



***Seniors/Volunteers  
for  
Childhood Immunization  
History  
1993-2005***



**SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION  
SVCI**



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# **SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION**

## **Foreword**

As Seniors & Volunteers for Childhood Immunization (SVCI) realizes its tenth year, there is cause for celebration. Why is it that this effort has continued, indeed grown and flourished when many other originally grant-funded projects have not? Looking over the accomplishments portrayed in the following pages, one sees incredible teamwork. Volunteer and administrative efforts at Retired and Senior Volunteer Programs in participating Texas communities are committed to helping improve the immunization for local children. There seems little doubt that the efforts of the many involved senior volunteers have contributed to a rise in the Texas immunization rate. We must also understand the importance of a good idea. It takes a certain amount of vision and experience in the worlds of gerontology and health care to conceptualize just how a workable program confronting the failure to immunize children and involving seniors might look and function, these accomplishments, too, involved teamwork.

The original model grew out of a demonstration grant from the US Administration on Aging (AoA) awarded to the Texas Institute for Research and Education on Aging at the University of North Texas. The Institute is part of the School of Community Service. Also in that same school is the Center for studies in Aging which includes health care in its curriculum and research endeavors. The upshot is that Institute staff knew quite a bit about how Retired and Senior Volunteer Programs, public health clinics, and hospitals operate. So, after pouring over the guidelines for the AoA grant opportunity, an initial planning meeting was scheduled. Representatives of the Denton and Dallas public health departments and nearby RSVP directors attended and provided some very important information and reactions. That group became the advisory committee even before the AoA grant was submitted.

Additional meetings were arranged with doctors, nurses and administrators at hospitals. Receipt of the grant allowed demonstrations of a clinic model in Dallas settings and the hospital model in Denton under the auspices of two RSVP programs: Chisholm Trail Retired and Senior Volunteer Program and Senior Citizens of Greater Dallas Retired & Senior Volunteer Program. A great debt is owed to their directors and volunteer coordinators as well as those first SVCI volunteers who suggested changes and paved the way toward a workable model.

Just as the AoA funded demonstration period expired, Institute staff began contacting officials at the Texas Department of Health to see if funding might be available to continue and spread the SVCI model to other Texas communities. Dr. Robert Crider and Ms. Lupe Mandujano Garcia of the TDH Immunization Division decided to take a chance on the model. Thus began the expansion phase which has continued to this day.

Teamwork has continued to be the key to the success of SVCI and one sees it at work throughout the pages that follow. Highlighted are SVCI project achievements in eleven communities throughout Texas. Importantly, attention is focused in the pages just ahead on program evaluation, the challenges to be faced, and goals for improvement. What more compelling reason for all these efforts could be offered than helping to give babies and young children a healthy start in life. Congratulations and thanks to all whom have given of their time, talents and resources in support of this noble intergenerational effort.

Ann Reban Enos, MSN, RN Retired  
Former UNT/TIREA Research Associate  
and SVCI Project Director

## **AN ADVENTURE IN CARING**

### **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVC)**

My original association with Seniors for Childhood Immunization (SCI) began as a volunteer with the Denton Retired Senior Volunteer Program (RSVP). Christine Schultz asked for a data entry person for a new program they were starting. Sally Mudd and Sue Gray would be the coordinators for the program. They would recruit senior volunteers to visit new mothers in the hospitals and obtain information so they could be reminded to take their baby for their 2-month, 4-month, 6-month and 12-month vaccinations. This seemed to be a new and interesting concept involving seniors and a very worthy program to encourage new mothers to have their babies vaccinated. Since I was one of many that had the childhood diseases such as chickenpox, measles, whooping cough, and mumps, I was more than happy to help get the new babies vaccinated if this would save them from the misery of having the diseases.

Sylvester Flores (Syl) at the Texas Institute for Research and Education on Aging (TIREA) at the University of North Texas (UNT) built the SCI database and gave training and technical assistance to all data entry volunteers at the Denton and Lewisville SCI sites. After the information was obtained from the mother it was entered on the database at the SCI site. The data was sent to UNT where the reports were generated and reports and labels were printed by Syl and mailed to the SCI sites where the volunteers would stamp and mail them to the new mothers. After a time Syl asked me to go to work for the SCI program at TIREA at UNT printing reports and labels for all the sites. I trained Shirley McCormack, Edith Garrison and Sharifa Maswook on the SCI database at the Denton Site and started an exciting experience at UNT. Because of his limited time Syl asked me to travel and do the installing of the database and the training because Ken (my husband) and I were both retired it was easy for us to get away and it was a rewarding experience to meet and train the SCI Coordinators and data entry volunteers. By 1996 Carrollton, Colorado City, El Paso and Port Arthur had joined the SCI team. In 1997 Amarillo and Temple joined. In 1998 Austin, Big Spring, Dallas, Fort Worth, Longview and Sherman had joined us and in 1999 Levelland. It was so interesting to visit all the cities and meet the RSVP Director, SVC Coordinators and SVC Volunteers. Anyone having this opportunity would know this SVC program would work because of the dedicated senior volunteers.

When Richard Anderson joined the SVC Program as the technician he updated and perfected the database while I compiled the first SVC data entry procedure manual. Richard Anderson advanced to another job so Richard Brown took over. Each time a new technician started the database was updated, and the procedure was updated. Richard Brown graduated and moved. Terry Bell took over and the database was updated, as was the procedure. Terry Bell graduated and moved and Alberto Guzman became our technician. Alberto took on the great task of developing our SVC Webaccess database and I composed the SVC Webaccess database procedure. Support and training can now be accomplished via email and telephone as well as the yearly SVC update training, so this limits my site visits. I must admit I miss visiting the sites and working with the many friends I have made over the years. We do get together each year at the SVC Training update.

To keep in touch with the SVC Volunteers Ann Reban started the first SVC Bulletin. Ann suggested it have an "Ask Elsie" column so I could answer questions from the sites and pass on the answers by way of the bulletin. The SVC bulletin is printed at TIREA at the University of North Texas and copies for all volunteers are mailed to each site to distribute to their volunteers. We now correspond via email and the volunteers can still share their ideas in the SVC bulletin printed quarterly, as well as read up to date information about immunization. We also have the SVC Web page built by Laine Faust and after Laine graduated I became the editor.

When initially setting up the operation of the SVC program, Dr. Stanley Ingman, Ann Reban, Pamela Sybert and Sylvester Flores encouraged the Retired Senior Volunteer Program (RSVP) Directors, SVC Coordinator and SVC Volunteers to take part. The suggestions from the SVC Volunteers of what worked best in the field were taken seriously and applied. The SVC Volunteers felt this was their program and they adopted it and wanted it to succeed and the success of the program is beyond anyone's expectations. In 1997 Kathy Dreyer came on board as Ann Reban's assistant. Kathy added her expertise to the program and when Ann Reban retired, Kathy became the coordinator at UNT. We have had many student assistants that have added to the program. Brain Winters designed the graphic for the SVC mouse pad and helped design the SVC brochure; Jennie Kessler was our good will ambassador. Our team at the present time consists of Dr. Stanley Ingman SVC director, Kathy Dreyer, SVC coordinator, Elsie B. Wiley SVC Field Coordinator and SVC Web page editor, and Alberto Guzman SVC technician, Carol Salazar and Jaywayne Hodges student assistants, Sheila Baird, Administrative assistant and Mary Ann Hanna, Secretarial assistant.

