

# Evidence-Based Programs Virtual/Remote Delivery

## Grand Rounds

This call will begin shortly.

March 23, 2021



# Announcements & Reminders

1. Access all Grand Rounds recordings, notes, and resources: <https://www.ncoa.org/article/health-promotion-programs-and-covid-19>

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2. Register for Older Adult Mental Health Awareness Day Symposium – May 6: <https://connect.ncoa.org/oamhad>

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3. Register for Age+Action – June 7-10: <https://na.eventscloud.com/website/16534/>

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4. Next Grand Rounds will be on April 27 from 12pm-1pm ET. Grand Rounds will resume this summer.

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***Volunteer Vaccine  
Project  
&  
SAIL during COVID  
in Tennessee***

**Sidney Schuttrow**

Tennessee Commission on Aging and Disability

Director of Volunteer Engagement

[Sidney.Schuttrow@tn.gov](mailto:Sidney.Schuttrow@tn.gov)

# Presenter Introduction

## Presenter

Sidney Schuttrow  
Director of Volunteer Engagement  
TN Commission on Aging and Disability



## Background

- **Recreation and Sport Mgt.**
  - Nonprofit Management
- **Public Administration**
  - Nonprofit Management
- **Field Experience**
  - Regional level – 2 years
  - State level – 8 years
- **Volunteer Experience**
  - Special Olympics TN
  - Tennessee Federation for the Aging
  - Tennessee Health Care Campaign
  - Anytime I am free and someone asks 😊



# Poll the Audience

1) Does your evidence-based program utilize unpaid volunteers?

Yes

No

2) How many years have you worked in Volunteer Management?

Less than 1 year

1-2

3-4

5+

I work in volunteer management?

3) What percentage of your job is dedicated to Volunteer Management?

10% or less      60%

20%                70%

30%                80%

40%                90%

50%                100%

# COVID-19 Volunteer Vaccine Project

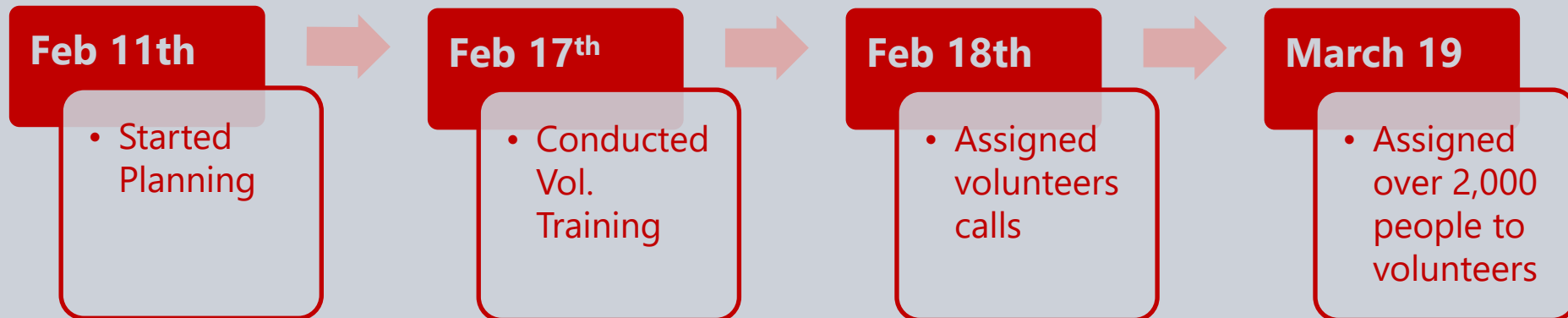


- ❖ Mission – help as many older adults as possible schedule appointments for the COVID-19 Vaccine
- ❖ Focus – current program clients
- ❖ Approach – recruit volunteers to make calls
- ❖ Other staff working on different project areas as well – senior centers, senior housing, in-home vaccine delivery and marketing

# Vaccine Project Timeline

## Key Staff:

- Ryan Ramsey – State SHIP Director
- Nicki Richardson – Intern – Occupational Therapy Student – Belmont University





