they used the services offered by Senior Companions and placed them in different ways and for different purposes.

When asked about the different types of individuals who were involved in making the initial match between a client and a Senior Companion, 68% of the respondents said that this was done by the Senior Companion Project Director. Another 67% said that the volunteer station supervisor made the initial match, and 36% said that other agency staff

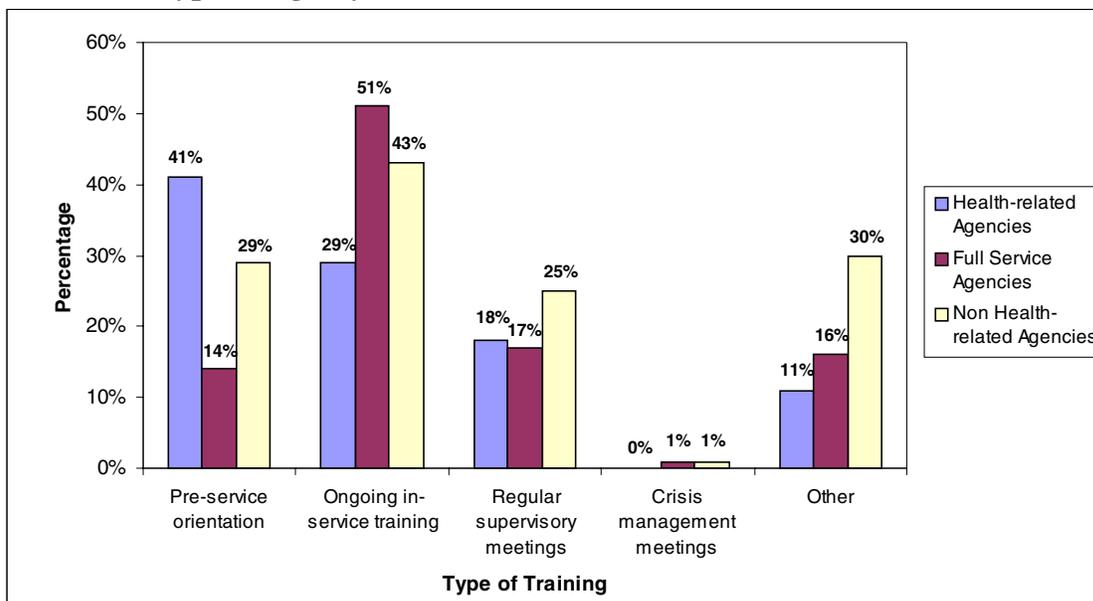
was responsible for matching people up. It is important to note that volunteer station respondents were asked to respond “yes” or “no” to a series of questions asking whether several types of individuals were involved in the initial match. As a result, multiple or overlapping “yes” responses were possible (i.e., a Project Director could say “yes” that the Senior Companion Project Director was involved in the match, and then also “yes” that the volunteer station supervisor was involved). These overlapping responses suggest that in most agencies the responsibility for matching clients and Senior Companions was shared between the Senior Companion Project Director and the volunteer station supervisor.

Administrative processes among different types of agencies

Subgroup analyses of the overall data were conducted in order to determine whether there were differences in the administrative processes followed by different types of agencies. Findings indicate that health-related agencies were the least likely to report that the source of referral affected the likelihood of having a Senior Companion assigned (6% for the health-related group relative to 23% for the full service group and 35% for the non-health related agency group).

The most important type of training offered by agencies also varied by type of agency as shown in **Exhibit 8**.

Exhibit 8: Most Important Type of Training Provided to Senior Companions by Type of Agency



Health-related service agencies were more likely than full service agencies and non-health related agencies to value pre-service orientation as the most important type of training, with 41% choosing this type of training versus 14% for the full service agencies and 29% for non-health related agencies. Alternatively, full service agencies and non-health related agencies were more likely to value ongoing in-service training as the most

Chapter Two: Organizational Context

important type of training (51% and 43% respectively). The health-related agencies were less likely to value ongoing in-service training as the most important type of training (only 29% rated this type of training as most important). These differences may reflect a greater perceived need for Senior Companions in agencies providing health-related services to be trained in specific skills or procedural areas before they begin serving clients.

The next chapter of this report describes what tasks the Senior Companions performed, and how they interacted with other service providers.

CHAPTER THREE

Services Provided and Clients Served

How were the Senior Companions deployed?

The Senior Companions provided a wide range of services to their clients, each of whom had a different set of needs. In addition, the Senior Companions played a variety of roles at the volunteer stations. For example, some agencies reported that the Senior Companions made it possible for them to serve more clients. Others said that the Senior Companions served a vital monitoring function, and provided valuable input into case management decisions. This chapter examines the services performed by Senior Companions from both the clients' and the volunteer stations' perspectives.

Services to clients

As noted earlier, a majority of Senior Companions served clients in an individual setting. On the average, volunteer stations reported supervising approximately nine Senior Companions in all, including eight who served clients in their homes, and one who served clients in a group setting. The average ratio of clients to Senior Companions was 2.7 for all Senior Companions, and 2.5 for Senior Companions who provided services in a home setting.⁸ The one-on-one aspect of most Senior Companions' work was an important feature of the program.

Exhibit 9 presents some of the tasks the Senior Companions perform to help their clients, as reported by the survey respondents. As the exhibit shows, the services that were most frequently cited as being performed "often" were keeping clients company (98%), followed by assisting family members/caregivers by giving them time off (59%), and being there in case of an emergency (58%). These findings underscore the importance of social interaction with the clients as a key component of the Senior Companions' service, which carried through to the rest of the services that individual Senior Companions provided.

Adding together the respondents who said their Senior Companions provided these services either "often" or "sometimes", the services mentioned most often were (in descending order of frequency) keeping clients company (100%), being there in case of

⁸ The average client to Senior Companion ratio from the 1999 Project Profile and Volunteer Activity (PPVA) data when both group and in-home based Senior Companions are included was 4.2. This larger ratio was due to the fact that a larger percentage of Senior Companions included in the PPVA data set was stationed in group settings. Although the RTI sample did not exclude group settings from the sampling frame a priori, case by case determinations were made at the individual volunteer station level among selected stations to determine whether SCP clients would be able to identify Senior Companions and report on their satisfaction with them. In a few cases, clients who were based in a group setting were unable to differentiate between Senior Companions and actual agency staff. In those few instances, the volunteer stations were replaced with other randomly selected volunteer stations. Therefore, a lower ratio of clients to Senior Companions in the RTI sample might be due, in part, to the fact that a slightly larger proportion of the Senior Companion placements in the RTI sample were in the home setting.

**Exhibit 9: Tasks Senior Companions Perform to Help Clients, by Frequency
(Percentage of agencies reporting each frequency)**

Type of Service	How Often Performed		
	Often	Sometimes	Not at All
Keeping clients company	98%	2%	0
Assisting family/caregivers by giving them time off	59%	30%	12%
Being there in case of an emergency	58%	31%	11%
Making phone calls for clients	34%	43%	23%
Reminding clients to take medicine	32%	35%	33%
Running errands	28%	49%	24%
Preparing meals	26%	55%	19%
Assisting with light chores	26%	52%	22%
Taking clients to medical appointments	24%	50%	26%
Going grocery shopping	20%	55%	25%
Providing personal care assistance	14%	46%	40%
Assisting with paperwork	13%	54%	33%

Note: Because of rounding, totals may not equal 100%.

an emergency (89%), assisting family/caregivers by giving them time off (89%), preparing meals (81%), shopping for groceries (75%) and assisting with light chores (78%).

The survey illuminated a few characteristics of the clients who are served by the Senior Companions. For example, volunteer station supervisors were asked, “approximately what percentage of your clients with Senior Companions also receive other home- or community-based services?” The volunteer station respondents reported that approximately 64% of their clients with Senior Companions also received other home- or community-based services. Alternatively, Senior Companions were the only form of home- or community-based support for approximately 36% of the clients who were served by the Senior Companion Program. Thus, a substantial minority of the clients relied solely on their Senior Companion to remain independent and living at home.

The survey respondents were also asked what types of clients their agencies could serve as a result of having Senior Companions. Over 94% reported that the Senior

Companions allowed them to serve clients who were not eligible for subsidized services, but could not afford to pay for those services themselves. In addition, almost all the respondents (99%) said that the Senior Companions allowed them to serve clients who had special needs, or who required extra attention. Several of the respondents' open-ended comments regarding the impact of the program on clients served follow:

- “The Senior Companions keep clients from being isolated and depressed. They have sometimes saved lives by noticing changes in behavior.”
- “The program keeps the clients in their homes, where they stay healthy and active longer.”
- “The Senior Companions have the time to spend making clients feel safe and cared about.”
- “The Senior Companions provide a social outlet for isolated, lonely adults. They also provide companionship, so that family members will have a break or remain employed.”
- “Socialization counts immeasurably for the clients in what it does for their quality of life.”

Services to agencies

The Senior Companions played a number of valuable roles for their volunteer stations, above and beyond the specific services they performed for the clients. Because of their regular visits and close attention to the clients, the Senior Companions served as a key communication link between the clients and the staff of the agency. As shown in **Exhibit 10**, over 85% of survey respondents said that their Senior Companions “often” or “sometimes” served as client advocates, notified staff of changes in clients' health or behavior, directly communicated with family members, and served as the “eyes and ears” of the agency with regard to the individual client.

**Exhibit 10: Functions Senior Companions Perform to Help Agencies, by Frequency
(Percentage of agencies reporting each frequency)**

Function or Task	How Often Performed		
	Often	Sometimes	Not at All
Notifying staff of client changes	75%	15%	10%
Providing an additional resource to the agency	61%	15%	24%
Serving as the eyes and ears of the agency	57%	30%	13%
Serving as client advocates (i.e., asking for what client may need from agency)	57%	38%	5%
Directly communicating with family members	49%	41%	10%
Freeing up staff time to see other agency clients	40%	16%	44%
Attending case management meetings	16%	26%	58%

Note: Because of rounding, totals may not equal 100%.

Collaboration with other service providers among different types of agencies

In **Exhibit 10** above, the Senior Companions attended case management meetings at 42% of the volunteer stations. In some cases, they also helped to develop client care plans. The survey asked respondents whether their Senior Companions were involved in developing client care plans, and if so, how great was their involvement. In all, 51% of the volunteer station respondents said that their Senior Companions were at least somewhat involved in developing these plans.⁹

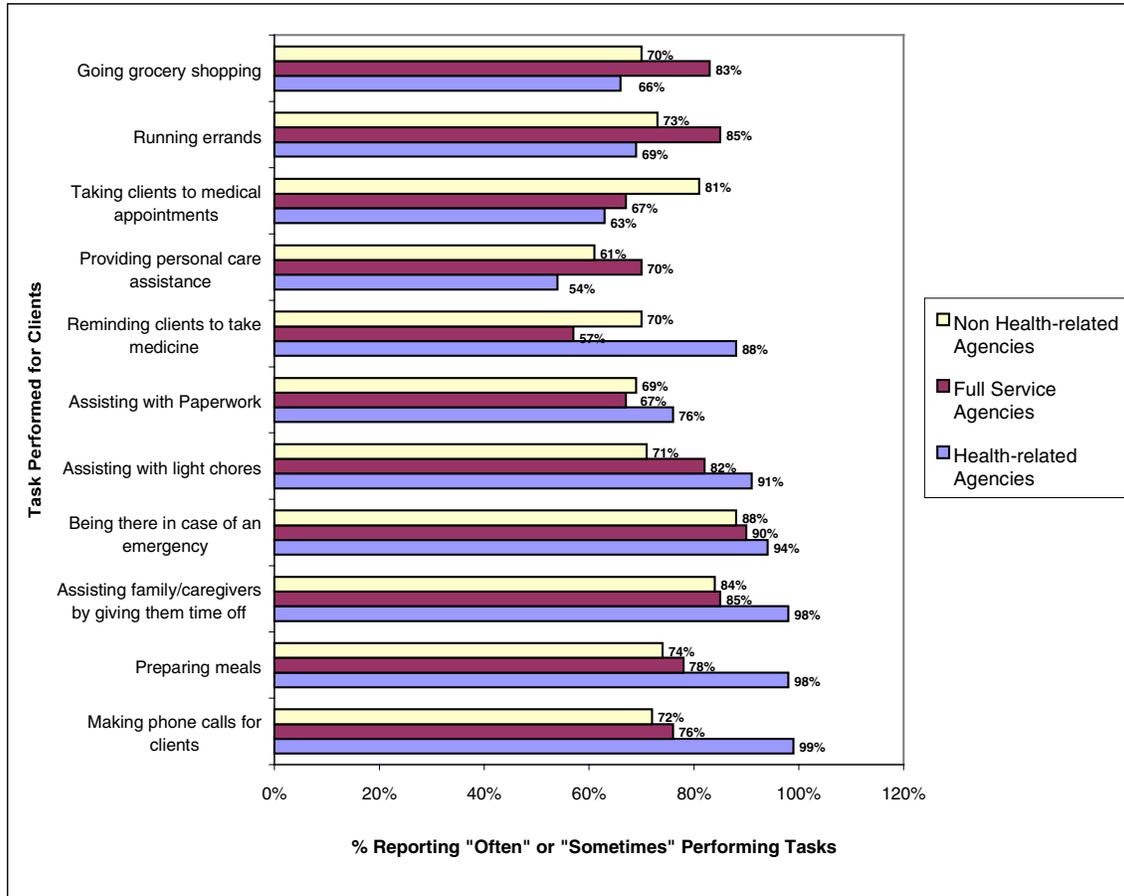
Besides taking part in agency meetings and providing input on client care plans, the Senior Companions collaborated with service providers in other ways—by monitoring and reporting back on their clients’ well-being, and by taking an advocacy role on the clients’ behalf. Following up on reports from the Senior Companions, agency staff was well positioned to make referrals to other agencies for specific client needs. As noted earlier, a majority of the clients served by the Senior Companions received services from other home- or community-based agencies as well.

⁹ See Appendix C, Question 8a for this result.

Services provided to clients among different types of agencies

A few patterns emerged when the services provided by Senior Companions were analyzed by agency type and size. As shown in **Exhibit 11**, the health-related agencies were more likely than the other two groups to report that their Senior Companions provided seven services “often” or “sometimes”.