With encouragement from Lupe Mandujano Garcia and Texas State Department of Health, the program expanded and we did training in Oklahoma and Louisiana.

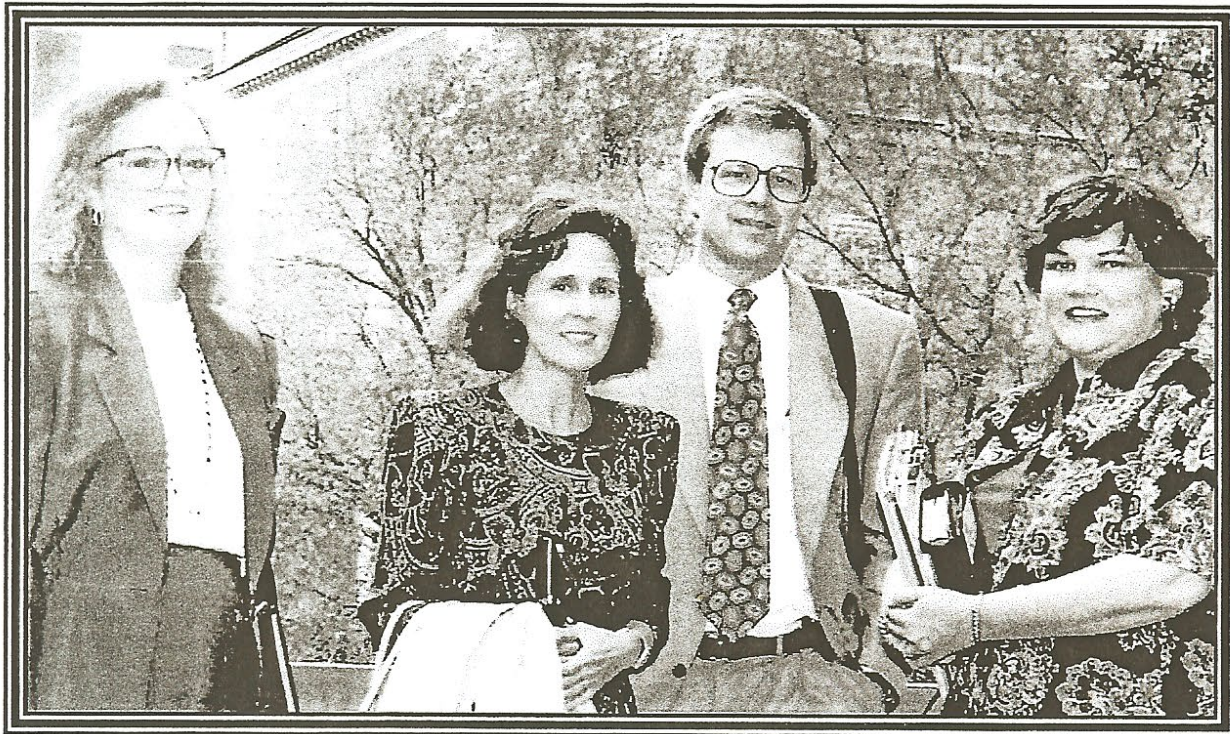
The Seniors/Volunteers for Childhood Immunization is a success because of the RSVP Directors, SVC Coordinators and SVC Volunteers working together with the support of the Texas State Department of Health Services and the School of Community Service at the University of North Texas.

The beneficiaries of the SVC program is not only the mothers and babies that receive the SVC reminders, but the senior volunteers for the opportunity to add their knowledge and expertise to the program and interact with the new mothers.

Elsie B. Wiley, SVC Field Coordinator at University of North Texas-1995 to present time

For clarification: The program was originally called Senior Volunteers for Childhood Immunization, it was changed to Seniors/Volunteers for Childhood Immunization to better recognize the contributions the seniors have contributed to this program with the assistance of other volunteers.

**THE FIRST SENIORS FOR CHILDHOOD  
IMMUNIZATION PROJECT ADVISORY COUNCIL  
NOVEMBER - 1993**



Retired Senior Volunteer Program (RSVP) directors  
Deborah Evans-Young of Tarrant County,  
Cyndy Morgan of Dallas County,  
Christina Schultz, of Denton County  
and  
Robert Crider of Texas Department of Health

From The Texas Institute for Research & Education on Aging newsletter Volume 3, Number 1,  
November 1993  
University of North Texas and UNT Health Science Center  
Director: Stanley Ingman, Ph.D.

# **Analysis of Clinic Sites**

by UNT Project Staff

April 1994-December 1994

In addition to the three hospitals sites in Denton, twelve clinic sites in Dallas county and two clinic sites in Denton county were part of the site visit analysis and are described below.

The **Denton County Health Department Clinic** served as an outreach center. Senior volunteers worked in a room in the clinic on Mondays from 1:00 pm – 3:00 pm and on Thursdays from 9:00 am – 12 noon. On the morning of the first site visit in June, one senior volunteer was pulling and screening records, transferring the pertinent information to data forms, and addressing postcards. It was reported that normally another volunteer is present at this time, but she was ill on this day. At the beginning of the project, the volunteers (both the morning group and the afternoon group) started scanning immunization records of children whose last names began with "A". on this date, they were working on families whose last names started with "G". On a subsequent visit in December, the morning group was going back through the records of children whose families had been previously contacted to verify whether or not they had been brought in for their shots. The afternoon group was continuing through the alphabet. This site functioned very smoothly, just as the project tasks were envisioned.

The **North Texas Community Clinic**, an actual primary care clinic in Denton, was another outreach center, which functioned much the same as the Denton county Health Department site. Senior volunteers worked in a back room of the clinic pulling and screening records and sending out reminder postcards. These volunteers also had a morning work group (Thursdays, 9 am- 11 am) and an afternoon work group (Tuesdays, 2:00 pm – 4:00 pm). This clinic had a small client base compared to the Denton County Health department and thus, the volunteers were able to make several passes through all of the immunization records.

The **Cockrell Hill Clinic**, Dallas, is held every second Wednesday afternoon from 1:00 pm – 3:00 pm in the hallway of an elementary school located in a largely Hispanic neighborhood. The clinic was first visited in April, 1994. A county health department clerk and a senior volunteer sat at one table pulling records of prior clients and helping new clients to start records. The records and flow sheets were passed to two nurses at the second table who screened the records, counseled the families, and gave the immunizations. The senior volunteer also helped with crowd control by playing with the children, talking to the families and making sure that the process flowed smoothly. No outreach was being done by the senior volunteer at the location. A subsequent visit was made in August, 1994, and the situation was almost identical.

