



JABA is committed to promoting, establishing, establishing, and preserving sustainable communities for healthy aging that benefit individuals and families of all ages.

strategic impact map™

mission **Volunteer Services** maintains and supports a pool of volunteers who are placed in mutually beneficial opportunities with clients or programs.

mission-driven strategies To meet this mission we will...

...maintain and provide ongoing support for a pool of trained volunteers ready to be placed in satisfying opportunities which maximize their personal priorities, skills, and interests.

Volunteer Pool

... place volunteers to help meet physical or educational needs, as well as needs for engagement and companionship in ways that improves clients' lives.

Placements with Clients

... place volunteers with needed knowledge, skills, and abilities to maximize the capacity of staff and programs.

Placements with JABA Staff

programs & activities To implement these strategies we will...

- Recruitment and screening
- Understanding goals and strengths to collaborate on placements
- Orientation and placement
- Ongoing communication and support

- Neighbor to Neighbor program
- FISH program
- Community and Adult Care Center placements

- Insurance Counseling counselor placement
- Ombudsman advocate placement
- Chronic Disease Self-Management Program facilitator placement
- Health Support Nurse placement with staff nurses
- Virtual Activity support for Community/Adult Care and Preschool programs Data entry for JABA staff
- Administrative support for JABA staff

resources To provide these programs and strategies we will need...

JABA Infrastructure Volunteer Coordinator & Staff Community Partners
Funding Office Space Technology Impact Measurement Reputation Values

productivity The breadth and reach of our efforts will be shown by...

- # and type of recruitment efforts
- # and demographics of volunteers screened
- # Trainings conducted and participants
- # Hours of volunteer service
- # Communication and support activities

- # JABA clients who have volunteer support Neighbor to Neighbor placements
- # FISH mentoring matches
- # Community and Adult Care Center placements

- # JABA staff who have volunteer support Insurance Counseling counselor placements
- # Ombudsman advocate placements
- # Chronic Disease Self-Management Program facilitator placements
- # Health Support Nurse placement with staff nurses
- # Virtual Activities recorders
- # Data entry and administrative support placements

immediate impact Our success and value will be shown by ...

- ✓ Volunteers feel well supported by staff for the success of their placement
- ✓ Volunteers satisfaction with, and interest in, their placements
- ✓ Volunteers feel sense of meaningful contribution
- ✓ Volunteers feel appreciated
- ✓ Volunteers feel positive connection with the people they work with
- ✓ Volunteers return

- ✓ Clients or caregivers feel positively about the volunteer working with them
- ✓ Clients or caregivers report working with the volunteer reduces social isolation or quality of life
- ✓ Clients or caregivers feel volunteers have helped engage their mind, body, or spirit in a positive way

- ✓ Clients are satisfied with the services provided directly by volunteers
- ✓ Staff are satisfied with the work completed by volunteers
- ✓ Staff have the needed amount of volunteer support
- ✓ Staff are more productive due to the volunteer support
- ✓ Staff are satisfied with the support provided to volunteers by Volunteer Coordinator

longer-term change We anticipate participants will use what they get working with us to ...

- Volunteers are able to meet the needs of JABA programs.

- Clients have higher quality of life in the housing of their choice.

- JABA staff have higher productivity due to volunteer support.

community-level impact Ultimately, and collectively with other efforts, this will contribute to improving...

Improved Quality of Life and Work

agency vision **Live Better. Longer.**