Exhibit 11: Percentage Reporting “Often” or “Sometimes” Performing Tasks for Clients by Type of Agency

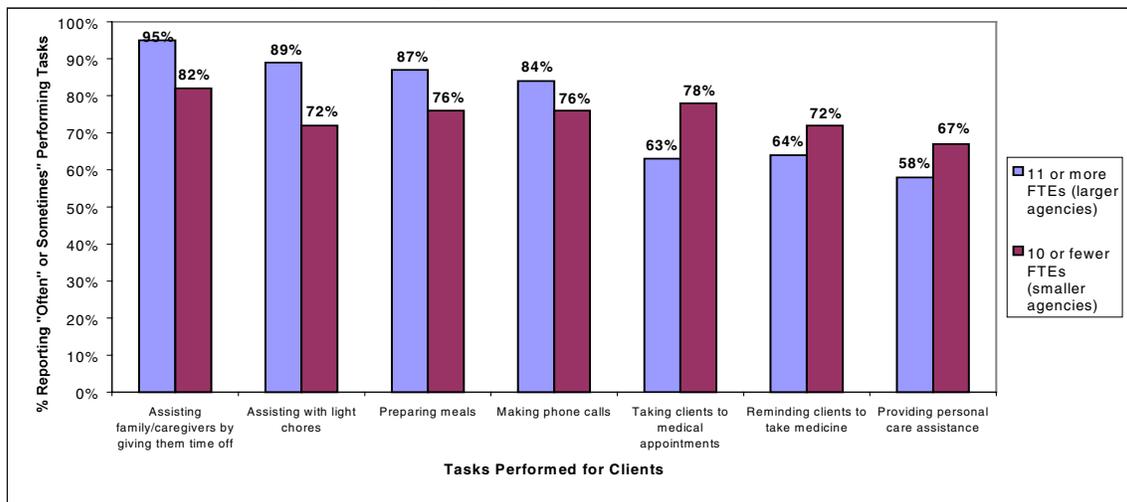


This was true for making phone calls, preparing meals, assisting family or caregivers with time off, being there in case of emergency, assisting with light chores, assisting with paperwork, and reminding clients to take their medicine. On the other hand, fewer of the health-related agencies reported using Senior Companions often or sometimes to provide the more demanding and time-consuming services, such as personal care assistance, taking clients to medical appointments, running errands, and grocery shopping. It may be that the health-related agencies used Senior Companions to serve a population of frail, elderly clients who relied on other agency staff, family members, or others to fulfill these particular needs.

The full service agencies were more likely than the other groups to report that their Senior Companions ran errands, shopped for groceries, and provided personal care assistance. These three services may be viewed as a kind of core group of the tasks elderly clients needed most in order to continue in an independent living situation. It may be that this group of agencies chose to concentrate the efforts of their Senior Companions on the services they considered to be most essential, possibly using staff for other types of services. Another possible explanation is that the full service agencies served a less-impaired group of clients than the other agencies, and these clients were able to do some of the less strenuous tasks (such as handling paperwork, and taking medicine) for themselves.

The tasks performed by Senior Companions were also analyzed by size of the agency. As shown in **Exhibit 12**, the larger agencies with 11 or more FTEs were more likely to report that their Senior Companions assisted family or caregivers with time off, helped with chores, prepared meals, or made phone calls.

Exhibit 12: Percentage Reporting “Often” or “Sometimes” Performing Tasks for Clients by Size of Agency

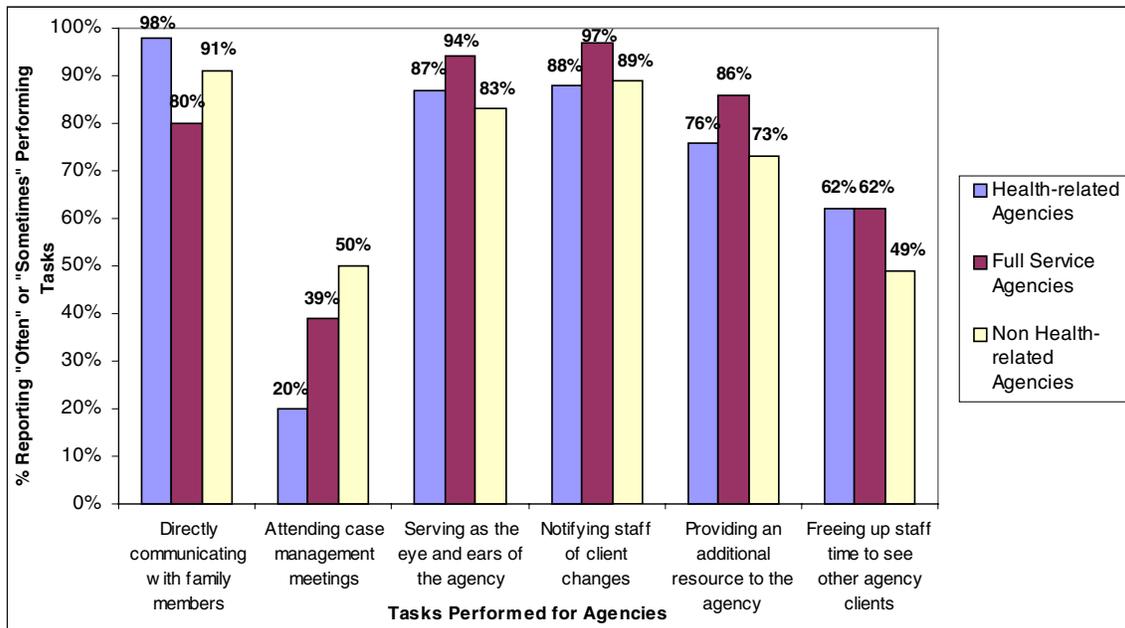


However, the smaller agencies were more likely than the larger agencies to say that their Senior Companions took clients to medical appointments, reminded them to take their medicine, or provided personal care assistance. It may be that the smaller agencies tended to have a less specialized staff, or that they took a more holistic approach to serving their clients.

Services provided to agencies among different types of agencies

- The services that Senior Companions provided to volunteer stations were also compared by agency type. As shown in **Exhibit 13**, the health-related agencies were the most likely group to report that Senior Companions directly communicated with family members. On the other hand, they were the least likely to report having the Senior Companions take part in case management meetings. The data suggest that for the health-related agencies, the Senior Companions may have served specific functions within a larger care plan for very frail elderly clients. For example, paid paraprofessional staff may have provided assistance with personal care, and family members or others may have helped with tasks outside the home (such as errands or shopping), while the Senior Companion completed the assistance plan by doing more of the small, in-home tasks that were critical to the client’s and the family’s continued functioning.

Exhibit 13: Percentage Reporting “Often” or “Sometimes” Performing Tasks for Agencies by Type of Agency



The full service agencies were the most likely to say that they used the Senior Companions as the “eyes and ears” of the agency, and as a way of notifying staff about client changes. They were also the most likely group to report that the Senior Companions provided an additional resource for the agency. These findings suggest that

the Senior Companions were more fully integrated into the workings of the agency for this group, as compared to the other types of agencies. Certainly these agencies relied more on the Senior Companions as a primary communication link to agency staff.

The non-health-related agencies were the most likely to report that the Senior Companions attended their case management meetings. Even so, they were least likely to say that the Senior Companions either provided an additional resource to the agency, or freed up staff time so that they could see other agency clients.

Collaboration with Senior Companions and other service providers

We performed a subgroup analysis to examine the extent of collaboration between Senior Companions and other service providers by type and size of agency. The findings indicated that the health-related agencies were least likely to report involvement by the Senior Companions (42%, as compared to 51% for the full service agencies and 56% for the non-health-related agencies). Likewise, the larger agencies were less likely to say the Senior Companions were involved in developing client care plans (42%, versus 58% for smaller agencies).

CHAPTER FOUR

Agencies' Satisfaction with the Senior Companions

What was the agencies' satisfaction with the Senior Companions?

The survey data showed that the volunteer stations were extremely satisfied with the overall quality of the services the Senior Companions provided to their clients. Of the volunteer station respondents, 93% said they were “very satisfied” with the overall quality of these services, and the remainder said they were “somewhat satisfied”. As shown in **Exhibit 14**, the volunteer station representatives addressed several different aspects of the Senior Companions’ services in reporting their level of satisfaction. For the group as a whole, there were only two areas where less than two-thirds of the respondents said they were very satisfied with the Senior Companions’ services. Only 45% of the respondents said they were very satisfied with the Senior Companions’ ability to provide clients with transportation. Likewise, only 65% expressed themselves very satisfied with the number and type of services the Senior Companions provide to meet their clients’ special needs.

Exhibit 14: Agencies’ Level of Satisfaction with Various Aspects of Senior Companion Services

Aspect of Services	Percentage Reporting Each Level of Satisfaction		
	Very Satisfied	Somewhat Satisfied	Not at all satisfied
Overall quality of Senior Companion Services	93%	7%	0%
Courtesy	93%	7%	0%
Ability to provide companionship	93%	7%	0%
Ability to provide respite for caregivers	87%	13%	0%
Reliability	87%	13%	1%
Amount of time spent with clients	77%	23%	0%
Ability to provide assistance with clients’ personal care needs	74%	25%	1%
Ability to prepare meals	73%	27%	0%
Number and type of services to meet clients’ special needs	65%	35%	1%
Ability to provide transportation	45%	40%	15%

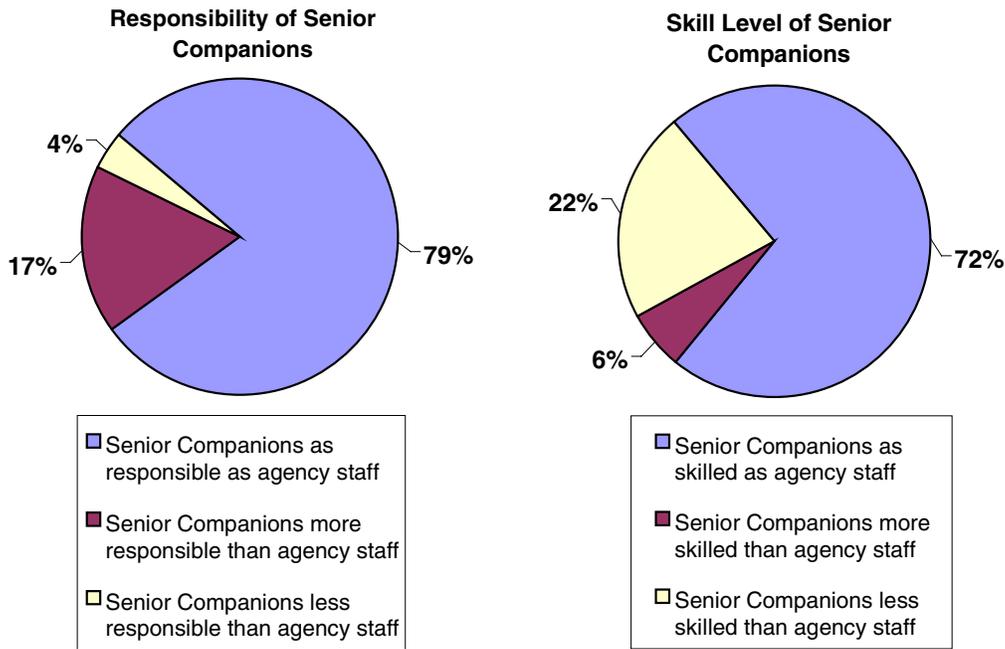
Note: Because of rounding, totals may not equal 100%.

The respondents were most likely to report that they were very satisfied with the overall quality of the Senior Companion (93%), the Senior Companions’ courtesy (93%) and their ability to provide companionship (93%), followed by their ability to provide a

respite for caregivers (87%), their reliability (87%), the amount of time the Senior Companions spent with clients (77%), their ability to assist with clients' personal care (74%), and their ability to prepare meals (73%). For the most part, respondents who were not "very satisfied" said they were at least "somewhat satisfied" with these services. The only question where an appreciable number said they were "not at all satisfied" with the Senior Companions' services concerned their ability to provide transportation for the clients (15%).

In addition to reporting their overall satisfaction with the Senior Companions' services, survey respondents were asked to compare the Senior Companions to agency staff in terms of their responsibility and level of skill. As shown in **Exhibit 15**, with regard to responsibility, 79% of the respondents said the Senior Companions were as responsible as typical agency staff, and 17% said they were more responsible. Only 4% said the Senior Companions were less responsible than agency staff who delivered similar kinds of client services. In terms of skill level, 72% of the respondents reported that the companions were as skilled as agency staff members, and 6% said the Senior Companions were more skilled. Even so, 22% said that the Senior Companions were less skilled than agency staff who performed similar types of services.

Exhibit 15: Responsibility and Skill Level of Senior Companions Relative to Agency Staff



Agency satisfaction among different types of agencies

Agency satisfaction with Senior Companion services was analyzed by type and size of the agency. The reports of satisfaction varied both by agency type and size. As shown in **Exhibit 16**, for the health-related agencies, 100% of the volunteer station respondents said that they were very satisfied with the overall quality of the services.

Exhibit 16: Percentage of Agencies Reporting Being “Very Satisfied” with Senior Companion Services by Agency Type

Aspect of Services	Health-related Agencies	Full Service Agencies	Non Health-related Agencies
Overall quality of Senior Companion services	100%	93%	86%
Ability to provide assistance with clients' personal care needs	94%	77%	61%
Amount of time spent with clients	92%	76%	76%
Ability to provide respite for caregivers	94%	86%	79%
Ability to provide transportation for clients	30%	37%	59%

Ninety-three percent of the full service agencies were very satisfied with the overall quality of Senior Companion services, and 86% of the non-health-related agencies were very satisfied with their overall service quality. The respondents from the health-related agencies were more likely than the other two groups to say they were very satisfied with the Senior Companions' ability to help with personal care needs (94%, as compared to 77% for the full service agencies, and 61% for the non-health-related agencies). The health-related agencies were also more likely to report themselves very satisfied with the amount of time the Senior Companions spend with their clients (92%, vs. 76% for both of the other groups), and with their ability to provide a respite for clients' caregivers (94%, versus 86% and 79%). Even so, health-related agencies were the least likely agency type to be very satisfied with the ability of the Senior Companions to provide transportation for their clients (30% versus 37% for full service agencies and 59% for non health-related agencies).¹⁰

The results from the analysis of satisfaction with Senior Companion services by size of the agency are shown in **Exhibit 17**.

¹⁰ See Appendix C, Questions 19-28 for these results.