The **Farmers Branch Clinic** is held every third Friday from 8:00 am – 11:00 am in the Senior Citizen's Center in Farmer's Branch, a small city between Dallas, and Denton. The Center is sizeable and located in a well-kept middle class neighborhood. The initial visit was conducted in April, 1994. Two senior volunteers were seated at a table just inside the entrance. Their tasks consisted of greeting the clients, explaining the procedure, and starting the flow sheet. The clients proceeded to another room where their records were pulled, and they waited for their number to be called. A third room was used as the actual immunization site. The senior volunteers had used the data forms from the previous month to records walk-in visits. It was explained by the project staff that the forms were to be used only for outreach efforts. Conversation was held with the RSVP coordinator to see if outreach could be initiated in the clinic. There was talk of another volunteer coming to the site to do telephone calls and postcards to families of children not on schedule. Another site visit was made in October, 1994, and there still was no outreach being conducted from this clinic. A third volunteer had not been added, and in fact, one of the two original volunteers had been ill for some time, leaving only one. She was still assisting walk-in clients to get the immunization process started.

The **Cedar Hill Clinic** is held every fourth Thursday from 1:00 pm -3:00 pm at the Community Center in Cedar Hill, a small town southwest of Dallas. Even though it serves as a community center, the facility is situated in a rather remote rural location. The initial site visit was made in April, 1994. In a very large room one senior volunteer was assisting a health department clerk greet clients, pull records, start flow sheets, and give out waiting numbers. When their number was called, the clients went out to another part of the room where two screening nurses were seated. Finally, they went to a third table in the room where two nurses were giving the immunizations. The senior volunteer was doing no outreach. There was no telephone available for her use, but it was suggested by the project staff that perhaps she could pull immunization records, scan them, and record the pertinent information on the data forms so that postcards could be addressed and sent out then or even later. This seemed particularly feasible since the records were right there beside the volunteer. The health department clerk agreed that it might be possible. Subsequently, conversations were held between the project staff and the RSVP coordinator about doing outreach at this clinic. On a subsequent visit, there were 4 senior volunteers. Three were handling out pamphlets and waiting number in addition to addressing a few postcards. The fourth volunteer, the original volunteer at the site, was still seated next to the health department clerk where she started clients' flow sheets.

The site for the **Carrollton** immunization clinic is the WIC (women, infants, and children) Clinic run by the Dallas County Health Department, and is located in a shopping center of a busy thoroughfare. The immunization clinic is available on the first and fourth Thursday of the month during the morning and afternoon hours. The first visit to this site in April, 1994, revealed that the senior volunteers (one in the morning hours and one in the afternoon hours) were addressing postcards to families whose infants were past due for their shots. The delinquent immunization records had been handed to the volunteers by a clerk from the Dallas County Health Department. The volunteers were using the UNT-designed data forms for recording only walk-in patients to the clinic. The RSVP Coordinator was present and discussions were held between her and the project staff regarding the incorrect use of the data forms. When the afternoon volunteer arrived for their shift, she was trained in the correct procedure. On a subsequent visiting August 1994, community service assistant (CSAs) were present at the site, scanning delinquent records and making telephone calls. This was the first time that the impact of the CSAs was brought to the attention of the project staff. The senior volunteer said that normally she works with records, registration, and crowd control. The data forms were not being used as recommended and were not considered valid for inclusion in evaluation of the clinic model.

The **Duncanville Clinic** is located in an all-purpose building just off the main street in this small community. Other services in the building include voter registration, the driver's license bureau and ministerial outreach. The immunization clinic is open from 1:00 pm – 3:00 pm on the fourth Thursday of every month. On the day of the site visit, only one senior volunteer was present. It was reported that there are normally three senior volunteers at this site. The volunteer was sitting next to the Dallas County Health department clerk where she helped with the client's flow sheet and did some refilling. The project staff visitor was told that the other senior volunteers normally pass out pamphlets and waiting numbers, help direct the crowd, and open vaccines. There is no outreach done at this clinic, and the data forms were not being used. Project staff spoke with the clerk about the possibility of the senior volunteers being involved in outreach. The clerk said that maybe in the future that would be feasible. As far as the project staff is aware, no outreach was ever done at this clinic.

The **Seagoville** immunization clinic is held the first Friday of every month from 1:00 pm – 3:00 pm in this community's Church of Christ. Three senior volunteers were assigned to work at this clinic, and all three volunteers were present for the first site visit. On this day, the volunteers were handing out pamphlets and number cards, pulling records, starting flow sheets, and opening syringes. They were not using the data forms nor was any outreach being done. It was observed by the project staff that during the down time it would be feasible for them to work with the records, fill out the data forms, and at least send out postcards. As with many of these remote clinic sites, there is no telephone for the volunteers to utilize. The outreach concept was discussed with the RSVP Coordinator. The clinic was visited on two other occasions, but there was never any sign of outreach efforts on the part of the senior volunteers.

The **Martin Luther King, Jr. Family Clinic** in Dallas was the site of the pilot program and still functions according to the procedure envisioned by the demonstration project staff. The three senior volunteers work every second and fourth Wednesday from 1:00 pm – 3:00 pm. One volunteer pulls the delinquent immunization records, another volunteer scans the records and fills out the data forms, and the third volunteer uses the data form to make reminder phone calls or address postcards. At a site visit in April, several derogatory remarks and assumptions about the clients ("these people") were made by one of the volunteers. Project staff took note of the remarks and discussed them with the project director and coordinator. A discussion ensued about the need for a cultural sensitivity module eventually being a part to the training process. On subsequent visits, the volunteers were still working as previously described although the location of their operation within the clinic varied from visit to visit.

The **Irving** clinic is held every second Tuesday from 1:00 pm – 3:00 pm in the old Fire Station building which is located in a largely Hispanic neighborhood. On the day of the first site visit, one senior volunteer was helping to fill out the client's flow sheet after the health department clerk pulled the immunization record. There were probably fifty to sixty families waiting for immunization at the site. None of the clerks and nurses at this clinic spoke Spanish and yet, at least three-fourths of the clients spoke only Spanish. The security guard, who was reported not to always be there, did speak Spanish and was directing clients as they came into the building. No outreach was being done by the senior volunteer. The RSVP coordinator was present, and a discussion regarding outreach efforts were held on site. She indicated that it might be possible to recruit another volunteer or two to the clinic, and that they might be able to use another room on the site to do outreach. At a subsequent visit in October, there was still just one volunteer although it was a different person than had been there before. The volunteer was performing the same tasks. As far as the project staff was aware, no other volunteers were ever recruited, and no outreach was done by volunteers at this clinic.



The **Balch Springs** clinic is held from 1:00 pm – 3:30 pm every third Thursday at a Senior Citizen's center which is located in an almost rural area of this small community. On the day of the first site visit, two senior volunteers were greeting clients, handing out information pamphlets, and assisting clients in registering if they had not been there before. The volunteers had the data forms at the site and were using them to register clients who walked into the clinic. It was explained by the project staff that the forms were for outreach purposes only. The RSVP Coordinator was notified regarding the incorrect use of the form at this site. On subsequent visit in July, the same two volunteers were performing the identical duties.

The **Pleasant Grove** clinic is held every Wednesday from 1:00 pm – 3:00 pm in the Pleasant Grove community Action Center, which is located in a shopping center off a busy intersection. On a site visit in August, 1994, the senior volunteer was directing clients, pulling records, and starting flow sheets. From a conversation with him project staff learned that he had volunteered to take home all of the delinquent records from May, June, and July. He had addressed reminder postcards and brought them back to the clinic for mailing. He was a very motivated volunteer who was stricken with polio at the age of 21. This volunteer was later transferred to the phone bank operation at the Dallas County Health Department.