# Planning – February 11-16

## COVID-19 Vaccine Telephone Support Volunteer

Purpose or Role:	This volunteer role will allow volunteers to contact an older adult via telephone call to assist in scheduling an appointment to receive the COVID-19 vaccine.
Position Title:	COVID-19 Vaccine
Department:	This volunteer op
Essential Duties and Responsibilities:	<ul style="list-style-type: none"> <li>• Call a mini</li> <li>• Ask specifi</li> <li>• Submit an assigned, n</li> <li>• If requeste</li> <li>• county of r</li> <li>• Provide res</li> <li>• Communic</li> <li>• continue v</li> </ul>
Reports to:	Director of Volunt
Length of Appointment:	A volunteer can s and responsibilit received the vacc
Time Commitment:	Each volunteer wi the older adult an would like you to
Qualifications:	<ul style="list-style-type: none"> <li>• Pass the s</li> <li>• Have an e</li> <li>• Review tri</li> <li>• Have acce</li> </ul>
Support Provided:	TCAD provides tra is responsible for successfully. At a adult, they are we

[https://stateoftennessee.formstack.com/forms/covid19\\_vaccine\\_form\\_2](https://stateoftennessee.formstack.com/forms/covid19_vaccine_form_2)

Hello, may I speak to (Client's name). Hello (client's name), my name is (your name) and I am a volunteer with the Tennessee Commission on Aging and Disability. We are working with the Tennessee Department of Health and the Governor's office to make sure anyone who is interested has access to receive the COVID-19 vaccine. Do you have a few minutes to talk?

Client Name: \_\_\_\_\_

Client Phone Number: \_\_\_\_\_

Client County of Residence: \_\_\_\_\_

### Guide to scheduling an appointment for a COVID-19 Vaccine

\*\*\*Person must have an email address to proceed\*\*\*

1. Did you speak with the  
Yes  
If no, were you able to  
Yes
2. Have you had COVID-19  
Yes
3. Would you like to receive the vaccine  
Yes
4. Do you have an appointment  
Yes
5. Do you need help scheduling  
Yes

If yes, an email is required to schedule an appointment. If no, tell the person you will schedule an appointment for them. If yes, an email is required to schedule an appointment. If no, tell the person you will schedule an appointment for them.

If no, tell the person you will schedule an appointment for them. If yes, an email is required to schedule an appointment. If no, tell the person you will schedule an appointment for them.



- 3) Enter the code and click "Next"
  - a. Note: you can see a progression bar showing your progress through the questionnaire.

This questionnaire is designed to gather information regarding your readiness to receive the vaccine. It is not a medical exam. Please answer all questions truthfully. Your information will be kept confidential.

### Common Call Scenarios

\*\*\* Don't forget to complete the only

[https://stateoftennessee.formstack.com/forms/covid19\\_vaccine\\_form\\_2](https://stateoftennessee.formstack.com/forms/covid19_vaccine_form_2)

1. You must leave a message.

Example message to leave: "Hello, this is (your name) and I am a volunteer with the Tennessee Commission on Aging and Disability. We are working with the Tennessee Department of Health and the Governor's office to make sure anyone who is interested has access to receive the COVID-19 vaccine. Do you have a few minutes to talk?"

2. You cannot leave a message or get hung up on.

Please try to make at least 1 more attempt to complete the online form for all attempted calls.

3. The person already received the vaccine.

Let the client know that is great, you will include that in your notes and thank them for their time.

## Transportation Resource List

County	Program Name and Info	Phone Number
Anderson	Oak Ridge Public Transit System	800-232-1565
Anderson	City of Oak Ridge	
Anderson	Senior Center Taxi Coupon Program	865-425-3999
Anderson	East Tennessee HRA (ETHRA)	1-800-232-1565
Bedford	South Central Tennessee Development District (SCTDD)	931-684-0019
Benton	Northwest Tennessee HRA (NWTTHRA)	877-557-4337
Bledsoe	Bledsoe County Senior Center	423-447-6111
Bledsoe	Southeast Tennessee HRA (SETHRA)	423-447-2444
Blount	Blount County Smiles	865-724-1331
Blount	East Tennessee HRA (ETHRA)	1-800-232-1565
Bradley	MyRide Southeast TN	423-424-4201
Bradley	Cleveland Urban Area Transit System (CUAT)	423-478-1396
Bradley	Southeast Tennessee HRA (SETHRA)	423-447-2444



- You are as
- You are as waiting li
- Advertiser platforms unsolite
- Marketers for payme