Exhibit 17: Percentage of Agencies Reporting Being “Very Satisfied” with Senior Companion Services by Size of Agency

Aspect of Services	11 or More FTEs (Large Agencies)	10 or Fewer FTEs (Small Agencies)
Ability to provide companionship	99%	89%
Overall quality of Senior Companion services	96%	88%
Ability to provide respite for caregivers	94%	78%
Ability to provide transportation for clients	36%	51%

These results indicate that the large agencies were more likely to say that they were very satisfied with the Senior Companions' ability to provide companionship and respite care for caregivers. They also were more likely to be very satisfied with the overall quality of Senior Companion services. The smaller agencies, on the other hand, were more likely to report being very satisfied with the Senior Companions' ability to provide transportation for their clients (51%, versus 36% for the larger agencies).¹¹

¹¹ See Appendix C, Questions 19-28 for these results.

CHAPTER FIVE

Effects of Senior Companion Program Services on Agencies, Clients, Families, and Senior Companions

What effects did the Senior Companion Program services have on agencies, clients, and other interested parties?

Looking beyond the question of volunteer station satisfaction with Senior Companion Program services, the survey included several questions about the effect of the Senior Companion Program on the volunteer stations themselves. The questions addressed the effect of program services on the agencies' service capacity and costs, and the value the volunteer stations assign to the Senior Companion Program in general. Respondents were also asked to state what effects the program has had on the clients served and also on clients' family members or caregivers. In addition, in the open-ended questions some of the volunteer station representatives mentioned effects that the program has had on the Senior Companions themselves.

Effects of the Senior Companion Program on agencies' service capacity

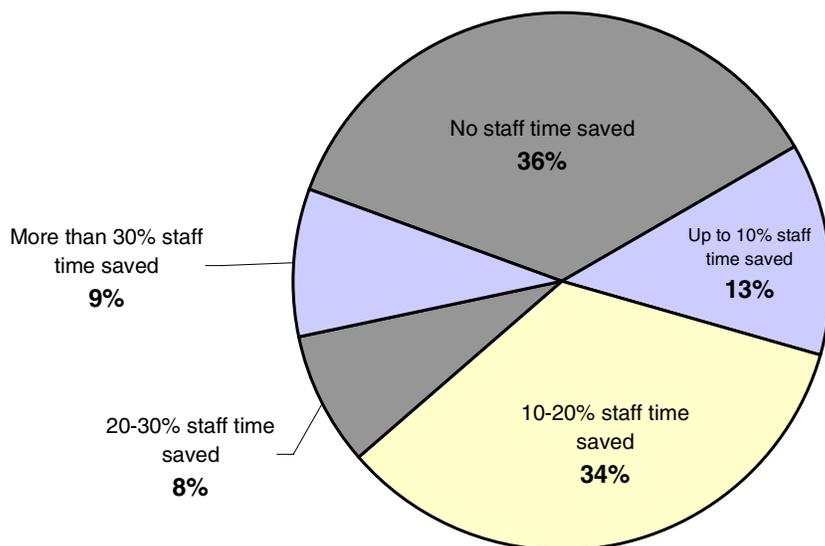
Senior Companions helped many volunteer stations to expand their service capacity. When surveyed, 57% of the volunteer station supervisors said that having the Senior Companions made it possible for their agencies to serve additional clients. Those who credited the Senior Companions with allowing them to serve more clients reported serving an average of 45 additional agency clients (or an additional 5 clients per Senior Companion) as a result of the Senior Companions' service.¹² In the open-ended questions, several respondents said that they assigned Senior Companions to clients with a higher level of functioning so that agency staff could focus on the clients with the greatest service needs.

The respondents were also asked whether the Senior Companions enabled their agencies to serve a greater variety of clients. As a group, 61% said that the Senior Companions helped them serve a greater variety of clients. As noted earlier, the agencies reported being able to serve two types of added clients as a result of the Senior Companions: those with special needs (99% of those reporting that the Senior Companions enabled them to serve a greater variety), and those who are not eligible for subsidized services, but could not afford to pay for such services (94% of this group).

A majority of the agencies (64%) reported that the Senior Companions freed up their staff to do other agency work. The total responses were divided into various categories, as shown in **Exhibit 18**.

¹² See Appendix, C, Question 38a for this result.

Exhibit 18: Percentage of Agency Staff Member's Time Freed



Approximately 36% reported that the Senior Companions did not free up any staff time at the agency. The next most common response (34%) was that the Senior Companions freed up from 10 to 20% of a full-time staff member's time. About 13% of the group said they freed up less than 10% of a staff person's time. Another 8% of the group said the Senior Companions freed up between 20 and 30% of a staff member's time, and 9% said they freed up over 30% of a staff member's time.

When asked what types of activities their staff members could do as a result of the assistance of Senior Companions, 98% of the agencies that said their staff time had been freed up reported that they could provide additional services to their current clients. Almost as many in this group (95%) said that they could provide services to new clients. In addition, 86% of these respondents said the Senior Companions enabled them to offer more services to clients who had special needs, or required special attention. One volunteer station respondent noted that "the [Senior Companion] Program provides services to clients that staff does not have time for...a wonderful positive asset to the organization."

To sum up the Senior Companions' effects on agencies' service capacity, 57% of the respondents said they enabled their agencies to serve additional clients, and 61% reported that they made it possible to serve a greater variety of clients. Almost two-thirds of the respondents said the Senior Companions freed up agency staff for other work.

Cost savings to agencies as a result of the Senior Companion Program

Although the volunteer stations for the Senior Companions were non-profit entities, there were some of them that did provide services to older clients for a fee. About 28% of the total group of survey respondents reported that they charged a fee for certain services.

Chapter Five: Effects of Senior Companion Program Services on Agencies, Clients, Families, and Senior Companions

On average, the agencies that provided services for a fee charged \$13.35 per hour for services from a home health aide or a personal care assistant. They charged \$10.22 for an hour of services from a home respite care worker, and \$4.02 for an hour of companionship services. These types of services were more or less similar to the services the Senior Companions provided on a no-fee basis.

Having the Senior Companions allowed the agencies to provide a number of additional hours of client service. For example, if the average agency had 7.6 Companions serving in home settings and each one served 20 hours per week, this amounted to 152 extra hours of service provided each week, or the equivalent of 3.8 additional full-time persons serving clients. In addition, these hours—especially the hours spent providing respite care or personal care assistance—were spent providing services that were costly for the agencies and clients. Although the agencies incurred costs for having the services of Senior Companions—supervision, in-service training, some services (e.g., annual physicals) and, in some programs, the Senior Companions' stipends—the value of the services they provided to clients appeared to outweigh the costs.

Value of the Senior Companion Program to sponsoring agencies and other agencies serving seniors

It is important to note that clients in need of services could not always be provided with a Senior Companion right away, because the demand for Senior Companions' services often exceeded the supply. In the survey, 66% of the agencies reported that they had a waiting list of clients who were seeking to be matched with a Senior Companion. The prevalence of these waiting lists was one indicator of the value of the Senior Companion Program to the volunteer stations. For the agencies with a waiting list, the average number of clients on the list was 13.

When asked how much they valued the Senior Companions and their work, 89% of the volunteer station representatives said they found them extremely valuable. In the survey, the respondents were also asked how the Senior Companion Program was viewed by "agencies providing services to older adults"—a category that includes other agencies with a similar mission. For the group as a whole, 46% of the respondents said that the program was very well known to the senior-serving agencies, and 44% said it was somewhat well known. When asked how senior-serving agencies valued the Senior Companion Program, 83% of the respondents said that these agencies valued it highly, with the rest reporting that they valued it somewhat.

Following up on this theme, the survey respondents were asked how much importance the general community placed on the Senior Companion Program. Here the response was more mixed, with 65% saying that the community thought the program was “very important”, and 32% reporting that the community found it “somewhat important”. These responses would appear to overstate the case for the Senior Companion Program to some degree, since it seems doubtful whether 65% of the general community was fully aware that the program existed. Nevertheless, the responses suggest a belief among volunteer station representatives that the general community shared their own positive view of the program.

There was one question on the survey that focused more directly on inter-agency relations. The respondents were asked what it would take to motivate more agencies to pay some of the costs of supporting Senior Companions in the community. In response, 59% of the volunteer station representatives suggested greater public awareness of the Senior Companion Program, or greater promotional efforts to achieve such awareness. Another 17% suggested publicizing statistics on the cost savings resulting from the Senior Companion Program. About 14% of the respondents said that greater availability of funds might motivate more agencies to share such costs, and 9% said it would help to have more Senior Companions available.

Effects of Senior Companion Program services on clients

The volunteer station representatives reported a number of benefits resulting from the services that Senior Companions provided to their clients. The survey asked in particular about cost savings of various types for the clients being served. In the categories of personal care and assistance with meal preparation, a majority of the respondents (55% and 70% respectively) reported that their clients spent about the same amount of money as they did before they had a Senior Companion. However, a substantial number of respondents (44%) said that clients spent less on personal care than before they had a Senior Companion and 29% said the clients spent less on meal preparation. Cost savings to clients were reported most often in the area of special transportation to help them get around (55%). Almost none of the respondents (1 to 2%) reported that their clients spent more money for these purposes after they were paired with a Senior Companion.

Effects of Senior Companion Program services on clients’ families

As mentioned earlier, many Senior Companions provided a respite for the family members or other full-time caregivers of their clients. This gave the caregivers a chance to take time off for themselves, knowing that the clients were in capable hands. The Senior Companions’ regular visits also provided greater peace of mind to family members who were not caregivers on a full-time basis, but needed to spend much of their day at work. One volunteer station respondent noted that “we deal with caregivers who sometimes can be very stressed. Four hours a day is a big break for a caregiver.”

Chapter Five: Effects of Senior Companion Program Services on Agencies, Clients, Families, and Senior Companions

Another respondent noted that the Senior Companions “provide companionship [to their clients] so that family members will have a break or remain employed.”

In the survey, respondents were asked what effect the Senior Companions had on the ability of clients’ family members or caregivers to remain employed. About 79% said that family and caregivers were better able to remain employed as a result of the Senior Companions and their services, while 21% said that they did not make any difference.

Effect of the Senior Companion Program on the Senior Companions

The survey questions did not directly address the program’s effect on the Senior Companions themselves. However, in reply to the open-ended questions, several respondents mentioned personal rewards that accrued to the Senior Companions as result of their service. The following are a few representative comments:

- “The program keeps the Senior Companion well, as well as the client. It’s a win-win situation.”
- “Helping the clients improves the Senior Companions’ self-worth and self-esteem.”
- “For the Senior Companions, it gives them a chance to get up, get out, and feel useful.”
- “The program is wonderful for both the Senior Companion and the client.”

While somewhat anecdotal compared to the rest of the survey results, these respondents’ comments are consistent with the findings of other research on the benefits senior citizens derive from volunteer service to their peers.¹³

Effects of Senior Companions on agencies’ service capacity among different types of agencies

The responses concerning service capacity varied somewhat by type of agency and size. As shown in **Exhibit 19**, health-related agencies were least likely to report that they could serve additional clients or serve a greater variety of clients as a result of having Senior Companions.

¹³ See Marc Musick, A. Regula Herzog, and James Herzog, 1999, “Volunteering and Mortality among Older Adults: Findings from a National Sample,” *Journal of Gerontology: Social Sciences* 54B:3, p. S173-180; Yael Benyamini, Ellen Idler, Howard Leventhal, and Elaine Leventhal, 2000, “Positive Affect and Function as Influences on Self-Assessments of Health: Expanding our View beyond Illness and Disability,” *Journal of Gerontology: Psychological Sciences*, 55B:2, p. 107-116; Roger King, 1996, “Volunteerism by the Elderly as an Intervention for Promoting Successful Aging,” unpublished manuscript, University of Puget Sound.

Chapter Five: Effects of Senior Companion Program Services on Agencies, Clients, Families, and Senior Companions

Exhibit 19: Percentage Saying “Yes” to Each Service Capacity Factor as a Result of Having Senior Companions by Type and Size of Agency

Service Capacity Factor	Health-related Agency	Full Service Agency	Non Health-related Agency	11 or More FTEs (Larger Agencies)	10 or Fewer FTEs (Smaller Agencies)
Can serve additional clients	31%	71%	61%	44%	69%
Can serve a greater variety of clients	31%	68%	72%	43%	76%
Have agency staff freed up to perform other agency tasks	60%	78%	54%	64%	65%

Health-related agencies were also less likely to report that their Senior Companions provided personal care assistance, took clients to medical appointments, ran errands, or did grocery shopping; on the other hand, they were more likely to report that their Senior Companions helped with respite care, performed light chores, and made phone calls (see **Chapter Three**). Even so, the majority of respondents from health-related agencies agreed that having Senior Companions helped free up agency staff to perform other agency activities.

The full service agencies were most likely to report the Senior Companions helped them serve additional clients and have more staff time freed up to perform other agency duties. Finally, the smaller agencies were more likely than the larger agencies to report that the Senior Companions both enabled them to see additional clients and to serve a greater variety of clients over time.

Value of the Senior Companion Program among different types of agencies

We performed analyses by type and size of the agency to examine the value of the Senior Companion Program to host agencies of various types. As shown in **Exhibit 20**, health-related agencies were most likely to find Senior Companion’s contribution to client care to be extremely valuable (although all types of agencies valued Senior Companions in this way).

Exhibit 20: Percentage Saying that Senior Companions are “Extremely Valuable/ Very Important” by Type and Size of Agency

Aspect of the program valued	Health-related agency	Full service agency	Non health-related agency	11 or more FTEs (larger agencies)	10 or fewer FTEs (smaller agencies)
Their contribution to client care at the agency	95%	92%	80%	82%	95%
Their importance to other agencies that serve seniors in their community	89%	81%	76%	78%	85%
Their importance to the general community	75%	73%	51%	62%	66%

Health-related agencies also were most likely to rate Senior Companions to be extremely valuable to other agencies that served older adults. Finally, health-related agencies were most likely to report that Senior Companions were extremely valuable to the general community being served.

Smaller agencies tended to value the program somewhat more highly than larger agencies, with 95% finding their contribution to client care at the agency to be extremely valuable (relative to 82% by larger agencies). Smaller agencies also were somewhat more likely to report that Senior Companions were extremely valuable to other agencies that provided services to seniors, and to the community-at-large.