The **Garland clinic** is held every other Saturday morning from 8:00 am – 12 noon and rotates locations and volunteers. On our first site visit, the clinic was being held at a city recreational center in a largely Hispanic neighborhood. The volunteer on the morning of the site visit was also Hispanic, and she was very busy translating English into Spanish and vice versa for clients, clerks and nurses. Her services were clearly needed. No outreach was being done by the seniors at this clinic site. A subsequent visit revealed the same situation.

The **Dallas County Health Department** became the site for the telephone bank. An RSVP volunteer, who was also a retired public health nurse, began the screening of records and telephoning of families. This volunteer worked twice a month, usually on Mondays from 10:00 am – 1:00 pm. Project staff spoke with RSVP Coordinator about brightening up the drab room in which she was working and about getting more volunteers to work with her. The room was enhanced almost immediately with posters and plants, and in time several other volunteers were added to make telephone calls. These volunteers worked from computer-generated lists of families whose children were behind schedule on their immunizations. The list was provided by the Health department staff. This site was concentrated solely on outreach activities.

## Were Your Expectations Met?

If this questionnaire looks familiar, it is, by design. One measure of success of Seniors for Childhood Immunization is the extent to which the project has met your expectations. We asked you at the beginning what your expectations were and now near the end of the project's first year we are asking how well we did. Please be as specific as you can.

Name: Sally Mudd  
Agency: RSVP Denton

Title: Project Coordinator Hospital  
1995

- 1. From the point of view of your agency / organization, has the project accomplished what it must to be considered successful? (Please explain):** I feel the project is proving to be most successful. It has given seniors further education and the opportunity to share their wealth of knowledge and real life experiences with diseases with young mothers. In turn young families and single parents realize the necessity of immunizations and feel the great need to protect their children from life threatening diseases. Volunteers have been able to have direct communication with at risk families and low income and minority families. Mutual caring bonds have definitely been established. The senior volunteers are making a difference!
- 2. How has your agency / organization benefited from its participation in the project?:** The newspaper, television, and other articles of information for the public has given RSVP and Senior Volunteers added recognition in the community and in Denton's two hospitals. It has provided seniors further opportunities to utilize their time, knowledge and skills in an educational way. I receive positive feedback from the hospital volunteers and the nursery staffs. The volunteers love the visits with new mothers and seeing their babies. Often the entire family is in the mother's room. This especially provides a time for whole group education. We are fortunate to have conscientious, energetic and dedicated volunteers. Often I receive notes in the mail and calls from the volunteers telling me how much they enjoy their job. They always call me if they can't get a substitute when they can't go on their assigned day.
- 3. What problems or barriers did your agency / organization encounter in carrying out its role in the project?:** There were a few problems in the beginning organization one last minute volunteer personnel change after everything was typed, placed in folders and ready for orientation the next day. The other primary problem in the beginning had to do with hospital red tape, chain of command break downs and lack of follow through from participants at one hospital. These all seem long ago and I feel at present the program is running extremely smoothly. Good rapport has been established at both hospitals between volunteer and nursery staffs. We have minor day to day problems, but they are usually easily solved.
- 4. How has the project benefited you personally? :** It has been extremely rewarding to me to have the opportunity to coordinate such a worthwhile and lifesaving program. I fill in often at the hospitals for the volunteers as a substitute and find it to be very heart warming. I have had many interesting experiences. A little girl came running up to me in the drug store calling me the shot lady. One mother I visited had been a former kindergarten student. Others I have run into various places giving me an opportunity to see if they are following through on their immunizations for their children. I feel very dedicated to the project and it is gratifying to know we are reaching many young families through the program. Sue Gray my co-coordinator and I have also enjoyed the pleasure of working with two teams of PARAXIS students. We have done educational programs in the high schools and pre-schools.
- 5. If you had other expectations related to this project, were they met? :** Yes. I feel we are reaching at least 95% of the new mothers in the hospitals. As of November 28 I will have stamped and mailed 1,026 yellow reminder cards to mothers and grandmothers. Some cards have to be discarded because they are duplicate addresses or incomplete addresses. The new yellow cards will be so much better and will keep me from having to make corrections weekly by hand before the cards are put on the computer by our wonderful computer volunteer. My greatest hope and expectation is to see this beneficial project continue and reach other cities and RSVP groups. Sue and I would be most grateful to continue as coordinators in this wonderful program and further it to other places.
- 6. Please use this space for any additional comments. :** I do hope the funding can be granted to continue this worthwhile and needed project. I feel the hospital volunteers would be happy to continue their work. Personally, my deepest thanks to Chris Schulz for having faith in me and for hiring me. Also, my appreciation to Ann Reban, Stan Ingman, Syl Flores, and Pam Seibert for their cooperation in every way. May we all be able to continue making a difference in the lives of children and their families!

**Thank you for helping us to evaluate Seniors for Childhood Immunization.**

Dear Dr. Friedsam,

Sue Gray and I have been co-coordinators for the project. She has worked closely with the Denton Health Department and the N.T. Community Clinics while I have worked with the hospital phase. We are in daily contact with each other about the program as a whole.

Sincerely,  
Sally Mudd

### Were Your Expectations Met?

If this questionnaire looks familiar, it is, by design. One measure of success of Seniors for Childhood Immunization is the extent to which the project has met your expectations. We asked you at the beginning what your expectations were and now near the end of the project's first year we are asking how well we did. Please be as specific as you can.

Name: Sue Gray Title: Co- Coordinator  
Agency: RSVP Denton 1995

- 1. From the point of view of your agency / organization, has the project accomplished what it must to be considered successful? (Please explain):** The project has been successful because: (1) there has been a substantial increase in immunizations of young children, The exact numbers have not yet been tabulated, but the overall picture indicates that hundreds of infants and children who were not on schedule have been immunized due to reminder cards being sent out by senior volunteers. (2) Trained senior volunteers are in place now and continuation depends on funding. (Method and personnel changes may be necessary as the program moves along. (3) Positive contacts and rapport have been fostered intergenerationally at the hospitals; at eh immunization sites and with PARAXUS groups.
- 2. How has your agency / organization benefited from its participation in the project?:** RSVP has benefited fro the project in the following ways: (1) We have added new volunteers and increased volunteer hours due to the project. (2) The seniors feel that they are being of service in a needed and important way. In the follow up procedure, they get to see in black and white and write in red ink when children have come in for vaccines due to cards they sent. It's exciting! (3) We have had positive interaction with TIREA people and good brainstorming sessions.
- 3. What problems or barriers did your agency / organization encounter in carrying out its role in the project? :** The main problem encountered at eh immunization sites was a card shortage. The volunteers worked much faster than anyone anticipated and the demand for cards was much larger than the supply. We went to a plan B, then C and finally D to resolve the problem. RSVP is not producing the cards and Austin is reimbursing the Denton County Health Department for postage. Cards for the pediatric clinics were contributed by individuals twice.
- 4. How has the project benefited you personally? :** (1, 2 & 5) Since I am a people person, I have benefited the most from the enriching people contacts – RSVP staff and Seniors and the TIREA people, PRAXUS groups and "my special friend of 45 years". (3) By way of skills, I can now work that copy machine at RSVP! Though I have not really learned computer skills, at least the terminology doesn't sound like a foreign language. I can also screen immunization record with fewer questions than in the beginning. There have been many opportunities to brush up on writing skills and try to be aware of spelling and syntax! (4) I do feel that Seniors for Childhood Immunization is providing a needed service to the community and it is rewarding to have had a small part in that service.
- 5. If you had other expectations related to this project, were they met? :** My expectation was and is the hope that our project will be used as a model for others to follow.
- 6. Please use this space for any additional comments. :** (No comment)