Protect You to unknow

If you belie COVID-19

- HHS-OIG Ho
- FBI Hotline: 1
- CMS/Medicare Hotline: 1-800-MEDICARE



Northwest (NW) AAAD 731.587.4023  
Mid-South (ACUS) AAAD 901.222.4111



# Recruitment – February 11-16



- ❖ Current list of 900+ volunteers
- ❖ Social media

After training

- ❖ Online platforms
  - ❖ Volunteer Match
  - ❖ Tennessee Serves Network
- ❖ Local Colleges
  - ❖ Belmont University
  - ❖ Vanderbilt University
  - ❖ Lipscomb University

# Training – February 17

- ❖ Recruitment 71 volunteers
  - 39 attended the live webinar
- ❖ Not required to attend live webinar
  - Training was recorded
- ❖ Brief orientation about TCAD
- ❖ Review of duties and responsibilities
- ❖ Live Demos
  - Vaccine appointment scheduler
  - Required form to complete
  - Common Scenarios
  - Transportation list
- ❖ Q&A at the end
- ❖ Volunteers sent recording and materials by 4:00p that afternoon
- ❖ New materials developed
  - ❖ FAQ from training
  - ❖ New hotline for people without emails



# Implementation – Feb 18

## Volunteers are sent

County of Residence	First Name(s)	Last Name	Phone Number
Bledsoe	Steve	Rogers	(123) 456-7890
Bradley	Tony	Stark	(456) -789-1230
Bradley	Monica	Rambo	(789) 456-0321
Bradley	Bruce	Banner	(147) 258-0369
Bradley	Bucky	Barnes	(741) 852-9630

Thank you so much again for your commitment to help people schedule appointments for the COVID-19 vaccine. Below you will find the list of people for you to call. I have also attached these names in an excel spreadsheet.

Please remember to complete the COVID-19 Vaccine Volunteer Form ([https://stateofkentucky.formstack.com/forms/covid19\\_vaccine\\_form\\_2](https://stateofkentucky.formstack.com/forms/covid19_vaccine_form_2)) after you talk to each person. We ask that you contact all of your people within the next 2-3 days. If you would like to call more people once you complete this list, please let me know and we can send more people if available.

## Internally we track

County of Residence	First Name(s)	Last Name	Phone Number	Volunteer	Volunteer Email	Call Result	Notes
Bledsoe	Steve	Rogers	(123) 456-7890	Sidney Schuttrow	<a href="mailto:Sidney.Schuttrow@tn.gov">Sidney.Schuttrow@tn.gov</a>	Already Received the vaccine	
Bradley	Tony	Stark	(456) -789-1230	Sidney Schuttrow	<a href="mailto:Sidney.Schuttrow@tn.gov">Sidney.Schuttrow@tn.gov</a>	Wanted to sign up themselves	Volunteer gave online and hotline information
Bradley	Monica	Rambo	(789) 456-0321	Sidney Schuttrow	<a href="mailto:Sidney.Schuttrow@tn.gov">Sidney.Schuttrow@tn.gov</a>	Scheduled an appointment	
Bradley	Bruce	Banner	(147) 258-0369	Sidney Schuttrow	<a href="mailto:Sidney.Schuttrow@tn.gov">Sidney.Schuttrow@tn.gov</a>	Cannot leave home	
Bradley	Bucky	Barnes	(741) 852-9630	Sidney Schuttrow	<a href="mailto:Sidney.Schuttrow@tn.gov">Sidney.Schuttrow@tn.gov</a>	Not able to contact	Voicemail full

# Progress – Feb 18-Mar 19

## Data:

- 50 volunteers
- 1,977 people called
- 2,170 people assigned
- 2,100 forms submitted
- 52.55 hours donated

Contacted		No contact	
Already received the Vaccine	367	Client has passed away	47
Add to Waitlist	53	Hung up	47
Cannot leave home	19	Left message	560
Family/Friend helping register	23	Not able to contact	409
Not interested in receiving the vaccine	179	Requested Call back	14
Scheduled Appointment	39	Wrong number listed	109
Signed up already	41		
Wants to sign themselves up	70		
			1186
	791		

# Moving forward

4,000+



# Resources

## 2021 Volunteer Engagement Webinar Series



The Tennessee Commission on Aging and Disability (TCAD) will be hosting a webinar series on the 3<sup>rd</sup> Thursday of each month from 10:00a-11:30a CST (11:00a-12:30p EST). The volunteer engagement topics are tentative and subject to change by the presenter as issues and trends arise during the year.

