

Engagement & Training of Older Volunteers

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Productive behaviors to support

Productive Behaviors:

Volunteering

Working

Caregiving

Learning

- Behaviors/roles that we want to increase

CONTINUUM OF AGING SERVICES

Wellness

Illness

Community-Based Service

Senior Centers/Retirement community/senior housing

Non-traditional fields

Health prevention/promotion
Silver Market

Acute Care

Hospital Settings

Home Care

Home Care Settings

Long-term Care/End-of-Life/Hospice

Day hospital/Day care
Home/community-based LTC/Institutional LTC (4.5%)

Productive aging: Paradigm shift in gerontology

- From 3D (dependent, depressed, demented) to human capital perspective
- Turning silver into gold
 - enhance the capacity of individuals, institutions, communities, societies

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轉銀髮老年為黃金資源
Turning Silver into Gold



Baby boomers have great human capital

- **This new outlook and the potential value of this human capital is extremely important for the baby boom generation** as they are more likely to be educated, skilled, resourceful, and more willing to be socially engaged than their parents' cohort.
- **Who are the baby boomers ?**

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Benefits of volunteering to older adults

- **Positive association** between volunteer engagement and
 - reduced morbidity & depression
 - improved health & physical functioning
 - enhanced cognitive ability & great satisfaction in life

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Older adults benefit from volunteering : Social Learning & Stimulation

- Training and learning associated with volunteer work may encourage older adults to develop more **knowledge and skills that would increase their sense of self-efficacy, intellectual capacity, and motivation to learn**
- Older volunteers show improved physical and mental health and often gain personal fulfillment , a sense of purpose when helping people in need, an on-going meaningful social interactions with fellow volunteers, a new set of social relationships and support system
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Benefits of volunteering to society

- In US, 25% of older adults provide volunteer service, median amount was 96 hours per year. **Volunteer contribution by older adults valued at 70.5 billion dollars.**
- Agencies have increased capacity to fulfill their missions. **More services can be provided** (tutoring, socialization, transportation, delivery of meals, telephone assurance).
- **Service recipients (kids, youth, peers) report improved outcomes** (increased reading scores, less loneliness).

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Innovations in volunteering

- Engagement and training of **high-commitment** volunteer roles aimed at solving community problems (high-impact)
- Incentives to offset costs of volunteering and reward volunteers (tax incentives; Silver Scholarship)
- Older volunteers create solutions to social problems and change lives, let's look at some examples.....

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Examples of High-Commitment, High Impact, Evidence-based Older Adult Volunteer Programs In United States

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1) Executive Service Corps of Chicago: targeting non-profit organizations

- Using the **experience** of retired managers and executives to deliver **solutions** to create **change**.
- It is the region's largest NGO provider of **capacity-building** programs and services for non-profits & public agencies
- Volunteers work with organizations that need help with strategic planning, human resources, marketing, board development, program evaluation, etc.

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2) Experience Corps: Targeting children

<http://www.experiencecorps.org/index.cfm>

- 2,000 people 55 years+ volunteers serve as tutors and mentors to 20,000 children (one-on-one contact with the kid) in urban public schools in 19 cities.
- Tutors and mentors were trained to teach children to read and develop their confidence and skills to succeed in school.

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Experience Corps: Targeting children

<http://www.experiencecorps.org/index.cfm>

- Research shows that older tutoring services produce positive outcomes
 - To students**
 - improve student academic performance
 - strengthen ties between schools and surrounding communities
 - To older tutors**
 - enhance the physical and cognitive functioning
 - psychological well-being of the older volunteers

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3) Across Ages: Targeting youth (9-13)

- **Across Ages is a mentoring program that pairs adult mentors over age 50 with youth ages 9 to 13 (37 States, 8300 youth)**
- **At least 2 hours per week in one-on-one contact with the youth (tutoring, school projects).**
- **The goal of the program is to enhance the resiliency of children in order to promote positive development and prevent involvement in high-risk behaviors (e.g., drugs)**

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Outcomes of Across Ages Program

Key outcomes for the youth :

- **Increased positive attitudes regarding school, the future, and older people**
- **higher rates of community service, and improved reactions to situations involving drug use**
- **improved school attendance**
- **Increased sense of self-worth, feelings of well-being, and social skills**

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4) Family Friends Respite Program: Targeting Family caregivers

- The Family Friends Respite network of older volunteers provides a range of supports for families who have children with disabilities and/or chronic illnesses
- These invaluable volunteers pay regular visits to the family and allow parents to have an opportunity to catch up on household chores or spend time with other family members, attend support groups or simply take a much-needed rest & respite.