**Thank you for helping us to evaluate Seniors for Childhood Immunization.**

### Were Your Expectations Met?

If this questionnaire looks familiar, it is, by design. One measure of success of Seniors for Childhood Immunization is the extent to which the project has met your expectations. We asked you at the beginning what your expectations were and now near the end of the project's first year we are asking how well we did. Please be as specific as you can.

**Name:** Sue Gray **Title:** Co- Coordinator  
**Agency:** RSVP Denton

- 1. From the point of view of your agency / organization, has the project accomplished what it must to be considered successful? (Please explain):** The seniors for Immunization project will be successful if there is: (1) Substantial increase in numbers of infants and children in the community receiving complete immunizations (2) Sound on going immunization program utilizing trained senior volunteers at the birth site, in tracking and reminding. (3) Positive contacts and rapport fostered intergenerationally.
- 2. How has your agency / organization benefited from its participation in the project?:** RSVP will benefit by: (1) Having the opportunity to be of service to the families of the community by promoting the health of infants and children through immunizations (2) Being associated with the academic community.
- 3. What problems or barriers did your agency / organization encounter in carrying out its role in the project? :** I will have to be farther into the project to know what the possible problem/barriers might be. At this point – none.
- 4. How has the project benefited you personally? :** I will benefit by: (1) Working with the RSVP staff and volunteers (2) Being in contact with the academic community (3) Learning new skills (4) Helping to provide a needed service to the community (5) Working with my special friend of 45 years.
- 5. If you had other expectations related to this project, were they met? :** I think the hope of everyone involved in the project: (1) The success of the Dallas and Denton Seniors for Childhood Immunizations programs will serve as models for the rest of the country to follow.

**Thank you for helping us to evaluate Seniors for Childhood Immunization.**

**EXCERPT FROM 1993-1995 \*\***

## **Final Report**

### ***Seniors for Childhood Immunization***

**Texas Institute for Research and Education on  
Aging  
P.O. Box 13438  
Denton, Texas 76203-6438**

**Submitted May 29, 1995**

**Stanley R, Ingman, Ph.D., Project Director  
Ann S. Reban, RN, CS, Project Coordinator  
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## HIGHLIGHTS OF PROJECT OUTCOMES

Seniors for Childhood Immunization (SCI) was developed in partnership with Retires Senior Volunteer Programs (RSVP) as an intergenerational project designed to improve the immunization rate for preschool children. The project outcomes were the demonstration of two models, one conducted in three hospitals and in two community clinics involving some 40 senior volunteers who either visited new mothers to deliver immunization education and enroll them in an immunization reminder system also involving a grandparent or significant other, or who worked in clinics to scan records for preschool children whose immunization status were delinquent and sent cards or called the parents. In the other model demonstrated in Dallas, Texas, SCI volunteers either searched records for preschool children with non-current immunization status or assisted clinic nurses with record keeping, crowd control, or other duties. It was found that the hospital-focused, early, interactive intervention with new mothers and including follow-up tracking and reminders to families offers the most effective, organized, systematic, and appealing outreach model.

A study of the first 100 mothers visited by SCI volunteers in the two Denton hospitals showed that mothers who took their babies to their pediatrician had a self reported immunization completion or on-schedule rate of 93.9%. Of mothers who used the two immunization clinics, 76.7% reported their babies had received all their scheduled immunizations or were on schedule. Placement of SCI volunteers in clinics where outreach activities are encouraged also have the opportunity to affect the immunization completion rate for preschool children on the clinic's rolls. In two of three sites, there was a pattern for an almost exponential increase in the success rate for immunization completion for preschool children already delinquent who received outreach intervention by SCI volunteers.

Ninety percent of the volunteers gave a positive evaluation of the project and, with a single exception, placed high value on their own contributions to it. The most striking finding was the change in attitudes among involved agency (e.g. hospital and clinic) respondents from openly expressed doubt or a "show me" stance to the emergence of strong, positive evaluations of the abilities, contributions and personalities of the senior volunteers.

In addition to the developed and field-tested SCI models, other products included an SCI training module, useful to RSVPs in replicating the model, and a "fact sheet" on preschool immunization targeted to grandparents. The fact sheet is a template for use by public health departments primarily at the state level for publication and dissemination through the public health and aging networks. It was developed in cooperation with the Texas Department of Health. TDH contributed the cover letter and intends to publish its version of

the fact sheet. In addition, TDH is sponsoring the dissemination of the SCI model throughout Texas.

## **SENIORS FOR CHILDHOOD IMMUNIZATION**

### **CHAPTER 1 INTRODUCTION**

Today, one of the major responsibilities of a metropolitan instruction of higher education is to be responsive to the needs of the communities it serves. In 1993, the Texas Institute for Research and Education on Aging, at the University of North Texas, proposed to the demonstration on Aging a seventeen month demonstration project in partnership with area Retired Senior Volunteer Programs. The project, titled "Seniors for Childhood Immunization" (SCI) was designed to strengthen bonds between generations, and link community agencies in a shared goal to improve the immunization rate of preschool children.

Volunteering by the elderly is little understood in terms of effective recruitment techniques, the factors influencing volunteer patterns, and what motivates specific types of volunteers (Chambre, 1984; Fischer, et al, 1991). Historically, the reluctance to assign volunteers to anything other than nonessential jobs may be one barrier (Atchley, 1991). Studies have shown that senior volunteers perform well on an ongoing basis, particularly if the agency placing volunteers matched the volunteer's background to assigned tasks, includes useful work assignments in its varied "menu", trains older volunteers for specific jobs, and provides them transportation to and from the placement (Sainer and Zander, 1971). Few studies or projects have been documented which place older persons and college students together in a situation where their efforts are cooperative and coordinated in common goal-oriented activity aimed at helping to solve a widespread critical problem for yet a third generation.

Their project reported herein went beyond the usual single agency-centered senior volunteer assignment to integrate senior volunteers (along with college students in some strategies) into a network of health care organizations/intuitions designed to address a compelling problem of families at-risk. While the problem selected for the SCI demonstration project was unacceptable immunization rates among preschool children, an overall model concept is seen as applicable to other selected society-wide problems facing families at risk.

In selecting failure to immunize preschool children as the targeted problem, project staffs were aware of the appalling statistics, a national pattern of general increase in the incidence of vaccine-preventable childhood diseases had seen demonstrated. The principal cause of this outbreak was the failure to deliver vaccine

to children at the recommended age (Marwick, 1990; U.S. House of Representatives hearings, 1990; Skolnick, 1991). A study by Zero Population Growth rates seven Texas Metropolitan areas (including Dallas) among the 25 worst in the country for children.