CHAPTER SIX

Summary and Conclusion

Senior Companions in their agencies and communities

The Senior Companion Program arranges for volunteer Senior Companions to provide clients with companionship and help them with the tasks of daily living. One of the main goals of the Senior Companion Program is to provide supportive services to adults with physical, emotional, or mental health limitations, especially older persons, in an effort to achieve and maintain their highest level of independent living. The average Senior Companion visits frail clients in a home setting several times a week, with an average client to Senior Companion ratio of 2.5. The program is administered through a myriad of volunteer stations, where the Senior Companions are trained and supervised by staff from their volunteer station. Besides providing direct service to clients, the Senior Companions perform many useful functions for their volunteer stations. These include monitoring clients' health on a regular basis, and serving as a communication link with agency staff.

Some of the major findings of this study are reported below.

- **There was a very high level of satisfaction with the Senior Companions and the services they provided.** In particular, the volunteer stations gave high marks to the Senior Companions for their courtesy and reliability, the amount of time they spent with the clients, and their ability to provide most types of services.
- **Senior Companions enabled agencies to serve additional clients, and also to expand the services that they provided to their present clients.** When surveyed, 57% of the volunteer station representatives said that having the Senior Companions made it possible for their agencies to serve additional clients. Those who credited the Senior Companions with allowing them to serve more clients reported serving an average of 45 additional agency clients (or approximately 5 clients per Senior Companion) as a result of the Senior Companions' service. Several respondents said that they assigned Senior Companions to clients with a higher level of functioning so that agency staff could focus on the clients with the greatest service needs.
- **Senior Companions performed important roles to help agencies.** Ninety-percent of volunteer station respondents felt that Senior Companions often or sometimes notified staff of client changes, served as client advocates, and directly communicated with family members about client needs. Similarly, 87% of the volunteer station representatives stated that Senior Companions served as the "eyes and ears" of the agency.

- **Agencies regarded the Senior Companion as an extremely valuable resource for client care.** About 89% of the volunteer station representatives rated the Senior Companions as “extremely valuable” in what they contributed to clients’ care. They also reported that the Senior Companion Program was highly valued by other senior-serving agencies and the community-at-large.
- **Senior Companions provided clients with much needed services.** The volunteer station respondents stated that Senior Companions provided clients with a number of very necessary services, and in some cases they enabled clients to spend less money on transportation, personal care, and meal preparation. Cost savings to clients were greatest in the area of special transportation, with 55% of respondents saying that their clients spent less money for these services since they were matched with Senior Companions, although 44% also said that their clients spent less on personal care, and 29% said that their clients spent less on meal preparation.
- **For the client’s family members and caregivers, the Senior Companions provided valuable respite care.** Over 75% of the volunteer station representatives said that family members were better able to remain employed as a result of Senior Companion Program services. Many volunteer station respondents also reported that family members had reduced levels of stress and a greater sense of well-being as a result of having Senior Companions to assist their family members at home.
- Lastly, a number of respondents reported **mental and physical health benefits to the Senior Companions as a result of their work.** As reported in **Chapter 1**, one primary goal of the Senior Companion Program was to enable low-income persons aged 60 and over to remain physically and mentally active and to enhance their self-esteem through continued participation in needed community services. Many volunteer station respondents stressed that the Senior Companion Program clearly had achieved this goal. They reported that many Senior Companions increased self-esteem and self-worth through the experience of helping frail seniors to remain healthy and living independently at home.

How different types of agencies view Senior Companions

In this study, most of the survey data were subdivided by agency type and size. The subgroup analyses revealed a number of differences among these groups, particularly by agency type. Some of the highlights of the subgroup analyses follow.

- **The health-related agencies were more likely than the others to say they were “very satisfied” with the quality of the Senior Companions’ services.** This was true for their level of satisfaction with Senior Companions’ personal care assistance, their ability to provide respite care, and the amount of time they spent with clients, as well as the overall quality of the Senior Companion Program services.

- **The health-related agencies reported that their Senior Companions provided a larger range of services than the others did, at least on an occasional basis.** However their Senior Companions were less likely to provide personal care assistance, help with grocery shopping, take clients to medical appointments or run errands, which may be viewed as some of the clients' most pressing needs. This may reflect both the needs of the clients these agencies serve and the combination of services the clients receive.
- **The full service and non-health-related agencies were more likely to report that Senior Companions enabled them to serve additional clients and/or serve a greater variety of clients.** The data suggest that for the health-related agencies, the Senior Companions may have served specific functions within a larger care plan for very frail elderly clients. For example, paid paraprofessional staff may have provided assistance with personal care, and family members or others may have helped with tasks outside the home (such as errands or shopping), while the Senior Companion completed the assistance plan by doing more of the small, in-home tasks that were critical to the client's and the family's continued functioning.
- **Compared to the other two groups, the health-related agencies were more likely to have a waiting list.** This was a strong indication of the value of the Senior Companions to both the volunteer stations and their clients.
- **The health-related agencies were also more likely to charge a fee for some of their other services.** Having Senior Companions available allowed these agencies to provide low- or no-fee services to supplement other services received by the clients.
- **The health-related agencies were the least likely to involve their Senior Companions in case management meetings.** They were also less likely than the others to say that the Senior Companions helped them serve clients with special needs. It would appear that these agencies assigned the Companions a more circumscribed role than do the others; paradoxically, however, the health-related agencies reported the highest level of satisfaction with the Senior Companions' services. It may be that these agencies defined a relatively limited "extra hands" role for the Senior Companions, and deployed them to fill specific client needs. In so doing, the health-related agencies established clear, limited expectations for the Companions, and they were then satisfied because these expectations were well met.
- **The full service agencies were more likely than the other groups to report that they used the Senior Companions as the "eyes and ears" of the agency, and as a way for them to learn about changes in clients' well-being.** They were more apt to report that their Senior Companions helped them to serve other clients, and that the Senior Companions freed up time for their agency staff. They were also more likely to provide the Senior Companions with all types of training. All in all, it would appear that the agencies in the full service group integrated the Senior Companions into their operations more fully than the other types of agencies.

- **The full service agencies were more likely to report that their Senior Companions helped clients with personal care, shopped for groceries, and ran errands.** While the range of services provided was somewhat more limited for this group of agencies, the services that they provided were among the most essential for the clients' well-being.
- **The non-health related agencies were most likely to report that their Senior Companions were present at case management meetings.** On the other hand, they were the least apt to say that the Senior Companions freed up their staff to do other agency work.

Fewer striking differences were apparent between the smaller and the larger agencies.

- As might be expected, **the smaller agencies were more likely to include their Senior Companions in case management meetings, and they were more likely to report that the Senior Companions were involved in developing client care plans.** These smaller agencies were also more likely to have Senior Companions take clients to medical appointments, remind them to take their medicine, and to provide personal care assistance to them. The smaller agencies tended either to have a less specialized staff, or took a more holistic approach to serving their clients.
- **The smaller agencies were also more likely to say that the Senior Companions helped them to serve more clients.** The larger agencies, on the other hand, were more likely to charge a fee for agency services.

Further research

As noted earlier, the survey of volunteer station representatives is part of a larger study of the quality of care provided by the Senior Companion Program. Other components of the study will focus on surveying the clients and their caregivers, and the results from these surveys will be presented in subsequent reports. With regard to the agencies, one area of inquiry that would appear to justify further research is the identification of effective practices in administering the program. This could involve studying communication mechanisms at the level of the volunteer station, and examining how the Senior Companions interacted with health care professionals and other community agencies that serve older adults.

Summary and conclusion

Senior Companions provide a variety of important independent living services to frail clients in need of additional assistance at a variety of locations. The agencies that are affiliated with the Senior Companion Program have great flexibility in determining how Senior Companions are deployed and in selecting what services they provide to their clients. Volunteer station respondents are very satisfied with the overall quality of Senior Companion services. They find Senior Companions to be very helpful in providing companionship and personal care assistance to their clients, and respite services to the

Chapter Six: Summary and Conclusion

caregivers and family members of clients being served. Volunteer station respondents also value the time that they have available to perform other agency activities as a result of having Senior Companions.

In conclusion, Senior Companions play an important function in enabling the volunteer stations to expand the supply of independent living services available to the clients they serve. Overall, volunteer stations are very satisfied with the roles that Senior Companions perform at their various locations. They also greatly value the types of assistance that the Senior Companions provide to their agency staff, who are then free to attend to other important agency activities. Finally, volunteer station respondents feel that other senior service providers, as well as the broader community-at-large, also recognize and value the Senior Companion Program as an important resource to the communities served.

**APPENDIX A: *Purpose of Volunteer Station
Survey, Sampling, Data Collection
Procedures, and Analysis Plan***

APPENDIX A

Purpose of Volunteer Station Survey, Sampling, Data Collection Procedures, and Analysis Plan

Volunteer Station Study Purpose

The purpose of the volunteer station survey was to learn about agency satisfaction with, and use of Senior Companions. RTI interview staff also asked volunteer station respondents about the types of activities in which Senior Companions were engaged and the range of services they performed. Finally, we asked volunteer station staff to assess the value of the Senior Companion Program (SCP) to their agency. Volunteer station respondents were given the opportunity to respond to open-ended items regarding changes that they would have liked to see made to improve the quality of the program, as well as to offer statements about what they valued about the current SCP program. The volunteer station survey was part of a larger evaluation effort that included telephone-based interviews with new SCP clients and family members/caregivers (as well as comparison group members) over a 9-month period of time.

Sampling and Data Collection Procedures

A two-stage selection process was used to select agencies into the study. First, RTI staff selected 40 SCP projects based on the size of the SCP project. As a result, a larger number of large projects were selected than would have been picked purely by chance. This first stage sample was conducted at the SCP project level. At the second stage, RTI staff randomly selected approximately 4 agencies per project (4 x 40) to obtain approximately 160 agencies that would represent all agencies affiliated with the Senior Companion Program. It was necessary first to select projects, and then to select agencies for several reasons. First, this was the only way RTI staff would be able to obtain the participating agency lists needed to select four agencies per project at the second stage. Second, this approach ensured that SCP project approval would be obtained before proceeding to obtain agency approval at the second stage.

SCP Directors were sent information explaining the study and what is involved if he/she agreed for the program to participate. SCP study brochures, fact sheets, and endorsement letters from the Corporation and from the Director of the National SCP Association were also included in this packet of materials. The RTI Project Director contacted each randomly selected project and obtained verbal consent from each SCP Project Director. The RTI Project Director requested agency listings for all participating agencies from each of the 40 projects so that RTI statisticians could randomly select four agencies per listing to represent each project.

Appendix A: Purpose of Volunteer Station Survey, Sampling, Data Collection Procedures, and Analysis Plan

Once four agencies had been randomly selected at each project, the RTI Project Director contacted each SCP Project Director again to inform him/her of the agencies that had been selected, and requested that he/she notify each agency supervisor directly to inform each volunteer station supervisor about the forthcoming telephone survey. A similar set of materials were prepared for each selected agency and made available to each SCP Project Director for them to distribute. The volunteer station supervisors were encouraged to contact the RTI Project Director if they had any additional questions after speaking with each SCP Project Director.

Before the RTI telephone survey unit fielded the agency survey, it was reviewed by the project staff to check for fluency and duration. The initial draft of the agency survey was read aloud to colleagues and subsequently reduced in length to ensure that it would be relatively quick and easy to complete in less than 30 minutes. Then, the agency survey was pre-tested by telephone on 5 agency representatives who are affiliated with the SCP in various locations throughout the United States to ensure that it would be relatively quick and easy to complete in less than 30 minutes. All agency interviews were completed in less than 30 minutes and were easy to understand and administer by phone.

Telephone interviewers were put through a rigorous training process that focused on specific issues of the project, recruiting skills, and documentation procedures. Upon completion of the training program, interviewers began administration of the survey, with the goal of having all 172 agencies involved (i.e., 160 active agencies that were participating in the larger SCP study on clients and family members/caregivers, plus 12 additional agencies that were affiliated with the Senior Companion Program but were unwilling to participate in RTI's larger SCP evaluation). Each participating station was assigned an individual identification number to be used throughout the data collection process. The volunteer stations were not offered compensation for participating.

All volunteer stations were informed (stated in pre-notification letter) that participation in the survey was voluntary and that the data supplied would be kept confidential. In addition, RTI's internal institutional review board reviewed the survey instruments and informed consent procedures to insure that respondent's rights were safeguarded. The staff working on this study was required to sign an internal consent form.

There were a total of 172 interviews attempted for the volunteer station portion of the data collection. RTI interviewers were successful in completing 90% (155 completes) of the volunteer station surveys that were fielded between March-May 2000. The interviews averaged 30 minutes in length and all information was documented on a PAPI (paper and pencil) screening form. The remainder of the sample was as follows: 6% (10) of the respondents refused, and 4% (7) of the respondents were unable to be contacted.

Data Editing and Processing

To complete the data-editing task, RTI's Survey Research Division, in conjunction with the Research Computing Division, developed a codebook for data entry; editing specifications for raw data and machine edit specifications. Once data editing was completed, questionnaires were batched and sent to data entry for keying. The data entry program was tested with live data to make sure the program was working properly and no adjustments needed to be made. Any questionnaires that did not pass the editing process were forwarded to the data collection task leader who resolved any problems that might hinder the data entry process. Once keyed, the data was machine edited to identify skip patterns, possible duplicates, and range violations. At the conclusion of these post-processing operations, a clean data file was sent to the data collection task leader, who forwarded it to the Statistics Research Division for final analysis.

Analysis Plan

RTI developed a multi-stage sampling methodology that initially sampled SCP projects with a probability proportional to the number of clients that they served. Next, RTI staff randomly selected agencies with an equal probability of selection within a given project.¹ While the survey items being administered were at the agency (rather than project) level, it was plausible that an agency could take advantage of resources available to a large project that might not be available to a smaller project. Given this possibility, it was decided not to rely on the unweighted results since larger projects would be overrepresented. A weighted analysis had the benefit of "retuning" the projects so that they were more representative of the population as a whole. Agencies from larger projects were "toned down" while agencies from smaller projects are "toned up". For this report, we relied solely on the weighted analysis when reporting percentages since weighting adjusted for the possibility that survey items might be correlated in some way with SCP project size.

¹Although the RTI sample did not exclude group settings from the sampling frame a priori, case by case determinations were made at the individual volunteer station level among selected stations to determine whether SCP clients would be able to identify Senior Companions and report on their satisfaction with them. In several cases, clients who were based in a group setting were found to be unable to differentiate between Senior Companions and actual agency staff. In those situations, the volunteer stations were replaced with other randomly selected volunteer stations.