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Family Friends Respite Program: Targeting Family caregivers

- The program recruited and trained and matched with a family in need living in their community.
- **Outcomes :**
 - Older volunteers reported better physical and psychological well-being
 - Children's re-hospitalization rate was reduced
 - Caregiver stress was reduced

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5) Phone Angel Program: targeting family caregivers in NY's Chinese community

- **“Phone Angels” were older Chinese volunteers. They were recruited and trained to provide telephone assurance, emotional support, & referrals to caregivers of sick relatives in the NY Chinese community.**
- **Most of the Phone Angels and caregivers were first generation Chinese immigrants who came to the US at an older age. They were socially and linguistically isolated and with some depressive symptoms because of language barriers.**

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Evidence shows that Chinese older immigrants need health promotion

- **Recent landmark research on older Chinese immigrants suggests that 40 percent of the older Chinese immigrant population in New York City was depressed.**
- **Predictors of higher level depression in this population are poor health, high levels of stress, dissatisfaction with family, perceived generation gaps, lack of social support, and feelings of social isolation.**

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Conceptual framework underlying the Phone Angel Program

- **Strengths perspective**
- **Empowerment**
- **Social Marketing Approach**
 - **Marketing public health through older volunteering activities**
 - **Volunteering program is conceptualized as a social model for health promotion**

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Recruitment of Phone Angel Volunteers

- **Older Chinese volunteers were recruited in various ways.**
 - **A bilingual flyer with an overview of the Phone Angel program was distributed at the senior center.**
- **Health talk was delivered during lunch time to introduce the Phone Angel program.**

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Recruitment talk on self-care & health



健康快樂腦年

- 退休後30年的日子(第三齡)
- 怎樣才可以健康快樂
- 活到老, 多用腦, 學到老,
- 助己助人

Training Curriculum of the Program **(Targeting the need of these older Chinese volunteers)**

- Public health research information
- Caregiver burden/stress
- Dynamic of family relationship
- Active listening skills
- Communication skills
- Stress management skills
- Cognitive reframing techniques (half-full vs. half-empty)
- Community resources

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Training on evidence of health research

Blue Zones
(Studies on Centenarians around the world)

Video clip:
Disease-free Longevity is Possible

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Training Curriculum of Phone Angel Program (Targeting the need of these older Chinese volunteers, packaging it as skills to help caregivers)

- Public health information
- Caregiver burden/stress
- Active listening skills
- Communication skills
- Dynamic of family relationship
- Stress management skills
- Cognitive reframing techniques (half-full vs. half-empty)
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Outcomes of the Phone Angel Program

Older Chinese volunteers :

- Perceived better physical health
- Felt empowered and happier
- Developed better communication skills
- Improved family relationship
- Developed a stronger sense of purpose in life
- Developed a larger social circle of friends

Caregivers outcomes:

- Stress/burden was reduced
- Felt less isolated

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Lessons learned

- The project supports the notion that Chinese older adults, regardless of background, can be educated and empowered to meet the critical needs of their own community. Older Chinese volunteers could make a positive impact on the Chinese community. The project supports the strengths perspective approach.
- Although most of the volunteers had no English language facility and have experienced difficulty participating in mainstream volunteer programs, **they were able to make a difference when professionals were willing to invest in them as human capital.**

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Professional social workers are critical to the development & training of older volunteers

- **Engagement & training of volunteers requires professional social work skills**
- Social work curriculum should include aging content, especially knowledge and skills in engagement and training of volunteers. Old adults serve as volunteers is a win-win situation. Older adults will benefit, recipients of services benefit, agencies benefit, communities benefit

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Productive Aging Direction **C.H.I.N.A.**

- **C. Capacity Development (發揮能力) :**
老年人是豐富的人力資源, 要繼續發揮他們能力, 貢獻社會
- **H. Harmonious Society (和諧社會):**
老年人在和諧社會建設中扮演重要的角色, 幫助解決社會問題
- **I. Inclusion/Integration (社會的融合):**
將老年人融入社會可以繼續貢獻社會, 老有所為有助於身心健康
- **N. New Ideas (創新的思維):**
鼓勵設計創新的項目和政策, 以吸引老年人積極參與並貢獻社會
- **A. Asset Building (資本建立) :**
老年人這一群體是國家的資產, 對其投資能夠產生巨大的效益

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Turning Silver into Gold is win-win



New Idea: Turning nothing into something

- Mobilization of human & social capital
- 借力
- 孔明智取草船借箭十萬

借力(動員), 用腦子





köszönöm !תודה! dekuji
mahalo 고맙습니다
thank you
merci 谢谢 *danke*
Ευχαριστώ شڪرا
どうもありがとう *gracias*

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