### **Project Advisory Council (PAC)**

Ms. Susan Admire, Denton County "Shots Across Texas"  
Dr. Bing Burton, Director, Denton County Health Department  
Ms. Dean Caps, Volunteer, RSVP Senior Citizens of Grater Dallas  
Ms. Sara Carey, Administrative Director, North Texas Community Clinics  
Ms. Tracy Coe, R.N., Denton Regional Medical Center  
Mr. Robert Crider, Director, Immunization Division, Texas Department of Health  
Ms. Deborah Evans – Young, Director, RSVP, Fort Worth  
Mr. Syl Flores, UNT  
Ms. Anita Greenman, L.V.N., Tarrant County Public Health Department  
Dr. Charles Haley, Dallas Coalition for Immunization; Dallas County Health Department  
Ms. Jackie Jackson, Denton County "Shots Across Texas"  
Ms. Fran Knott, R.N., Director of Nursing, Dallas County Health Department  
Mr. Oscar Luna, AARP Regional Office  
Mr. Norman Morehead, Director, Dallas Area AAA  
Ms. Cyndy Morgan, Director, RSVP, Senior Citizens of Grater Dallas  
Ms. Barbara Murph, R.N., Supervisor, Personal Health Services, Tarrant County  
Public Health Department  
Mr. Ike Orloff, Coordinator, PRAXIS  
Ms. Ellen Painter, Marketing Director, HCA Denton Community Hospital  
Ms. Diana Perez, RSVP, Senior Citizens of Grater Dallas  
Ms. Christina Schultz, Director, Chisholm Trail RSVP

### **The Dallas Field Test of SCI**

In Dallas, the community-based clinic strategy targeted the low income areas and population of Dallas where the needs are the greatest in terms of immunization rates for infants and preschoolers. Volunteer recruitments were conducted in the Dallas area in November/December of 1993. The locations included Carrollton Chamber of Commerce, Garland Downtown Senior Center, Seagoville Senior Center, Balch Springs Senior Center, and Martindell-Weiss Recreation Center. A total of 14 RSVP volunteers were recruited for six immunization clinics. In November, 1993, Cyndy Morgan and Diana



Perez, Senior Citizens for Greater Dallas RSVP, met with Fran Knott, Director of Nurses, Dallas County Health Department, and determined immunization clinic sites for the project. In addition it was arranged for two volunteers to assist immunization efforts at Dallas Inter-Tribal Center which turned out to be a temporary assignment due to reorganization within the center.

UNT project staff participated in the training session for Dallas-based senior volunteers recruited for the immunization project. The training was held in the Dallas County Public Health Department on January, 20, 1994 (see training agenda in SCI Training Module). At the training, seniors received their volunteer assignments at 13 sites to begin in the following month and other information about the project. By January the number of SCI volunteers recruited had reached 30 and they received training on January 20, 1994, at the Dallas County Health Department's headquarters. A three-month schedule of sites and volunteer assignments was distributed and the senior volunteers were introduced in to the public health clinics according to the first month's schedule (February 1994).

A meeting between Dallas RSVP staff and the Rev. Carolyn Bullard-Zerweck, Program Associate with the Greater Dallas Community of Churches was held in the spring of 1994 and a total of six more recruitment presentations planned throughout the Dallas area. On March 21, a meeting was held at the Dallas County Health Department involving nurse supervisors and the RSVP volunteer coordinator (Ann Gillespie) regarding ways to fully utilize RSVP volunteers in the program that would result in a significant impact on immunization rates of children in the Dallas area. RSVP staff made 18 site visits by the end of March to further orient and train the senior volunteers. The nursing staff at these clinic sites also received training on working with the volunteers.

By the end of June 1994, the RSVP coordinator had made a total of 12 visits to the Dallas area clinics for various project-related purposes; she had recruited twenty volunteers for the immunization project between July and September. Ten of these volunteers became "callers" for the East Dallas Health Clinic, a part of the Parkland Memorial Hospital Community Oriented Primary Care system and one of three new SCI Dallas sites established. The other two were Oak Cliff Health Center, the first City of Dallas clinic to be involved in the project and the Brady Clinic (another Parkland Hospital COPC). Later, on July 15, UNT project coordinator participated in a training/recognition event for volunteers sponsored by the Dallas RSVP. Fifty persons were in attendance, including representatives of the Parkland Hospital COPC system.

The Dallas RSVP was able to successfully initiate an adapted model of the project into the two COPC clinics.

The adaptation was that seniors situated in their own homes called to remind parents to bring their children who needed immunizations into the clinic. The scanning of records and generation of a calling list was performed by the clinic staff. Dr. Stan Ingman and Ms. Reban of UNT met with Dr. Larry Irwin, Director, and Janie Haskew, Pediatric Nurse Practitioner, at the Ease Dallas health Clinic on August 24, 1994, to discuss the COPC adaptation and how it would be evaluated. It was decided that the clinic's own evaluation of the results would be utilized.

In Dallas, further recruitment presentations were given at seven senior centers (Hazel Goodbar, Duncanville, Mesquite Evans, Brady, Weiss Park, Happy House, and Lively Centers), to the Twelve Oaks Retirement Community, the Emanuel Methodist Church senior group, Oakwood Retirement Village, the Foster Grandparents, and to the Bi-Annual RSVP Volunteers Coordinators luncheon meeting participants. IN addition, three target mailings aimed at recruiting senior volunteers at area churches (25 letters), RSVP volunteers (175 letters), and the Stemmons area of Dallas (102 letters) were sent out by the RSVP staff. As a result, Senior Citizens of Greater Dallas was able to recruit eleven volunteers for the immunization project during April, May and June, 1994. Ten project volunteers became inactive for various reasons during the same period. The RSVP coordinator, Ann Gillespie, held a mini-training session for volunteers and the clinic staff at the Seagoville Clinic and conducted individual orientation/training sessions for six new volunteers at four other clinics (Farmers Branch, Pleasant Grove, Irving and Cedar Hills) on the proper use of the data collection form and/or provided other assistance. She made a total of 19 visits to the Dallas area clinics for various project related purposes between April and June.

Only one project volunteer became inactive between July and September 1994. Recruitment presentations around that time were given at the First Presbyterian Church of Garland, RSVP Professional Network quarterly luncheon, Cedar Crest Senior Center (minority recruiter Ethene Jones assisted), Brady Senior Center, Baylor University United Way Health Fair (exhibit), Carver Senior Center, highland Village Senior Center, CoAmerica Service Center (exhibit), Emanuel Methodist Church, and Rutherford Senior Center. Also in Dallas, three target mailings aimed at recruiting senior volunteers were sent to 66 RSVP Hispanic volunteers, RSVP members in the Lancaster area, and the AARP Talent Bank. Beginning in September 1994, Ms. Ethene Jones was supported for several months by the Senior Citizens of Grater Dallas RSVP to work part time in recruiting more senior volunteers, particularly from minority communities in Dallas. UNT supported the continued part time assignment of Ms. Jones to Senior Citizens of Grater Dallas RSVP throughout December. In a related development, Institute staff member, Sylvester Flores, appeared on the Denton Spanish cable station program "Para Usted" to promote minority senior involvement in the project.