***APPENDIX B:* National Study of the Senior
Companion Program: Telephone
Survey of Volunteer Station
Supervisors**

APPENDIX B

**National Study of the Senior Companion Program
Telephone Survey of Volunteer Station Supervisors**

SECTION 1. GENERAL INFORMATION ABOUT YOUR AGENCY

1. Which of the following best describes your agency?

- Non-profit home health care agency 1
- Non-profit agency on aging 2
- Multi-purpose center 3
- Other social service center (DESCRIBE) _____ ..4 (ALLOW 75 CHAR)
- Public/congregate housing 5
- Other type of agency (SPECIFY) _____ ..6 (ALLOW 75 CHAR)
- DK -4
- REF -7

2. How many full-time equivalency (FTE) staff does your agency currently have in each of the following categories? [CODE AN ANSWER FOR EACH STAFF CATEGORY] (ALLOW 3 CHAR FOR EACH SUB-QUESTION A-G NUMBER FTEs)

	NUMBER (FTEs)	<u>NA/DK</u>	<u>REF</u>
A) Visiting nurses/public health nurses	_____	-4	-7
B) Home health aides/homemaker workers	_____	-4	-7
C) Specialized therapists (physical therapists/ occupational therapists, speech therapists, etc.).....	_____	-4	-7
D) Social workers.....	_____	-4	-7
E) Physicians	_____	-4	-7
F) Other professionals (DESCRIBE) _____	_____	-4	-7
G) _____	_____	-4	-7

(ALLOW 30 CHAR)

**Appendix B: National Study of the Senior Companion Program
Telephone Survey of Volunteer Station Supervisors**

3. What type of health or long-term care services does your agency provide for older adults?
Does it provide...? [CIRCLE ONE ANSWER FOR EACH OPTION]

	<u>YES</u>	<u>NO</u>	<u>NA/DK</u>	<u>REF</u>
A) Adult Day Care Services.....	1	2	-4	-7
B) Senior Center Services.....	1	2	-4	-7
C) Special Transportation (van).....	1	2	-4	-7
D) Home delivered meals such as Meals-on-Wheels.....	1	2	-4	-7
E) Group meal program.....	1	2	-4	-7
F) Visiting Nurse or Public Health Nurse Services.....	1	2	-4	-7
G) Home Health Aide or Homemaker Services.....	1	2	-4	-7
H) Physical Therapy Services.....	1	2	-4	-7
I) Mental Health Services?.....	1	2	-4	-7

4. How long has your agency been involved in the Senior Companion Program?

_____YEARS (ALLOW 2 CHAR)

DK.....-4

REF.....-7

5. How many Senior Companions does your volunteer station currently supervise in total?

_____COMPANIONS (ALLOW 3 CHAR)

DK.....-4

REF.....-7

5a. Of these, how many Senior Companions provide services in the home setting?

_____COMPANIONS (ALLOW 3 CHAR)

DK.....-4

REF.....-7

6. Approximately how many clients do these Senior Companions visit in total?

_____CLIENTS (ALLOW 3 CHAR)

DK.....-4

REF.....-7

6a. Of these, how many clients are seen in the home setting?

_____CLIENTS (ALLOW 3 CHAR)

DK.....-4

REF.....-7

**Appendix B: National Study of the Senior Companion Program
Telephone Survey of Volunteer Station Supervisors**

7. Does your agency have meetings where the status of clients is discussed?

- YES1
- NO2 SKIP TO Q.8
- DK.....-4
- REF-7

7a. Which of the following types of people attend these sessions?

	<u>YES</u>	<u>NO</u>	<u>NA/DK</u>	<u>REF</u>
1) Staff nurses.....	1	2	-4	-7
2) Staff home health aides.....	1	2	-4	-7
3) Staff case managers.....	1	2	-4	-7
4) Senior Companions.....	1	2	-4	-7
5) Volunteer station supervisors.....	1	2	-4	-7
6) Other (SPECIFY) _____	.1	2	-4	-7
(ALLOW 50 CHAR)				

8. Which of the following types of people are involved in developing care plans for clients being served?

	<u>YES</u>	<u>NO</u>	<u>NA/DK</u>	<u>REF</u>
A) Staff nurses.....	1	2	-4	-7 GO TO Q. 9
B) Staff home health aides.....	1	2	-4	-7 GO TO Q. 9
C) Staff case managers.....	1	2	-4	-7 GO TO Q. 9
D) Senior companions.....	1	2	-4	-7 IF NO, GO TO Q. 9
E) Volunteer station supervisors.....	1	2	-4	-7 GO TO Q. 9
F) Other (SPECIFY) _____	.1	2	-4	-7 GO TO Q. 9
(ALLOW 20 CHAR)				

8a. How involved are Senior Companions in the development of client care plans?

- Very involved..... 1
- Somewhat involved..... 2
- Not very involved..... 3
- DK.....-4
- REF-7

**Appendix B: National Study of the Senior Companion Program
Telephone Survey of Volunteer Station Supervisors**

9. This next question asks about the frequency with which Senior Companions perform various duties for their clients. Would you say that Senior Companions assist your clients often, sometimes, or not at all with the following tasks?

	<u>OFTEN</u>	<u>SOME- TIMES</u>	<u>NOT AT ALL</u>	<u>NA/DK</u>	<u>REF</u>
A) Providing personal care assistance (help dressing, eating, grooming, etc.).....	1	2	3	-4	-7
B) Assisting with light chores.....	1	2	3	-4	-7
C) Taking clients to medical appointments.....	1	2	3	-4	-7
D) Running errands.....	1	2	3	-4	-7
E) Preparing meals.....	1	2	3	-4	-7
F) Going grocery shopping.....	1	2	3	-4	-7
G) Making phone calls for clients.....	1	2	3	-4	-7
H) Reminding clients to take medicine.....	1	2	3	-4	-7
I) Assisting with paperwork.....	1	2	3	-4	-7
J) Keeping clients company.....	1	2	3	-4	-7
K) Being there in case of an emergency.....	1	2	3	-4	-7
L) Assisting family/caregivers by giving them time off.....	1	2	3	-4	-7
L) Other (SPECIFY) _____ _____ _____..	1	2	3	-4	-7

(ALLOW 60 CHAR)

10. The next question asks about the frequency with which Senior Companions provide various types of assistance to [AGENCY NAME]. Would you say that Senior Companions assist your agency often, sometimes, or not at all with the following activities?

	<u>OFTEN</u>	<u>SOME- TIMES</u>	<u>NOT AT ALL</u>	<u>NA/DK</u>	<u>REF</u>
A) Attending case management meetings.....	1	2	3	-4	-7
B) Notifying staff of client changes.....	1	2	3	-4	-7
C) Serving as the eyes and ears of agency.....	1	2	3	-4	-7
D) Freeing up staff time to see other agency clients.....	1	2	3	-4	-7
E) Providing an additional staff resource to the agency.....	1	2	3	-4	-7
F) Serving as client advocates (i.e., ask for what client may need from agency).....	1	2	3	-4	-7
G) Directly communicating with family members.....	1	2	3	-4	-7
H) Other (SPECIFY) _____ _____ _____..	1	2	3	-4	-7

(ALLOW 50 CHAR)

**Appendix B: National Study of the Senior Companion Program
Telephone Survey of Volunteer Station Supervisors**

11. This next question asks about the frequency with which various agencies and individuals request Senior Companion Program services. Would you say that Senior Companion Program services are requested often, sometimes, or not at all by the following agencies and individuals?

	<u>OFTEN</u>	<u>SOME- TIMES</u>	<u>NOT AT ALL</u>	<u>NA/DK</u>	<u>REF</u>
A) Other health/social service agencies	1	2	3	-4	-7
B) Family members.....	1	2	3	-4	-7
C) Client self-referrals	1	2	3	-4	-7
D) Other Senior Companions	1	2	3	-4	-7
E) Hospitals/Nursing Homes	1	2	3	-4	-7
F) Other (SPECIFY) _____	1	2	3	-4	-7

(ALLOW 30 CHAR)

11a. You mentioned [LIST REFERRAL SOURCES MENTIONED IN Q. 11]. Which one of these is the primary referral source for Senior Companion Program services? [CIRCLE “YES” ONLY FOR ONE; CIRCLE “NO” FOR ALL OTHERS]

	<u>YES</u>	<u>NO</u>	<u>NA/DK</u>	<u>REF</u>
A) Other health/social service agencies	1	2	-4	-7
B) Family members.....	1	2	-4	-7
C) Client self-referrals	1	2	-4	-7
D) Other Senior Companions	1	2	-4	-7
E) Hospitals/Nursing Homes	1	2	-4	-7
F) Other (SPECIFY) _____	1	2	-4	-7

(ALLOW 30 CHAR)

12. Does the referral source affect the likelihood that a Senior Companion will be assigned or does it make no difference? (For example, do some referral sources have priority over others)? Would you say that the...?

Referral source affects the likelihood of getting a companion.....	1
Referral source makes no difference.....	2
DK.....	-4
REF	-7

**Appendix B: National Study of the Senior Companion Program
Telephone Survey of Volunteer Station Supervisors**

13. Which of the following types of agency personnel initially match Senior Companions with clients?

	<u>YES</u>	<u>NO</u>	<u>NA/DK</u>	<u>REF</u>
A) Volunteer station supervisor	1	2	-4	-7
B) Other agency staff	1	2	-4	-7
C) Senior Companion Program Director	1	2	-4	-7
D) Other (SPECIFY) _____	1	2	-4	-7
_____..	1	2	-4	-7

(ALLOW 50 CHAR)

14. Is there currently a waiting list for the Senior Companion Program at your agency?

- YES1
 NO.....2 SKIP TO Q.15
 DK.....-4 SKIP TO Q.15
 REF-7 SKIP TO Q.15

14a. How many names are now on the waiting list?

_____ CLIENTS CURRENTLY ON THE SENIOR COMPANION
PROGRAM WAITING LIST (ALLOW 3 CHAR)

- DK.....-4
 REF-7

15. Do clients get assigned Senior Companions based on...? [CODE ALL THAT APPLY]

	<u>YES</u>	<u>NO</u>	<u>NA/DK</u>	<u>REF</u>
A. Health status (extent of illness).....	1	2	-4	-7
B. Socioeconomic status.....	1	2	-4	-7
C. First come, first serve listing.....	1	2	-4	-7
D. Geographic location	1	2	-4	-7
E. Other (SPECIFY) _____	1	2	-4	-7
_____..	1	2	-4	-7

(ALLOW 25 CHAR)

16. Approximately what percentage of your clients with Senior Companions also receive other home- or community-based services?

- _____ % (ALLOW 3 CHAR)
 DK.....-4
 REF-7

**Appendix B: National Study of the Senior Companion Program
Telephone Survey of Volunteer Station Supervisors**

17. Which of the following types of training and supervision does your agency provide to Senior Companions?

	<u>YES</u>	<u>NO</u>	<u>NA/DK</u>	<u>REF</u>
A) Pre-service orientation	1	2	-4	-7
B) Ongoing in-service training	1	2	-4	-7
C) Regular supervisory meetings.....	1	2	-4	-7
D) Crisis management training	1	2	-4	-7
E) Other (SPECIFY) _____	1	2	-4	-7
(ALLOW 50 CHAR)				

18. You mentioned [READ RESPONSE CHOICES FROM Q. 17]. Which one type of training and supervision has been most important in helping Senior Companions to carry out their client service functions?

A) Pre-service orientation training.....	1	
B) Ongoing in-service training	2	
C) Regular supervisory meetings with companions.....	3	
D) Crisis management training for companions.....	4	
E) Other (SPECIFY) _____	5	(ALLOW 20 CHAR)
F) DK.....	-4	
G) REF	-7	

SECTION 2. SATISFACTION WITH SENIOR COMPANION SERVICES

Now I'd like to ask you some questions about your general satisfaction with the Senior Companion Program services.

19. How satisfied are you with your Senior Companions' ability to provide assistance with your clients personal care needs (e.g., help dressing them, getting them in and out of bed, help with grooming, etc.)? Would you say that you are...?

Very satisfied	1
Somewhat satisfied	2
Not at all satisfied	3
NOT APPLICABLE	-3
DK.....	-4
REF	-7

**Appendix B: National Study of the Senior Companion Program
Telephone Survey of Volunteer Station Supervisors**

20. How satisfied are you with your Senior Companions' ability to provide transportation to help your clients meet their needs? Would you say that you are...?

- Very satisfied 1
- Somewhat satisfied 2
- Not at all satisfied 3
- NOT APPLICABLE -3
- DK..... -4
- REF -7

21. How satisfied are you with your Senior Companions' ability to prepare meals to meet your clients needs? Would you say that you are...?

- Very satisfied 1
- Somewhat satisfied 2
- Not at all satisfied 3
- NOT APPLICABLE -3
- DK..... -4
- REF -7

22. How satisfied are you with your Senior Companions' ability to listen, visit, and be a companion to your clients? Would you say that you are...?

- Very satisfied 1
- Somewhat satisfied 2
- Not at all satisfied 3
- NOT APPLICABLE -3
- DK..... -4
- REF -7

23. How satisfied are you with your Senior Companions' ability to help give family members/caregivers time for themselves (i.e., to run errands, to have lunch with a friend, etc.)? Would you say that you are...?

- Very satisfied 1
- Somewhat satisfied 2
- Not at all satisfied 3
- NOT APPLICABLE -3
- DK..... -4
- REF -7

**Appendix B: National Study of the Senior Companion Program
Telephone Survey of Volunteer Station Supervisors**

24. Currently, how satisfied are you with the reliability of your Senior Companions (i.e., do they come on time, come on the right day(s), stay for the correct amount of time, etc.)? Would you say that you are...?

- Very satisfied1
- Somewhat satisfied2
- Not at all satisfied3
- NOT APPLICABLE-3
- DK.....-4
- REF-7

25. Currently, how satisfied are you with the amount of time your clients spend with Senior Companions? Would you say that you are...?

- Very satisfied1
- Somewhat satisfied2
- Not at all satisfied3
- NOT APPLICABLE-3
- DK.....-4
- REF-7

26. Currently, how satisfied are you with the ability of your Senior Companions to be courteous and polite? Would you say that you are...?

- Very satisfied1
- Somewhat satisfied2
- Not at all satisfied3
- NOT APPLICABLE-3
- DK.....-4
- REF-7

27. Currently, how satisfied are you with the number and types of services that your Senior Companions provide to meet your clients special needs? Would you say that you are...?