*Click the date below to register for the webinar(s) you would like to attend.*

**January 21, 2021** – Intergenerational Volunteer Engagement - Sidney Schuttrow, Director of Volunteer Engagement

**February 18, 2021** – Volunteer Recruiting: Finding the Right Fit – Keita Cole, Program Coordinator for Senior Volunteer Transpiration Network (SVTN) at the Southwest Area Agency on Aging and Disability

**March 18, 2021** – The Three R's of Volunteer Engagement – Alex Ropes, Director of Community Services at The Humane Society for Tacoma and Pierce County, Washington.

**April 15, 2021** – Virtual Volunteering – Quiteka “Teka” Moten, MPH, CDP, State Long-Term Care Ombudsman

**May 20, 2021** – Online Volunteer Training: Creating an experience they’ll remember – Paul P. Falkowski, Ph.D., Gerontologist, Author, Speaker, Educator at the University of Nebraska.

**June 17, 2021** – Staff and Volunteer Relations: Getting Buy-in Support - Sidney Schuttrow, Director of Volunteer Engagement

**July 15, 2021** – Volunteer Leadership Development - Sidney Schuttrow, Director of Volunteer Engagement

**August 19, 2021** – Why Volunteers Leave - Sidney Schuttrow, Director of Volunteer Engagement

**September 16, 2021** – Succession Planning: Preparing for the future Volunteer Engagement Coordinators - Sidney Schuttrow, Director of Volunteer Engagement

**All webinars will be recorded and posted to the TCAD YouTube Channel within 2 business days.**

**TCAD YouTube Channel**

<https://www.youtube.com/user/TCADOnline>



# SAIL during COVID

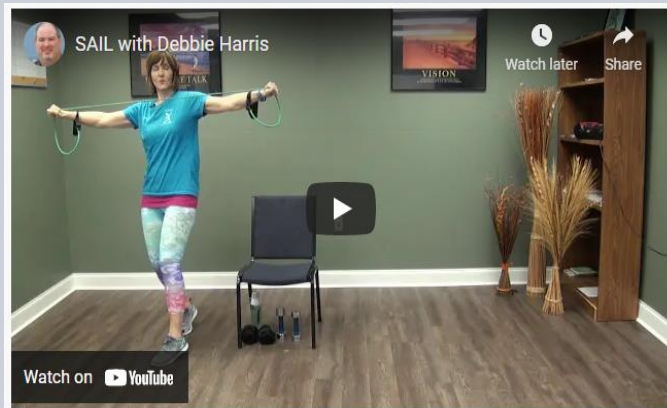


# Effects of COVID

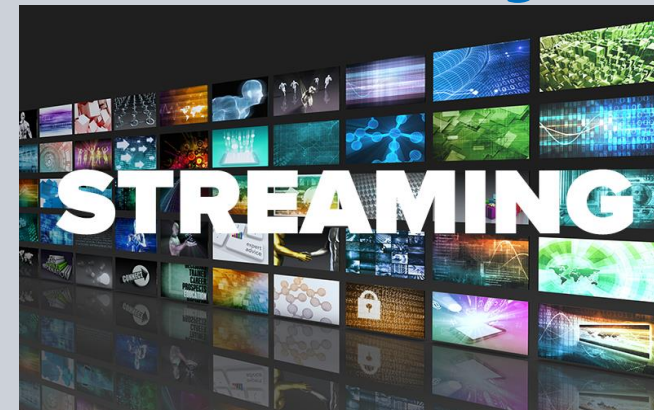


# Coming together

## New Resources



## New Training



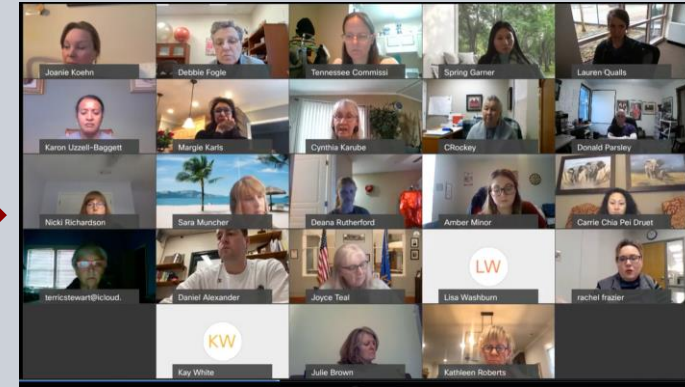
## We got creative!



