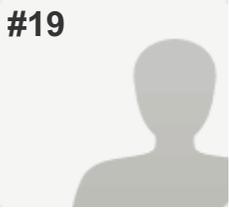


#19

**COMPLETE****Collector:** Web Link 1 (Web Link)**Started:** Thursday, May 14, 2015 2:01:03 PM**Last Modified:** Thursday, May 14, 2015 2:19:01 PM**Time Spent:** 00:17:57**IP Address:** 216.144.237.161

## PAGE 1

<b>Q1: Name of your organization.</b>	LTSC Community Development Corporation
<b>Q2: Grant #</b>	20140271
<b>Q3: Grant Period</b>	May 1, 2014 through April 30, 2015
<b>Q4: Location of your organization</b>	
City	Los Angeles
State	CA
<b>Q5: Name and Title of person completing evaluation.</b>	Amy Phillips, Director of Senior Services
<b>Q6: Phone Number:</b>	213/473-3035 x146
<b>Q7: Email address.</b>	aphillips@LTSC.org

## PAGE 2: Key Outcomes and Results

**Q8: Total number of clients served through this grant funding:** A total of 25 volunteers interacted with more than 300 participants at LTSC's Senior Club and Far East Lounge, and 20 isolated seniors who received weekly contacts at their home or by phone, with 2 more seniors in the process of being matched with a volunteer.

**Q9: Describe the project's key outcomes and results based on the goals and objectives:**

LTSC recruited and trained 16 new volunteers during the grant period. The volunteers primarily supported socialization activities, especially at the Far East Lounge where they served as receptionists and teachers' assistants. Additionally, 9 existing volunteers went through extended training to serve in a new capacity as case aides. In total, the volunteers provided at least 1,464 hours to boost the capacity of LTSC's services to seniors.

**Q10: Please describe any challenges/obstacles the organization encountered (if any) in attaining goals & objectives.**

Language and cultural barriers proved to be bigger challenges than expected as we developed and implemented the volunteer program. LTSC's Social Services Department is known for delivering culturally appropriate services to clients of diverse backgrounds. We understand the need and the effort required to deliver such services, and we do not take this responsibility lightly. Our staff members are bilingual and we had hoped to recruit similarly bilingual volunteers. However, we found that the volunteer candidates were primarily monolingual in either English or Japanese. This required more time planning, facilitating, and interpreting for the training sessions. It also made volunteer placement a little more complicated because it limited the kinds of tasks we could assign to some volunteers. In particular, we had hoped to deploy more volunteers as case aides to assist our social workers, but the nature of our case management services often requires us to interpret for our senior clients to facilitate communication with health care providers or translate letters regarding government benefits, so this was a challenge.

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**Q11: How did you overcome and/or address the challenges and obstacles?**

As mentioned above, LTSC has a proven track record for providing multilingual services, so we felt confident applying our experience to this project, despite the setback. We had always planned to translate our training materials so that people could refer to notes in their primary language, but we realized that we needed to do much more than that when we saw that most of the volunteer applicants were monolingual. We considered training the English and Japanese-speakers separately, but in our recruitment materials, we had advertised specific dates that the applicants had already committed to and we felt we could not run separate programs simultaneously. Instead, we decided to provide interpretation during the training sessions and planned additional activities to facilitate communication and camaraderie between English and Japanese-speakers. It was difficult for both our staff and the volunteers because the material we covered was technical at times and spanned many hours, and interpretation makes things longer. Fortunately, everyone was able to understand why it was important, so people were very patient.

In terms of volunteer placement, although we were not able to provide as much individual case management or achieve the degree of cost saving we had hoped during this first year, we were still able to utilize monolingual volunteers to support socialization activities. The volunteers have been effective with hands-on activities such as crafts and exercise where language is less of an issue or in one-on-one settings with senior who speaks the same language.

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**Q12: Describe any unintended positive outcomes as a result of the efforts supported by this grant.**

The Japanese American community is the only Asian immigrant community that has an American-born, English-speaking majority. Some people feel that the Japanese American community is actually two parallel communities, made up of families that have been in the US for several generations on one side and recent immigrants on the other, that do not intersect much except at Japanese grocery stores and restaurants. We were pleased to have both English-speakers and Japanese-speakers respond to our volunteer recruitment efforts. And although we were initially concerned about how the two sides would interact and respond to our multi-part training sessions, it ended up being a positive process that promoted understanding. The recent immigrants learned about the historical discrimination early Japanese American families endured, the World War II experience, and the fight for civil rights. The English-dominant participants got a better understanding of the needs and social isolation recent immigrants continue to face due to language barriers.