The involved RSVP's settled into more of a maintenance mode beginning in October 1994. For example, senior volunteers were recruited to replace those who left the SCI project for various reasons. In one case, seniors in Dallas were switched from on clinic site to another in the same community due to the greater need for their services at the second site. The central phone bank was proving feasible with seven volunteers involved. By the end of December, they were contacting so many parents that the Health Department requested no more seniors be assigned to the phone bank due to staff having insufficient time to prepare additional contact lists.

By the end of the seventeen month project period, senior volunteers had been assigned to work at over 18 clinics in the Dallas area, These SCI volunteers were awarded certificates of appreciation from UNT in February 1995 in conjunction with a recognition event sponsored by Senior Citizens of Greater Dallas RSVP.

### **The Denton Field Test of SCI**

Operation SCI in two hospitals and two clinics in Denton, Texas, was the initial goal. The two hospitals selected for the demonstration of the SCI hospital model were Denton Regional Medical Center and HCA Denton Community Hospital. A birthing center at the NT Community Clinics, Inc. was also included. Together, these facilities accounted for almost all the newborn deliveries – approximately 308 per month within the city of Denton. Site committees were established and meetings held in mid-January at both hospitals. A third hospital in Lewisville was added in the summer of 1994.

Training for 13 recruited RSVP volunteers assigned to the city's two hospitals occurred on March 2, 1994 at HCA Denton Community Hospital. These seniors received an orientation to the nursery and post-partum floor and were "walked through" procedures for outreach to new mothers about immunization. The importance of confidentiality for hospital patients was stressed. Following a group training, one substitute volunteer for the hospitals was added. Three more volunteers had been recruited and trained as substitutes for the two Denton hospitals by the summer of 1994.

Community clinic sites for Denton field testing were the NT Community Clinics and the Denton Public Health Department. Site committees which met several times were established at the two Denton community clinics. Denton RSVP recruitment efforts netted seven new volunteers (one substitute) to work at the North Texas Community Clinics. Orientation and training of volunteers for the Denton County Health Department was held on April 14, 1994, and for the North Texas Community Clinics on May 17, 1994. Volunteers in the Denton clinics screened immunization records for compliance with the recommended immunization schedule.

The records were contained in file box drawers or charts and the volunteers proceeded through these alphabetized records searching for children who were behind on their immunization schedule. As found, these children's' mothers or other family member were contacted either by postcard or phone call to encourage compliance. Such interventions were recorded by the SCI clinic volunteers on special data forms.

A site committee meeting at the Columbia/HCA Hospital of Lewisville located in southern Denton County and involving project staff and Denton RSVP staff was held on June 10, 1994, to discuss Seniors for Childhood Immunization with hospital officials. Subsequently approved by the hospital, this site as noted before constituted an addition to the hospital component operated by the Denton RSVP and brought the total number of participants, and volunteer recruitment leading up to the implementation of the Lewisville/South Denton County portion of the project (hospital site only) continued into summer of 1994. During July, Alice Roberson, South Denton County RSVP coordinator held meetings with the Lewisville hospital pediatric staff to discuss their role in the project. Training of such volunteers plus three substitutes also occurred in July. In addition, she conducted a field test of procedures in approaching new mothers and organized a group of senior volunteers to assemble hospital packets. On August 1, 1994, new mother visits began. The RSVP coordinator made site visits, wrote coordinating notes to volunteers and held volunteer meetings as a means of keeping the project on course.

UNT project staff member, Syl Flores, developed and introductory memo in Spanish for volunteers to use when visiting Hispanic parents in hospitals where there are no interpreters available. The request came from the Columbia/HCA hospital in Lewisville where, of the 58 children born during the fires three weeks after project activation, five were Hispanic.

On February 15, a training session was held at the Lewisville clinic of Denton County Health Department (DCHD). A group of senior volunteers were trained to perform SCI outreach like those in the DCHD Denton clinic.

### **CHAPTER 3 FINDINGS AND OUTCOMES**

Presentation of the findings and outcomes related to the SCI project are divided into several parts. The first part examines key organizational players and their perceptions and contributions to the SCI project. Discussed in this part are RSVP participants, the SCI volunteers, the senior/student education teams. And the challenges encountered by the key players and UNT project staff in demonstrating SCI.

The second part begins with a description of grantee monitoring and evaluation strategies and then moves on to studies of the SCI projects conducted by UNT project RSVP's, public health departments. Other clinics and hospitals are presented along with findings from an opinion survey of the SCI volunteers. In addition, findings of a study of immunization completion rates for preschool children/families receiving SCI interventions at three sites are presented.

In the third and final section of Chapter Three, project dissemination activity accomplishments are discussed. Additionally, implications and recommendations related to SCI project replication are set forth.

### **Assessment of Senior Volunteer/College Student Immunization Education Teams**

The graduate students involved in the senior/student immunization education activities during the spring semester of 1994 were particularly effective in the organizational aspect of the team work and received course credit. They also were involved in other facets of the SCI project such as working with the RSVP coordinators to substitute on a temporary basis for seniors in the hospital component and with UNT project staff on evaluation components. The undergraduates that semester received field experience credit for their involvement as members of the intergenerational teams.

During the fall of 1994, the concept of a senior volunteer/college student education team received further field testing, this time in both Denton and Dallas. Despite promising initial meetings of the teams in September at the Chisholm Trail RSVP and the Senior Citizens of Greater Dallas RSVP, the undergraduate student members did not seem committed throughout the entire endeavor. Only one successful program was delivered in Dallas to teen mothers at the Dallas Independent Health Special School on the importance of immunization. The Senior volunteer member (supported by the efforts of the RSVP coordinator) was alone in offering the other scheduled presentation at a Dallas high school. Similarly in Denton, although successful programs were presented at the Lewisville High School and at the TWU Child Development Center in Denton, only one of the group of four undergraduate students was present for the first presentation, and the second presentation was arranged by the RSVP coordinator largely for the benefit of the other three students. While the proposed objective was accomplished, the general unreliability of the undergraduate students involved in this demonstration necessitates a recommendation in this final report to primarily involve mature or graduate students should RSVP or other organizations choose to replicate this type of outreach effort to teen mothers.

## **Challenges Encountered in Demonstrating SCI**

One challenge in demonstrating SCI was staff turnover in affiliated agencies. The Dallas volunteer coordinator, Diana Perez, in early 1994 was promoted to another position within Senior Citizens of Greater Dallas. Cyndy Morgan, RSVP Director, immediately began the search for a new volunteer coordinator. Meanwhile she and the staff kept the immunizations project going and on schedule in the already established sites. On March 21, Ann Gillespie was hired to fill the position. In addition, one of the two Denton hospitals experienced a sudden change of administrator, but again project staff kept the project on schedule through an increase in contacts and presentation of previous communication to the new administrator.