# New way to train



In-person



Online



absorb  
Learning Management System



# Absorb LMS

## Key Staff:

- Amanda Boulware – TN Person-Centered Music Program
- Cynthia Rockey – SAIL MT – East TN AAAAD
- Rachel Frazier – SAIL MT – Knox County Health Dept.
- Terri Stewart – SAIL MT – Blount County
- Nicki Richardson – Intern – Occupational Therapy Student – Belmont University

## Recorded 11 Chapters

### SAIL Online Leader Training



Sidney Schuttrow



## 2 Demo Videos



## Quizzes and Final Exam



# Training Format, Timeline, Outline

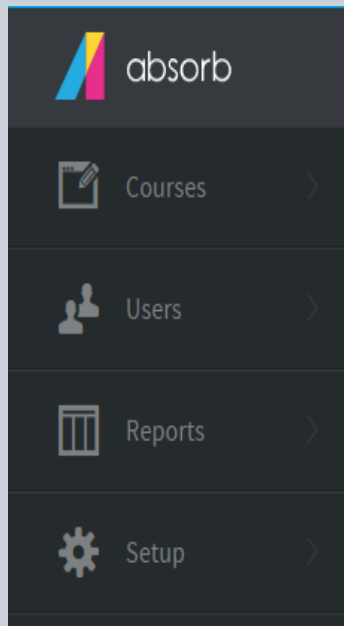
- December 18, 2020 – Applications to attend training due
- January 11 – February 12, 2021 – Complete online modules and final exam
- February 18, 2021 – Attend mandatory Webinar
- March 5, 2021 – Video submissions of SAIL Class and Fitness Checks due

## Chapter Outline

- ▶ Introduction – (~ 28 minutes) – Sidney Schuttrow
- ▶ Chapter 1 - (~12 minutes) - Senior Fall Prevention - Rachel Frazier
- ▶ Chapter 2 – (~17 minutes) - The SAIL Program and Getting Started - Rachel Frazier
- ▶ Chapter 3 A- (~18 minutes) – Theory Behind the Exercises - Cynthia Rockey
- ▶ Chapter 3 B – (~1 hours 10 minutes) – Mandatory Exercises and Adaptations – Terri Stewart
- ▶ Chapter 4 – (~27 minutes) - Age Related Medical Conditions – Terri Stewart
- ▶ Chapter 5 – (~30 minutes) - Fitness Checks - Cynthia Rockey
- ▶ Fitness Check Video – (~8 minutes) - How to preform Fitness Checks with Cynthia Rockey
- ▶ Chapter 6 – (~26 minutes) - Integrating the SAIL Participant Guide – Rachel Frazier
- ▶ Chapter 7a – (~42 minutes) – Advice for SAIL Instructors – Cynthia Rockey
- ▶ Chapter 7b – (~25 minutes) - Motivators and Barriers to Exercise – Cynthia Rockey
- ▶ Chapter 8 – (36 minutes) – Program Paperwork and Handouts – Sidney Schuttrow
- ▶ SAIL class Video – (~54 minutes) – Full SAIL Class with Terri Stewart
- ▶ Final Exam – 2-hour time limit



# Absorb Admin View



### Edit Course

Courses > Online Course > SAIL Chapter 1 - Senior Fall Prevention

- General
- Syllabus
- Availability
- Completion
- Messages
- Resources
- Uploads
- More

**Must Complete** ?

☐ All lessons, in any order ☒ All lessons, in order by chapter ☐ Exams only

**Outline**

	Chapter 1	
1	Video: SAIL Chapter 1 Video	
2	Absorb Quiz: SAIL Chapter 1 Quiz 5 of 5 Questions	