- Very satisfied1
- Somewhat satisfied2
- Not at all satisfied3
- NOT APPLICABLE-3
- DK.....-4
- REF-7

28. Currently, how satisfied are you with the overall quality of the Senior Companion services that your clients receive? Would you say that you are...?

- Very satisfied1
- Somewhat satisfied2
- Not at all satisfied3
- NOT APPLICABLE-3
- DK.....-4
- REF-7

**Appendix B: National Study of the Senior Companion Program
Telephone Survey of Volunteer Station Supervisors**

29. In your opinion, how responsible are Senior Companions relative to other employees of your agency who deliver similar kinds of client services? Would you say that your Senior Companions are...?

- More responsible than typical agency staff..... 1
- Less responsible than typical agency staff2
- As responsible as typical agency staff3
- DK.....-4
- REF-7

30. In your opinion, how does the skill level of Senior Companions compare to that of other agency staff who deliver similar kinds of client services? Would you say that your Senior Companions are...?

- More skilled than staff providing similar services 1
- Less skilled than staff providing similar services2
- As skilled as staff providing similar services.....3
- DK.....-4
- REF-7

SECTION 3. COSTS AND COST-SAVINGS

Now I'd like to ask a few questions about the extent to which there are costs associated with having Senior Companions at your agency, as well as the estimated cost-savings from having the Senior Companions serve clients in their homes.

31. First I'd like to ask you if [AGENCY NAME] provides a service to older clients for which a fee may be charged?

- YES.....1
- NO.....2 SKIP TO Q.32
- DK.....-4 SKIP TO Q.32
- REF-7 SKIP TO Q.32

31a. On average, how much does your agency charge clients for an hour of services from a home health aide/personal care assistant?

- \$__ . __ PER HOUR (ALLOW 2 CHAR, DECIMAL, 2 CHAR)
- DK.....-4
- REF-7

**Appendix B: National Study of the Senior Companion Program
Telephone Survey of Volunteer Station Supervisors**

31b. On average, how much does your agency charge clients for an hour of services from a respite care worker?

\$__.___ PER HOUR (ALLOW 2 CHAR, DECIMAL, 2 CHAR)
DK.....-4
REF-7

31c. On average, how much does your agency charge clients for an hour of companionship services?

\$__.___ PER HOUR (ALLOW 2 CHAR, DECIMAL, 2 CHAR)
DK.....-4
REF-7

32. How do Senior Companions affect the amount of money your clients spend on their personal care (such as help dressing, grooming, getting in and out of bed, etc.)? Would you say your clients are spending...?

More than they did before there was a Companion 1
Less than they did before there was a Companion..... 2
About the same as they did before there was a Companion..... 3
DK.....-4
REF-7

33. How do Senior Companions affect the amount of money your clients spend on special transportation (e.g., vans) to help them get around? Would you say that your clients are spending...?

More than they did before there was a Companion 1
Less than they did before there was a Companion 2
About the same as they did before there was a Companion 3
DK-4
REF-7

34. How do Senior Companions affect the amount of money your clients spend on assistance with food preparation (e.g., making meals, etc.)? Would you say that your clients are spending...?

More than they did before there was a Companion 1
Less than they did before there was a Companion..... 2
About the same as they did before there was a Companion..... 3
DK.....-4
REF-7

**Appendix B: National Study of the Senior Companion Program
Telephone Survey of Volunteer Station Supervisors**

35. How do Senior Companions affect the ability of the family members or caregivers of your clients to remain employed? Would you say that they have been...?

- Better able to work..... 1
- Less able to work2
- There is no difference in their ability to work.....3
- NOT APPLICABLE-3
- DK.....-4
- REF-7

SECTION 4. IMPACT OF THE SCP PROGRAM ON AGENCY

Now, I'd like to ask you some questions about the impact of the Senior Companion Program on your agency.

36. How much do you value Senior Companions and their contribution to the care of your clients? Would you say that they are...?

- Extremely valuable 1
- Somewhat valuable2
- A little valuable.....3
- Not at all valuable4
- DK.....-4
- REF-7

37. Why do you say that Senior Companions have this much value?

(ALLOW 100 CHAR)

38. Do you think that having Senior Companions visit clients makes it possible for your agency to serve additional clients?

- YES1
- NO.....2 SKIP TO Q.39
- DK.....-4 SKIP TO Q.39
- REF-7 SKIP TO Q.39

38a. How many additional clients have been served by your agency over a twelve-month period as a result of having Senior Companions serve in this way?

_____ CLIENTS/YEAR (ALLOW 3 CHAR)

- DK.....-4
- REF-7

**Appendix B: National Study of the Senior Companion Program
Telephone Survey of Volunteer Station Supervisors**

39. Do you think that Senior Companions make it possible for your agency to serve a greater variety of clients?

- YES1
- NO.....2 SKIP TO Q.40
- DK.....-4 SKIP TO Q.40
- REF-7 SKIP TO Q.40

39a. Which of the following types of clients can your agency serve as a result of having Senior Companions?

	<u>YES</u>	<u>NO</u>	<u>NA/DK</u>	<u>REF</u>
A) Clients who are not eligible for subsidized services but cannot afford to pay for these services themselves.....	1	2	-4	-7
B) Clients who have special needs or who require extra attention	1	2	-4	-7
C) Other type of client (SPECIFY) _____ _____ _____ ...	1	2	-4	-7

(ALLOW 75 CHAR)

40. Does having Senior Companions enable agency staff to have more time to do other agency work?

- YES1
- NO.....2 SKIP TO Q.41
- DK.....-4 SKIP TO Q.41
- REF-7 SKIP TO Q.41

40a. To what extent does having Senior Companions free a staff member's time for other work? Would you say that they have freed up...?

- Less than 10% of a full-time staff member's time1
- 10-20% of a full time staff member's time2
- 21-30% of a full-time staff member's time.....3
- More than 30% of a full-time staff member's time.....4
- DK.....-4
- REF-7

**Appendix B: National Study of the Senior Companion Program
Telephone Survey of Volunteer Station Supervisors**

40b. What types of activities can agency staff do as a result of having Senior Companions assigned to your agency? Would you say that agency staff are better able to provide...? [CODE ONE RESPONSE FOR EACH CATEGORY]

		<u>YES</u>	<u>NO</u>	<u>NA/DK</u>	<u>REF</u>
A)	Additional services to current clients.....	1	2	-4	-7
B)	Services to new clients.....	1	2	-4	-7
C)	More services to clients who have special needs or who require extra attention.....	1	2	-4	-7
D)	Other type of activity (SPECIFY) _____ _____ _____ ...	1	2	-4	-7
	(ALLOW 75 CHAR)				

SECTION 5. IMPACT OF THE SCP PROGRAM ON OTHER AGENCIES SERVED

Now, I'd like to ask some questions about the impact of the Senior Companion Program on other agencies that provide services to older adults in your area.

41. How much do agencies providing services to older adults know about the Senior Companion Program in your area? Would you say that this program is...?

- Very well known.....1
- Somewhat known.....2
- Little known.....3
- Not at all known.....4
- DK.....-4
- REF.....-7

42. How much do agencies providing services to older adults value the Senior Companion Program? Would you say that they...?

- Highly value the program.....1
- Somewhat value the program.....2
- Do not value the program.....3
- DK.....-4
- REF.....-7

**Appendix B: National Study of the Senior Companion Program
Telephone Survey of Volunteer Station Supervisors**

43. How important is the Senior Companion Program to the general community your agency serves? Would you say that the general community thinks the program is...?

- Very important 1
- Somewhat important 2
- A little important 3
- Not at all important 4
- DK -4
- REF -7

44. If a colleague is thinking about having his/her agency become a Senior Companion volunteer station, what advice would you give him/her about the value of Senior Companions to the agency?

(ALLOW 100 CHAR)

45. What would it take to motivate more agencies to pay some of the costs of supporting Senior Companions in your community?

(ALLOW 100 CHAR)

**SECTION 6. DEMOGRAPHIC INFORMATION ABOUT STATION
RESPONDENT**

Finally, I want to ask you a few questions about yourself. Your answers will help us understand the characteristics of the people who participated in this survey.

46. [IF UNCERTAIN] Are you male or female?

- FEMALE 1
- MALE 2
- DK -4
- REF -7

47. What is your age?

- _____ YEARS (ALLOW 2 CHAR)
- DK -4
 - REF -7

**Appendix B: National Study of the Senior Companion Program
Telephone Survey of Volunteer Station Supervisors**

48. How long have you worked for [AGENCY NAME]?

_____ YEARS (ALLOW 2 CHAR)
 DK.....-4
 REF-7

49. How long have you been a volunteer station supervisor for the Senior Companion Program?

_____ YEARS (ALLOW 2 CHAR) GO TO Q.50
 NA (NOT A VOLUNTEER STATION SUPERVISOR)..... -3 GO TO Q.49a
 DK.....-4
 REF-7

49a. What position do you currently hold at [AGENCY NAME]? Are you a...?

	<u>YES</u>	<u>NO</u>	<u>NA/DK</u>	<u>REF</u>
A) Staff nurse	1	2	-4	-7
B) Staff home health aide	1	2	-4	-7
C) Staff case manager	1	2	-4	-7
D) Agency administrator.....	1	2	-4	-7
E) Other (SPECIFY) _____	1	2	-4	-7
(ALLOW 25 CHAR)				

50. What is the field of your highest degree?

A) Nursing..... 1
 B) Social Work 2
 C) Specialized therapy 3
 D) Other (SPECIFY) _____ .4 (ALLOW 25 CHAR)
 E) DK.....-4
 F) REF-7

These are all the questions I have for you today. Thank you very much for your help with this study!

***APPENDIX C: Tables of Weighted Data from
Volunteer Station Survey***

APPENDIX C

Tables of Weighted Data from Volunteer Station Survey

Q.1 Agency types, as reported by respondents

Type of agency	Percentage placing agency in this category
Non-profit home health care agency	14%
Non-profit agency on aging	21%
Multi-purpose center	16%
Other social service center	12%
Public/congregate housing	6%
Other type of agency	32%

Note: Totals may not equal 100% due to rounding.

Source: "Weighted_version3" file, Q.1

Q.2 Agencies' average number of full-time equivalency staff in various categories, as reported by respondents

Type of staff	Average number reported by agencies
Visiting nurses/ public health nurses	3.3
Home health aides/ homemaker workers	6.2
Specialized therapists (physical therapists/ occupational therapists, speech therapists, etc.)	1.0
Social workers	3.4
Physicians	4.6
Other professionals	11.6
Total number of agency FTEs	32.0

Source: "Weighted_version3" file, Q.2

Q.3 Percentage of agencies providing various types of health or long-term care services for older adults, as reported by respondents

Type of services	Percentage reporting that they offer these services
Adult day care services	28%
Senior center services	43%
Special transportation (van)	55%
Home delivered meals (e.g., Meals on Wheels)	34%
Group meal program	45%
Visiting nurse or public health nurse services	36%
Home health aide or homemaker service	44%
Physical therapy services	30%
Mental health services	33%

Source: "Weighted_version3" file, Q.3

Appendix C: Tables of Weighted Data from Volunteer Station Survey

- Q.4 Average number of years responding agency has been involved in the Senior Companion Program:** Survey respondents reported that their agencies had been involved for an average of 9.5 years.

Source: "Q4_Q6" file, Q.4, SCP_4 mean

- Q.5 Average number of Senior Companions supervised by volunteer stations in group and home settings, as reported by respondents**

Setting in which service is provided	Average number of Senior Companions per volunteer station
Group setting only	1.1
Home setting only	7.6
Total in both group and home settings	8.7

Source: Group setting: "additional_Q5" file, Q5 (weighted); Home setting and total: "Weighted_version3" file, Q.5.

- Q.6 Average number of clients visited by senior companions in group and home settings, as reported by respondents**

Setting in which service is provided	Average number of clients visited by Senior Companions from each volunteer station
Group setting only	5.2
Home setting only	17.5
Total in both group and home settings	22.8

Source: "Q4_Q" file, Q.6, SCP_6B, 6A,, 6 means

- Q.7 and 7a** Data from these questions will not be included here. It was felt that some respondents may have been confused by the phrase "meetings where the status of clients is discussed". This phrase was intended to refer to case management meetings that focused on individual clients; however, it appears that some respondents may have interpreted it to refer to the ongoing in-service training meetings that many Senior Companions attend. To avoid any confusion, data from questions 8 and 9 were used in the report to address Senior Companion' participation in developing client care plans, and their attendance at case management meetings.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.8 Agencies whose Senior Companions are involved in developing care plans for clients (Percentage of respondents reporting some involvement)

Type and size of agency	Percentage reporting Senior Companion involvement in developing care plans
All agencies	53%
Agencies providing health-related services	42%
Agencies providing all types of services	51%
Agencies providing non-health-related services	56%
Small agencies (0-10 FTEs)	58%
Large agencies (11 FTEs or more)	42%

Source: all agencies: "Weighted_version3" file, Q.8 number D; agencies providing three types of service: "type_weighted" file, Q.8 number D; agencies of both sizes: "FTE_weighted" file, Q.8 number D.

Q.8a Extent of Senior Companions' involvement in developing client care plans, by agency type and size (Percentages in each category, as reported by all agencies)

Degree of involvement	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Very involved	20%	17%	23%	19%	29%	15%
Somewhat involved	26%	17%	24%	32%	21%	26%
Not very involved	5%	8%	3%	5%	6%	8%
Not at all involved	49%	58%	49%	44%	44%	51%

Note: Totals may not equal 100% due to rounding.

Source: all agencies: "Additional_whole_group" file, Q.8A (weighted); agencies providing three types of service: "additional" file, Q.8A, weighted (group variable:type of agency) ; agencies of both sizes: "additional" file, Q.8A, weighted (group variable:size of agency).