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**Q13: Briefly describe the impact this grant has had on the organization and community served.**

There are several areas of impact we have started to observe despite our slow start due to additional time spent on program development and training. The first is our capacity to manage volunteers. In the past, each program found and managed its own volunteers as necessary. While this allowed us to develop close individual relationships, it was not very efficient and did not result in a consistent experience for our volunteers. In order to handle more volunteers we knew that we needed a more systematic approach so that everyone, staff and volunteers, would have a positive experience. This grant provided us with an opportunity to plan for the recruitment, placement, follow-up, and appreciation of our volunteers. We realize that there are still areas where we need to improve, such as record keeping, and we have been thinking about how we can use technology to make those improvements (e.g. electronic timesheets to track hours across multiple programs).

The second area of impact was in staff time. The initial input of staff time to develop the program was high, but we expect a long-term payoff. So far, volunteers have contributed 864 hours in planning activities, contacting clients, and completing paperwork related to client services that staff would have had to do otherwise. While we still supervise the volunteers and oversee their work, the support from volunteers has allowed staff to redistribute some of their time to other tasks.

The third area of impact is the extension of services. Volunteers provided at least 600 hours of services, primarily classes and social hours at the Far East Lounge, that we would not have been able to provide otherwise.

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**PAGE 3: Budget**

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**Q14: Please provide a brief narrative on how the funds were used to fulfill grant objectives.**

The funds from this grant were primarily used for staff time. Four main staff worked on the development of the training curriculum and outreach, but many others took part in translating materials, interpreting at training sessions, and educating newly recruited volunteers about topics ranging from recognizing the signs of child abuse to supporting survivors of domestic violence. In addition, we assigned one staff person to be the ongoing volunteer coordinator for recruitment, placement, follow-up, and appreciation of all volunteers.

The expenses were:

Staff salaries	\$23,025.45
Volunteer Appreciation	\$959.70
Purchased Services	\$359.25
Office Supplies	\$59.23
Printing & Reproduction	\$263.59
Postage	\$92.88
Meetings & Conferences	\$28.60
Local Travel	\$211.30
TOTAL	\$25,000

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**PAGE 4: Success Stories**

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**Q15: Please relate a success story:**

Ms. C recently retired from many years as a teacher and administrator for a local school district. After taking some personal time off for herself and her family, she knew that she wanted to share her time, energy, and skills to give back to the Japanese American community that had been a big part of her family history and personal development. She had grown up hearing some family members speak Japanese here and there, and had even been forced to go to Japanese school for a little while as a child, but even her grandparents were native English-speakers. At the training sessions, Ms. C shared about her family's incarceration experience during World War II and helped the Japanese-speakers understand what the families of earlier Japanese immigrants endured while building a life in the US. She also listened to the Japanese-speakers share their stories and recognized the value of her Japanese school education all these decades later.

Although Ms. C does not speak any Japanese, she offered to help with crafts and activities for LTSC's monthly Senior Club. Because of her experience as a teacher, Ms. C is patient and extremely resourceful. In January, Ms. C took over the coordination of crafts and activities for the Senior Club. Our staff is still involved in order to provide interpretation as necessary, but everyone is extremely relieved that they no longer have to scramble to come up with ideas and gather materials. Ms. C has a seemingly endless supply of ideas and we know that the Senior Club is in good hands.

**Q16: Please relate a success story here:**

*Respondent skipped this question*

**Q17: Please relate a success story here:**

*Respondent skipped this question*

**PAGE 5: Organizational Information**

**Q18: Which category best describes the organization. Please choose only one.**

Service Organization

**Q19: What is the organization's primary program area of interest?**

Health & Human Services

**Q20: Percentage of clients served through grant in each ethnic group category. Total must equal 100%**

Asian/Pacific Islander	100
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**Q21: Approximate percentage of clients served from grant funds in each age category.**

Adults	30
Senior Citizens	70

**Q22: Approximate percentage of clients served with disabilities from grant funds.**

No clients served with disabilities	100
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**Q23: Approximate percentage of clients served in each economic group.**

At/Below Poverty Level	100
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**Q24: Approximate percentage of clients served from grant funds in each population category.**

Single Adults	30
Elderly	70