**Access Date** ?

2021-01-11

**Expiration** ?

☒ No Expiration ☐ Time from enrollment ☐ Date

**Due Date** ?

☐ No Due Date ☐ Time from enrollment ☒ Date

**Date Due**

2021-02-12 11:00 AM

# Absorb Admin View

## Add User

Users > Add User >

Info

Details

Account

Messages

More

First Name \*

First Name

Middle Name

Middle Name

Last Name \*

Last Name

Email Address

Email Address

Username \*

Username

Password \*

Password


Confirm Password \*


Password


SAIL Chapter 1 - Senior Fall Prevention	SAIL Chapter 1 Quiz	Exam	96.80	0d 0h 1m 20s
SAIL Chapter 2 - SAIL Class and Getting Started	SAIL Chapter 2 Quiz	Exam	96.52	0d 0h 1m 30s
SAIL Chapter 3A - Strength and Balance Theory	SAIL Chapter 3A Quiz	Exam	96.36	0d 0h 1m 58s
SAIL Chapter 3B - Mandatory Exercises and Adaptations	SAIL Chapter 3B Quiz	Exam	94.55	0d 0h 1m 57s
SAIL Chapter 4 - Age Related Conditions	SAIL Chapter 4 Quiz	Exam	96.52	0d 0h 1m 1s
SAIL Chapter 5 - Fitness Checks	SAIL Chapter 5 Quiz	Exam	97.39	0d 0h 1m 7s
SAIL Chapter 6 - Integrating the SAIL Guide	SAIL Chapter 6 Quiz	Exam	93.91	0d 0h 1m 42s


# Absorb User View


**Welcome, Sidney Schuttrow**  
We are happy you stopped by.


**Resume**  
Nothing to resume yet


**My Courses**  
See courses you are enrolled in

**Catalog**  
See a complete list of available courses


**Resources**  
Browse or download resources

**Inbox**  
Your priority messages  
You currently have no messages.

**Calendar**  
See your scheduled events

**Need help?**  
Contact your support

**Catalog**



January 2021 SAIL Online  
Leader Training  
Curriculum

Start




January 2021 SAIL Online  
Leader Training  
Curriculum

Start

# Absorb User View

January 2021 SAIL Online Leader Training


Curriculum

 This course is required to be completed by:  
Friday, February 12, 2021


Course Content


This is the full curriculum of the January 2021 SAIL Online Leader Training.

Course Content

 Group 1  
You must complete 12 of the following course(s).


0 of 12 Course(s)




 SAIL Introduction

Online Course


Enroll




 SAIL Chapter 1 - Senior Fall Prevention

Online Course


Enroll




 SAIL Chapter 2 - SAIL Class and Getting Started

Online Course


Enroll




 SAIL Chapter 3A - Strength and Balance Theory

Online Course


Enroll




 SAIL Chapter 3B - Mandatory Exercises and Adaptations

Online Course


Enroll




 SAIL Chapter 4 - Age Related Conditions

Online Course


Enroll



 SAIL Chapter 5 - Fitness Checks

Online Course

Enroll



Not Started

0/12 Courses


0%


Tags

SAIL Online Leader Training Curriculum

SAIL Introduction

Online Course

 This course is required to be completed by:  
Friday, February 12, 2021


 This course is part of the curriculum: January 2021 SAIL Online Leader Training

0 / 12 Courses


Course Content

This video is an introduction to the SAIL Program and Leader Training

Course Content

 Introduction


2 Lesson(s)

 SAIL Introduction

Start

Status: Not Started

This video is an introduction to the SAIL Program and Leader Training

 SAIL Introduction Quiz

Start

Status: Not Started

This is a 5-question quiz to review key information you need to know from the SAIL Introduction video. This will also be an important review for the final exam.

Not Started

0/2

0%

Tags

SAIL Introduction

# The Good, Bad and Ugly



- Easy for trainees to use
- Creating courses and adding users
- Minimal log-in and course content issues
- Absorb provides technical assistance



- Tight deadlines to complete set up
- Time consuming to record videos, some tech issues
- Learning what we needed in place but didn't have
- Not able to meet new leaders face-to-face



- Volunteer video submissions

# In the end



- We have 20 new SAIL Leaders!
- Set dates for our Spring SAIL Online Leader Training
- Planning for a hybrid training model in the future
- Hoping more classes will resume in-person as vaccination rates increase



# Questions



# Thank you!

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Tennessee Commission on Aging and Disability  
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fax: 615-741-3309  
[Sidney.Schuttrow@tn.gov](mailto:Sidney.Schuttrow@tn.gov)

# Questions?

Please use the Chat Box to ask questions or to identify that you want to verbally as a question.





# Age+Action

**2021 Virtual Conference**

**June 7—June 10**