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.9 Tasks Senior Companions perform to help clients, by type and size of agency (Percentage of respondents reporting that their companions perform these tasks often, sometimes, and not at all)

Type of service	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Providing personal care assistance	14%/ 46% 40%	12%/ 42% 46%	21%/ 49% 30%	12%/49% 39%	21%/46% 33%	9%/ 50% 42%
Assisting with light chores	26%/ 52% 22%	34%/ 58% 9%	31%/ 50% 18%	19%/ 52% 29%	25%/ 48% 28%	30%/ 59% 11%
Taking clients to medical appointments	24%/ 50% 26%	29%/ 34% 37%	27%/ 39% 33%	20%/ 61% 19%	27%/51% 22%	21%/42% 37%
Running errands	28%/ 49% 24%	45%/ 24% 31%	26%/ 59% 15%	23%/50% 27%	27%/ 48% 25%	31%/ 48% 21%
Preparing meals	26%/ 55% 19%	28%/ 69% 2%	34%/ 44% 22%	22%/ 52% 26%	23%/ 53% 24%	34%/ 53% 13%
Going grocery shopping	20%/ 55% 25%	26%/ 40% 34%	24%/ 59% 17%	11%/ 59% 30%	18%/ 54% 28%	22%/ 55% 23%
Making phone calls for clients	34%/ 43% 23%	60%/ 39% 1%	28%/ 48% 24%	21%/ 51% 28%	30%/ 46% 24%	35%/ 49% 16%
Reminding clients to take medicine	32%/ 35% 33%	52%/ 37% 12%	23%/ 34% 43%	23%/ 47% 30%	31%/ 41% 28%	26%/ 38% 36%
Assisting with paperwork	13%/ 54% 33%	25%/ 51% 24%	15%/ 53% 33%	7%/ 62% 31%	12%/ 60% 27%	16%/ 50% 34%
Keeping clients company	98%/ 2% 0	100%/ 0 0	96%/ 4% 0	99%/ 1% 0	98%/ 3% 0	99%/ 1% 0
Being there in case of an emergency	58%/ 31% 11%	79%/ 15% 6%	56%/ 34% 10%	51%/ 37% 12%	52%/ 36% 12%	69%/ 24% 7%
Assisting family/ caregivers by giving them time off	59%/ 30% 12%	75%/ 23% 2%	52%/ 33% 15%	60%/ 24% 16%	54%/ 27% 18%	69%/ 26% 5%

Each cell displays on the top line the percentage of respondents who said their Senior Companions performed the task “often”, and then the percentage reporting that their Companions performed the task “sometimes”. The second line of each cell shows the percentage reporting that their Companions performed this task “not at all”. Totals may not equal 100% due to rounding.

Source: all agencies: “Weighted_version3” file, Q.9; agencies providing three types of service: “type_weighted” file, Q.9; agencies of both sizes: “FTE_weighted” file, Q.9.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.10 Functions Companions perform to help agencies, by type and size of agency (Percentage of respondents reporting that their companions perform these functions often, sometimes, and not at all)

Function or task	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Attending case management meetings	16%/ 26% 58%	13%/ 7% 80%	16%/ 23% 61%	14%/ 36% 50%	16%/ 32% 53%	13%/ 15% 72%
Notifying staff of client changes	75%/ 15% 10%	66%/ 21% 12%	82%/ 15% 3%	64%/ 25% 11%	73%/ 18% 9%	70%/ 23% 7%
Serving as the eyes and ears of the agency	57%/ 30% 13%	59%/ 29% 13%	73%/ 21% 6%	39%/ 43% 17%	52%/ 37% 11%	63%/ 25% 13%
Freeing up staff time to see other agency clients	40%/ 16% 44%	31%/ 31% 38%	45%/ 17% 38%	38%/ 11% 51%	42%/ 17% 42%	36%/ 18% 46%
Providing an additional staff resource to the agency	61%/ 15% 24%	64%/ 12% 24%	63%/ 24% 14%	55%/ 17% 27%	58%/ 19% 23%	63%/ 18% 19%
Serving as client advocates (i.e., asking for what client may need from agency)	57%/ 38% 5%	40%/ 54% 6%	68%/ 26% 7%	50%/ 47% 3%	61%/ 32% 7%	46%/ 51% 3%
Directly communicating with family members	49%/ 41% 10%	51%/ 47% 2%	57%/ 23% 20%	45%/ 46% 9%	49%/ 37% 14%	53%/ 38% 9%

Each cell displays on the top line the percentage of respondents who said their Senior Companions performed the service “often”, and then the percentage reporting that their Companions performed the service “sometimes”. The second line of each cell shows the percentage reporting that their Companions performed this service “not at all”. Totals may not equal 100% due to rounding.

Source: all agencies: “Weighted_version3” file, Q.10; agencies providing three types of service: “type_weighted” file, Q.10; agencies of both sizes: “FTE_weighted” file, Q.10.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.11 Frequency with which various agencies and individuals request SCP services, by agency type and size (Percentage of respondents reporting that they receive referrals from these sources often, sometimes, and not at all)

Referral source	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Other health/social service agencies	51%/ 37% 13%	50%/ 31% 19%	34%/ 56% 10%	66%/ 21% 13%	57%/ 30% 13%	43%/ 42% 15%
Family members	48%/ 49% 4%	57%/ 38% 5%	48%/ 46% 6%	42%/ 53% 6%	48%/ 46% 6%	47%/ 48% 5%
Client self-referrals	30%/ 49% 21%	4%/ 83% 13%	39%/ 37% 23%	30%/ 47% 24%	31%/ 49% 19%	22%/ 54% 24%
Other Senior Companions	26%/ 55% 20%	8%/ 72% 20%	23%/ 58% 18%	32%/ 39% 29%	32%/ 43% 26%	13%/ 68% 20%
Hospital/nursing homes	23%/ 49% 29%	24%/ 28% 48%	21%/ 55% 24%	27%/ 52% 22%	26%/ 55% 19%	21%/ 38% 41%
Other	55%/ 44% 1%	47%/ 53% 0	63%/ 34% 2%	48%/ 51% 1%	48%/ 50% 2%	61%/ 39% 0

Each cell displays on the top line the percentage of respondents who said they received referrals from this source “often”, and then the percentage reporting that they received such referrals “sometimes”. The second line of each cell shows the percentage reporting that they received referrals from this source “not at all”. Totals may not equal 100% due to rounding.

Source: all agencies: “Weighted_version3” file, Q.11; agencies providing three types of service: “type_weighted” file, Q.11; agencies of both sizes: “FTE_weighted” file, Q.11.

Q.11a Primary referral source for SCP services, by agency type and size (Percentage of respondents reporting that each of these is its primary referral source)

Referral source	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Other health/social service agencies	40%	39%	42%	40%	43%	37%
Family members	23%	17%	23%	26%	24%	22%
Client self-referrals	12%	12%	7%	16%	19%	3%
Other Senior Companions	3%	0	5%	3%	2%	3%
Hospitals/ nursing homes	9%	17%	6%	7%	7%	12%
Agency staff	13%	14%	17%	9%	5%	23%

Totals may not equal 100% due to rounding.

Source: all agencies: “open_ended” file, Q11a for all agencies; agencies providing three types of service: “open_ended” file, Q11a for type of agency; agencies of both sizes, “open_ended” file, Q11a for size of agency.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.12 Effect of referral source on likelihood of a client's receiving a Senior Companion, by agency type and size (Percentage of respondents selecting each response)

Effect of referral source	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Referral source affects the likelihood of getting a companion	21%	6%	23%	35%	33%	12%
Referral source makes no difference	79%	94%	77%	65%	67%	88%

Source: all agencies: "Weighted_version3" file, Q.12; agencies providing three types of service: "type_weighted" file, Q.12; agencies of both sizes: "FTE_weighted" file, Q.12.

Q.13 Types of agency personnel who initially match Senior Companions with clients, by agency type and size (percentage of respondents selecting each response)

Staffing category	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Volunteer station supervisor	67%	40%	78%	69%	68%	64%
Other agency staff	36%	41%	39%	34%	37%	37%
Senior Companion Program director	68%	79%	52%	71%	72%	57%
Other	87%	94%	83%	83%	77%	92%

Source: all agencies: "Weighted_version3" file, Q.13; agencies providing three types of service: "type_weighted" file, Q.13; agencies of both sizes: "FTE_weighted" file, Q.13.

Q.14 Percent of agencies with a waiting list for SCP services, by agency type and size (Percentage of respondents reporting their agency has a waiting list)

Agency group	Percentage with a waiting list
All agencies	66%
Agencies providing health-related services	81%
Agencies providing all types of services	63%
Agencies providing non-health-related services	61%
Small agencies (0-10 FTEs)	62%
Large agencies (11 FTEs or more)	71%

Source: all agencies: "Weighted_version3" file, Q.14; agencies providing three types of service: "type_weighted" file, Q.14; agencies of both sizes: "FTE_weighted" file, Q.14.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.14a Average number of clients on waiting list for SCP services: For survey respondents who said that their agency had a waiting list, the average number of clients on the waiting list was 13.

Source: all agencies, "Weighted_version3" file, Q.14a, SCP_14A mean.

Q.15 Basis on which clients are assigned a Senior Companion, by agency type and size (Percentage of respondents selecting each response)

Basis for assignment	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Health status (extent of illness)	57%	61%	58%	53%	60%	53%
Socioeconomic status	20%	16%	29%	13%	22%	17%
First come, first served listing	60%	84%	45%	61%	63%	57%
Geographic location	71%	85%	66%	68%	69%	74%
Needs other than health	27%	10%	34%	30%	25%	28%
Characteristics and availability of SCs	13%	34%	12%	2%	6%	22%

Source: all agencies: "open_ended" file, Q15 for all agencies; agencies providing three types of service: "open_ended" file, Q15 for type of agency; agencies of both sizes, "open_ended" file, Q15 for size of agency.

Q.16 Percentage of clients with Senior Companions who also receive other home- or community-based services: On the average, survey respondents reported that 64% of the clients with Senior Companions also received other home- or community-based services. Individual agency responses ranged from 0-100% as described below.

Percentage of Agency Respondents Reporting	Reported Percentage of Senior Companion Clients Who Also Receive Other Home- or Community-based Services
33% of agency respondents stated that...	Between 0-40% of Senior Companion clients receive other services
28% of agency respondents stated that...	Between 41-89% of Senior Companion clients receive other services
39% of agency respondents stated that...	90% or more of Senior Companion clients receive other services

Source: all agencies, "Weighted_version3" file, Q.16, SCP_16 mean; weighted frequency.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.17 Types of training and supervision provided to Senior Companions, by agency type and size (Percentage of respondents selecting each type)

Type of training or supervision	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Pre-service orientation	57%	34%	82%	58%	60%	63%
Ongoing in-service training	57%	53%	71%	60%	61%	66%
Regular supervisory meetings	71%	57%	87%	66%	74%	70%
Crisis management training	40%	42%	51%	37%	40%	48%
Other	79%	86%	97%	49%	71%	90%

Source: all agencies: "Weighted_version3" file, Q.17; agencies providing three types of service: "type_weighted" file, Q.17; agencies of both sizes: "FTE_weighted" file, Q.17.

Q.18 Type of training and supervision agencies find most valuable, by agency type and size (Percentage of respondents selecting each type)

Type of training or supervision	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Pre-service orientation	28%	41%	14%	29%	25%	27%
Ongoing in-service training	40%	29%	51%	43%	40%	47%
Regular supervisory meetings	20%	18%	17%	25%	24%	16%
Crisis management training	1%	0	1%	1%	1%	0
Other	11%	12%	16%	3%	10%	11%

Totals may not equal 100% due to rounding.

Source: all agencies: "Weighted_version3" file, Q.18; agencies providing three types of service: "type_weighted" file, Q.18; agencies of both sizes: "FTE_weighted" file, Q.18.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.19-28 Agencies' level of satisfaction with various aspects of Senior Companions' services, by agency type and size (Percentage of respondents reporting three levels of satisfaction)

Aspect of services	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Ability to provide assistance with clients' personal care needs	74%/ 25% 1%	94%/ 2% 4%	77%/ 22% 1%	61%/ 39% 0	71%/29% 0	78%/ 18% 4%
Ability to provide transportation	45%/ 40% 15%	30%/ 44% 26%	37%/ 54% 9%	59%/ 31% 10%	51%/ 42% 7%	36%/ 40% 24%
Ability to prepare meals	73%/ 27% 0	70%/ 30% 0	75%/ 24% 1%	75%/ 25% 0	74%/ 25% 1%	73%/ 27% 0
Ability to provide companionship	93%/ 7% 0	100%/ 0 0	92%/8% 0	91%/ 9% 0	89%/ 11% 0	99%/ 1% 0
Ability to provide respite for caregivers	87%/ 13% 0	94%/ 6% 0	86%/ 9% 4%	79%/ 21% 0	78%/ 19% 3%	94%/ 6% 0
Reliability	87%/ 13% 1%	87%/ 13% 0	85%/ 15% 0%	84%/ 14% 2%	82%/ 17% 1%	89%/ 11% 0
Amount of time spent with clients	77%/ 23% 0	92%/ 8% 0	76%/ 24% 0	76%/ 24% 0	76%/ 24% 0	84%/ 16% 0
Courtesy	93%/ 7% 0	99%/ 1% 0	94%/ 6% 0	90%/ 10% 0	90%/ 10% 0	98%/ 2% 0
Number and type of services to meet clients' special needs	65%/ 34% 1%	67%/ 33% 0	70%/ 30% 1%	57%/ 41% 1%	62%/ 37% 1%	67%/ 33% 1%
Overall quality of SC Services	93%/ 7% 0	100%/ 0 0	92%/ 8% 0	86%/ 14% 0	88%/ 12% 0	96%/ 4% 0

Each cell displays on the top line the percentage of respondents who said they were "very satisfied" with Senior Companions' services, and then the percentage who said they were "somewhat satisfied" with these services.. The second line of each cell shows the percentage reporting that they were "not at all satisfied" with the Companions' services. Totals may not equal 100% due to rounding.

Source: all agencies: "Weighted_version3" file, Q.19-28; agencies providing three types of service: "type_weighted" file, Q.19-28; agencies of both sizes: "FTE_weighted" file, Q.19-28.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.29 Survey respondents' reports of Companions' Level of responsibility compared to other agency staff, by agency type and size (Percentage of respondents selecting each response)

Level of responsibility	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
More responsible than typical agency staff	17%	11%	22%	20%	23%	14%
Less responsible than typical agency staff	4%	11%	6%	9%	9%	7%
As responsible as typical agency staff	79%	78%	72%	71%	68%	79%

Totals may not equal 100% due to rounding.

Source: all agencies: "Weighted_version3" file, Q.29; agencies providing three types of service: "type_weighted" file, Q.29; agencies of both sizes: "FTE_weighted" file, Q.29.

Q.30 Survey respondents' reports of Companions' Level of Skill compared to other agency staff, by agency type and size (Percentage of respondents selecting each response)

Level of skill	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
More skilled than typical agency staff	6%	1%	12%	3%	6%	7%
Less skilled than typical agency staff	22%	38%	28%	17%	22%	32%
As skilled as typical agency staff	72%	60%	61%	80%	75%	61%

Totals may not equal 100% due to rounding.

Source: all agencies: "Weighted_version3" file, Q.30; agencies providing three types of service: "type_weighted" file, Q.30; agencies of both sizes: "FTE_weighted" file, Q.30.

Q.31 Agencies reporting that they provide services to older clients for a fee, by agency type and size (Percentage of respondents answering "yes" to this question)

Agency group	Percentage providing services for a fee
All agencies	28%
Agencies providing health-related services	52%
Agencies providing all types of services	34%
Agencies providing non-health-related services	15%
Small agencies (0-10 FTEs)	19%
Large agencies (11 FTEs or more)	45%

Source: all agencies: "Weighted_version3" file, Q.31; agencies providing three types of service: "type_weighted" file, Q.31; agencies of both sizes: "FTE_weighted" file, Q.31.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.31a-c Agencies' average hourly charge for various services (Charges reported by agencies saying they provide services for a fee)

Type of service	Average Hourly Charge
Home health aide/ personal care assistant	\$13.35
Respite care worker	\$10.22
Companionship services	\$4.02

Source: "Weighted_version3" file, Q.31a-c..

Q.32 Effect of Senior Companions on clients' level of spending on personal care, by agency type and size (Percentage of respondents selecting each response)

Clients' level of spending on personal care	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Clients spend more than they did before there was a Companion	1%	0%	2%	0%	1%	0%
Clients spend less than they did before there was a Companion	44%	51%	40%	36%	44%	38%
Clients spend about the same as they did before there was a Companion	55%	49%	58%	64%	55%	62%

Totals may not equal 100% due to rounding.

Source: all agencies: "Weighted_version3" file, Q.32; agencies providing three types of service: "type_weighted" file, Q.32; agencies of both sizes: "FTE_weighted" file, Q.32.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.33 Effect of Senior Companions on clients' level of spending on transportation, by agency type and size (Percentage of respondents selecting each response)

Clients' level of spending on transportation	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Clients spend more than they did before there was a Companion	2%	3%	0%	2%	2%	2%
Clients spend less than they did before there was a Companion	55%	39%	52%	62%	62%	42%
Clients spend about the same as they did before there was a Companion	43%	58%	48%	36%	36%	56%

Totals may not equal 100% due to rounding.

Source: all agencies: "Weighted_version3" file, Q.33; agencies providing three types of service: "type_weighted" file, Q.33; agencies of both sizes: "FTE_weighted" file, Q.33.

Q.34 Effect of Senior Companions on clients' level of spending on assistance with food preparation, by agency type and size (Percentage of respondents selecting each response)

Clients' level of spending on assistance with food preparation	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Clients spend more than they did before there was a Companion	2%	3%	1%	1%	3%	0%
Clients spend less than they did before there was a Companion	28%	23%	32%	30%	30%	28%
Clients spend about the same as they did before there was a Companion	70%	74%	67%	70%	68%	72%

Totals may not equal 100% due to rounding.

Source: all agencies: "Weighted_version3" file, Q.34; agencies providing three types of service: "type_weighted" file, Q.34; agencies of both sizes: "FTE_weighted" file, Q.34.

Q.35 Effect of Senior Companions on ability of clients’ family members or caregivers to stay employed, by agency type and size (Percentage of respondents saying they are better able to work)

Agency group	Percentage saying family members or caregivers are better able to work because of Senior Companions
All agencies	79%
Agencies providing health-related services	88%
Agencies providing all types of services	68%
Agencies providing non-health-related services	82%
Small agencies (0-10 FTEs)	76%
Large agencies (11 FTEs or more)	81%

Source: all agencies: “Weighted_version3” file, Q.35; agencies providing three types of service: “type_weighted” file, Q.35; agencies of both sizes: “FTE_weighted” file, Q.35.

Q.36 Value agencies place on Senior Companions and their contribution to client care, by agency type and size (Percentage of respondents selecting each response)

Agency group	Percentage saying Companions are “extremely valuable”	Percentage saying Companions are “somewhat valuable”	Percentage saying Companions are “a little valuable”
All agencies	89%	11%	0%
Agencies providing health-related services	95%	5%	0%
Agencies providing all types of services	92%	7%	1%
Agencies providing non-health-related services	80%	20%	0%
Small agencies (0-10 FTEs)	82%	17%	1%
Large agencies (11 FTEs or more)	95%	5%	0%

Totals may not equal 100% due to rounding.

Source: all agencies: “Weighted_version3” file, Q.36; agencies providing three types of service: “type_weighted” file, Q.36; agencies of both sizes: “FTE_weighted” file, Q.36.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.37 Reasons why agencies report that they value the Senior Companions, by agency type and size (Percentage of respondents mentioning each reason in open-ended question)

Reason for valuing the Senior Companions	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
They provide companionship/socialization	28%	17%	33%	29%	30%	26%
They help clients continue to live independently	16%	29%	9%	18%	13%	21%
They provide respite care for family	16%	21%	12%	17%	14%	18%
They provide service to clients in general	11%	15%	13%	8%	9%	15%
They provide a monitoring or safety alert function	10%	10%	16%	4%	8%	11%
They have value as peers, fellow seniors	7%	2%	3%	12%	9%	4%
They help with activities of daily living	4%	1%	4%	6%	6%	1%
They provide cost savings	3%	1%	4%	3%	4%	2%
They expand agency's ability to serve clients	2%	3%	3%	2%	3%	1%
They provide transportation	1%	1%	2%	1%	2%	0
Companions themselves derive benefits from work	1%	0	2%	0	2%	0

Note: These categories are not mutually exclusive.

Source: all agencies: "open_ended" file, Q37 for all agencies; agencies providing three types of service: "open_ended" file, Q37 for type of agency; agencies of both sizes, "open_ended" file, Q37 for size of agency.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.38 Percentage of agencies reporting that they can serve additional clients because of SCP, by agency type and size (Percentage of respondents in each group)

Agency group	Percentage saying SCP enables agency to serve additional clients
All agencies	57%
Agencies providing health-related services	31%
Agencies providing all types of services	71%
Agencies providing non-health-related services	61%
Small agencies (0-10 FTEs)	69%
Large agencies (11 FTEs or more)	44%

Source: all agencies: "Weighted_version3" file, Q.38; agencies providing three types of service: "type_weighted" file, Q.38; agencies of both sizes: "FTE_weighted" file, Q.38.

Q.38a For agencies reporting that they can serve additional clients because of SCP, average number of additional clients agency has served in 12 months due to SCP: 45 clients.

Source: all agencies: "Weighted_version3" file, Q.38a.

Number of Additional Clients Served	Percentage
2-24 clients	24%
15-25 clients	30%
26-50 clients	33%
51-304 clients	13%

Source: all agencies, Results for the 57% subgroup reporting that they could serve additional clients in Q38: "Weighted_version3" file, Q38a.

Q.39 Percentage of agencies reporting that they can serve a greater variety of clients because of SCP, by agency type and size (Percentage of respondents in each group)

Agency group	Percentage saying SCP enables agency to serve a greater variety of additional clients
All agencies	61%
Agencies providing health-related services	31%
Agencies providing all types of services	68%
Agencies providing non-health-related services	72%
Small agencies (0-10 FTEs)	76%
Large agencies (11 FTEs or more)	43%

Source: all agencies: "Weighted_version3" file, Q.39; agencies providing three types of service: "type_weighted" file, Q.39; agencies of both sizes: "FTE_weighted" file, Q.39.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.39a For agencies reporting that they can serve a greater variety of clients because of SCP, types of new clients agency can serve, by agency type and size (Percentage selecting each response)

Type of new clients agency can serve as a result of having Senior Companions	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Clients who are not eligible for subsidized services, but cannot afford to pay for these services themselves	94%	85%	94%	94%	93%	92%
Clients who have special needs or who require extra attention	99%	88%	100%	98%	99%	95%
Other types of clients	87%	100%	79%	92%	91%	84%

Source: all agencies: "Weighted_version3" file, Q.39a; agencies providing three types of service: "type_weighted" file, Q.39a; agencies of both sizes: "FTE_weighted" file, Q.39a.

Q.40 Percentage of agencies reporting that Senior Companions give agency staff more time to do other agency work, by agency type and size

Agency group	Percentage saying Companions give staff more time to do other agency work
All agencies	64%
Agencies providing health-related services	60%
Agencies providing all types of services	78%
Agencies providing non-health-related services	54%
Small agencies (0-10 FTEs)	65%
Large agencies (11 FTEs or more)	64%

Source: all agencies: "Weighted_version3" file, Q.40; agencies providing three types of service: "type_weighted" file, Q.40; agencies of both sizes: "FTE_weighted" file, Q.40.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.40a Agency reports on extent of staff time freed up by Senior Companions, by agency type and size (Percentage of respondents in each group)

Amount of staff time freed up by Senior Companions	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
No staff time freed up	36%	41%	22%	46%	41%	41%
Less than 10% of a full-time staff member's time	13%	14%	19%	8%	7%	17%
10-20% of a full-time staff member's time	34%	15%	43%	36%	37%	29%
20-30% of a full-time staff member's time	8%	21%	6%	1%	7%	8%
Over 30% of a full-time staff member's time	9%	10%	11%	8%	8%	5%

Totals may not equal 100% due to rounding.

Source: all agencies: "Additional_whole_group" file, Q.40A (weighted); agencies providing three types of service: "additional" file, Q.40A, weighted (group variable:type of agency); agencies of both sizes: "additional" file, Q.40A, weighted (group variable:size of agency).

Q.40b For agencies reporting that Companions free up Staff Time, types of activities staff can do as a result of Senior Companions, by agency type and size (Percentage selecting each response)

Type of activity	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Additional services to current clients	98%	95%	98%	97%	96%	99%
Services to new clients	95%	85%	94%	90%	90%	92%
More services to clients who have special needs or who require extra attention	86%	100%	81%	87%	90%	84%
Other types of activity	87%	97%	88%	87%	86%	92%

Totals may not equal 100% due to rounding

Source: all agencies: "Weighted_version3" file, Q.40b; agencies providing three types of service: "type_weighted" file, Q.40b; agencies of both sizes: "FTE_weighted" file, Q.40b.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.41 Agency reports on awareness of SCP among other senior-serving agencies, by agency type and size (Percentage selecting each response)

How well-known is SCP among other senior-serving agencies? (as reported by survey respondents)	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Very well known	46%	64%	28%	50%	51%	37%
Somewhat known	44%	27%	64%	36%	39%	52%
Little known	10%	9%	8%	14%	10%	11%

Source: all agencies: "Weighted_version3" file, Q.41; agencies providing three types of service: "type_weighted" file, Q.41; agencies of both sizes: "FTE_weighted" file, Q.41.

Q.42 Agency reports on extent to which agencies serving seniors value the SCP, by agency type and size (Percentage selecting each response)

Extent to which senior-serving agencies value the SCP, as reported by survey respondents	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Highly value the program	83%	89%	81%	76%	78%	85%
Somewhat value the program	17%	11%	19%	24%	22%	15%

Source: all agencies: "Weighted_version3" file, Q.42; agencies providing three types of service: "type_weighted" file, Q.42; agencies of both sizes: "FTE_weighted" file, Q.42.

Q.43 Agency reports on importance of the SCP to the general community, by agency type and size (Percentage selecting each level of importance)

Level of importance assigned to SCP by the general community, as reported by survey respondents	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Very important	65%	75%	73%	51%	62%	66%
Somewhat important	32%	17%	26%	46%	34%	31%
A little important	3%	9%	1%	3%	4%	2%
Not at all important	0	0	1%	0	0	0

Totals may not equal 100% due to rounding.

Source: all agencies: "Weighted_version3" file, Q.43; agencies providing three types of service: "type_weighted" file, Q.43; agencies of both sizes: "FTE_weighted" file, Q.43.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.44 Aspects of SCP that were cited as valuable to the agencies, by agency type and size (Percentage of respondents mentioning each factor in open-ended question)

Aspect cited	All agencies	Agencies providing health-related services	Agencies providing all types of services	Agencies providing non-health-related services	Small agencies (0-10 FTEs)	Large agencies (11 FTEs or more)
Program is valuable in general	58%	38%	60%	68%	66%	50%
Program provides companionship, socialization	10%	6%	12%	11%	7%	14%
Program helps agency do more	10%	12%	10%	9%	10%	10%
Program provides cost savings	9%	23%	7%	3%	3%	15%
Program provides monitoring, “eyes and ears”	6%	11%	6%	3%	8%	4%
Program improves clients’ quality of life	5%	7%	5%	3%	5%	4%
Program helps clients keep on living at home	2%	3%	0	3%	1%	2%

Note: These categories are not mutually exclusive.

Source: all agencies: “open_ended” file, Q44 for all agencies; agencies providing three types of service: “open_ended” file, Q44 for type of agency; agencies of both sizes, “open_ended” file, Q44 for size of agency.

Q.45 What is needed to motivate more agencies to pay some of the costs of supporting Senior Companions, as suggested by survey respondents (Percentage of respondents mentioning each factor in open-ended question)

Possible motivating factor	Percentage mentioning this factor
More public awareness/ promotional efforts	59%
Statistics on cost savings from SCP	17%
Greater availability of funds	14%
Greater availability of Companions	9%

Note: These categories are not mutually exclusive.

Source: all agencies: “open_ended” file, Q45 for all agencies.

Appendix C: Tables of Weighted Data from Volunteer Station Survey

Q.46-50 Characteristics of survey respondents/ volunteer station supervisors

Characteristic	Percentage of respondents in each group/ average
Sex:	
Male	10%
Female	90%
Position currently held:	
Staff nurse	0
Staff home health aide	0
Staff case manager	0
Agency administrator	13%
Other	95%
Field of highest degree*:	
Social work	42%
Nursing	14%
No four-year degree	13%
Psychology/ counseling	10%
Education	8%
Management/ administration	6%
Gerontology	4%
Theology/ divinity	3%
Specialized therapy	1%
Average age:	49
Average number of years at agency:	9
Average number of years as a volunteer station supervisor:	5.5

*Note: These categories are not mutually exclusive; also, there were a large number of "other" responses to this question.

Source: For field of highest degree: "open_ended" file, Q50 for all agencies. For others, "Weighted_version3" file, Q. 46-49.

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