Another challenge was to keep the original time frame. It was anticipated that project development tasks would take approximately three months. In fact, it took nearly six months before the first field tests were implemented. It was hoped that these field-test sites cycling in early in the project would allow evaluation for at least 12 months and this did happen for three sites performing outreach, two in Denton and one in Dallas. The final two months of the project period was to have been reserved for completion of dissemination efforts and for production of the final project report. In actuality, this period extended for three months beyond the close of the project period. By their nature, demonstration projects possess many "unknowns" and that is doubly true of a project like SCI characterized by the complexities of multiple systems, sites and players.

Keeping the emphasis on outreach activities was an important challenge for project staff in demonstrating the SCI model in Dallas, but not in Denton. The conceptualized model emphasized outreach interventions by senior volunteers to improve the rate of preschool immunizations. This thrust, however, differed from the understandable priorities of professional staff of the Dallas County Health Department who faced daily the difficulties in actual delivery of immunization to the scores of children appearing at clinics in multiple sites. The SCI volunteers in the Dallas County Health Department freed-up the nursing professionals at each clinic by performing much of the important and necessary clerical work. This activity was much appreciated by the DCHD staff. The introduction of outreach activities as designed into the model proved challenging. Project staff discussed the need to incorporate the outreach elements of the project model and re-titled the data forms to call attention to outreach activities such as sending postcards and telephoning parents. The RSVP coordinator in Dallas prepared new data telephone/postcard packets in an effort to increase the number of data sheets being completed from the various clinics.

Because senior volunteers in many of the Dallas clinics did not have access to telephones or the immunization records, emphasis was placed instead on a phone bank located at the central office of the Dallas County Health Department that became operational midway through the project period.

By June 30, 1994, one senior volunteer had been placed at the phone bank and recruitment of additional phone bank volunteers was underway. An orientation was held at the Deader Hill Senior Center on September 30, 1994, for the DCHD Stemmons phone bank group of nine volunteers who were using 3 operational phones. The use of a new more functional patient contact form proved more satisfying and effective for the volunteers and the Dallas County Health Department.

### **DID THE PROJECT MEET THE EXPECTATIONS OF KEY HEALTH AGENCY AND RSVP PERSONNEL?**

By Hiram Friedsam, Pd.D.  
Professor Emeritus, Center for Studies in Aging  
University of North Texas

One dimension of the evaluation involved asking a key health agency (HA) and a Retired Senior Volunteer Program staff member at each immunization site to record their expectations of the project at its outset and, near the end, asking them if their expectations had been met. An open-ended questionnaire was used to solicit expectations in five areas: What was expected from the agency's viewpoint; how the agency would benefit; what problems or barriers were foreseen; how the respondent would benefit personally, and whether she/he had any other expectations. For the follow-up, a copy of his or her responses was returned to each respondent together with a questionnaire that stated the same questions in the past tense. (Answers are on file)

## **CONCLUSIONS**

Several conclusions emerge from this phase of the project evaluation:

1. Although those respondents who stated that quantitative data are needed to demonstrate that the project increased immunization rates are correct, it is obvious that with one exception both the HA and RSVP respondents believe that the project was successful.
2. In large part, their belief that the project was successful rests upon specific benefits that their agencies derived from it.
3. Few of the problems and barriers foreseen actually emerged, and problems that did emerge were solved without undue difficulty.
4. Virtually all of the respondents were able identify personal benefits that the project produced but to a considerable extent they drew no sharp line between agency benefits and personal benefits.
5. From the RSVP perspective the success of the project was due in great part to the volunteers' feelings of personal satisfaction, of doing something that "made a difference." Although not new, this finding reinforces a widely held concept of the proper utilization of volunteers.
6. Possibly the most striking finding was the change of attitudes among HA respondents from openly expressed doubt of a "show me" stance to the emergence of strong, positive evaluations of the abilities, contributions, and personalities of the senior volunteers.

### **Three Site Studies of Immunization Completion Rates Following Intervention by Seniors for Childhood Immunization**

By Keith Turner, Ph.D.  
Assistant Professor  
Center for Studies in Aging  
University of North Texas

Three clinic sites took part in this study. They included the Martin Luther King Jr., Family Clinic in Dallas (MLK), the Denton County Health Department Clinic (DCOHD), and the North Texas Pediatric Clinic in Denton (NTPED). From each site, both experimental and baseline data were collected. The experimental data were selected within a span of birth years from 1991 to 1994. All baseline data were selected from births occurring only during 1990.



The table below points out baseline data from the birth year 1990, and experimental data for birth years 1991 through 1994. The numbers of cases selected per site and birth year are presented.

**TABLE 1 - NUMBER OF CASES SELECTED BY SITE & BIRTH YEARS**

	1990	1991	1992	1993	1994	TOTAL
MLK	98	64	94	53	0	309
DCOHD	207	457	457	377	17	1,515
NTPED	163	0	109	169	15	293
TOTAL	468	521	660	599	32	2,280

A total of 2,280 cases (including experimental and baseline) were evaluated from the three sites. Martin Luther King Clinic (MLK) data included 309 cases, 98 of which are baseline data. Denton County Health Department Clinic (DCOHD) data included a total of 1,515 cases, 207 of which are baseline data. North Texas Pediatric Clinic (NTPED) data included 293 cases, 163 of which are baseline data. DCOHD offers the greatest number of experimental cases (1,308), followed by NTPED (456), and MLK (309).

Full immunization consists of four vaccinations groups which were targeted for completion at each site. Group-1 vaccinations include Hepatitis B, DTP, OPV and A: HibCV or B: HibCV. Group-2 vaccinations include DPT, OPV and A: HibCV or B: HibCV. Group-3 vaccinations include Hepatitis B, DTP, OPV and A: HibCV. Group-4 vaccinations include DPT and A: HibCV or B: HibCV plus MMR.

For project evaluation purposes, case inclusion was restricted to clinical records which indicated the completion of Group-1 vaccinations. This selection criterion was used to anchor the clinical record and the project intervention to one of the three participating sites. For the same reason, case inclusion was further restricted to clinical records indicating that any and all subsequent vaccination groups (which may have occurred) were completed at the same site as the Group-1 vaccination. These restrictions on case inclusion establish a rigorous criterion for evaluation. However, as will be analyzed later, these restrictions were put in place to anchor the association of site-specific immunizations with site-specific project interventions.

Attempts were made to compare site baseline data (1990) with available experimental data. All three sites offer cases for the 1990 baseline year. However, there are some experimental design complications. For example, MLK has not data included for experimental year 1994; NTPED has no data included for experimental year 1991, while DCOHD has data included for all four experimental years (1991 through 1994)

The next table reports, by site and year, on the distribution of immunizations achieved in each of the four vaccination groupings.

This tabular data is based upon a desegregation of immunizations by vaccination groupings. Analysis of this desegregation indicated variation in baseline and experimental immunization rates across the four vaccination grouping. Following the table, this variation is imaged for each of the four vaccination groupings. (Table on file)

### **Dissemination**

Throughout the course of the demonstration project, various dissemination strategies were employed as integral parts of the project methodology. This section is divided into descriptions of activities that occurred during the grant period related to SCI publicity strategies, meeting presentations, and products of the SCI project. Finally, dissemination activities planned to be undertaken in the near future are described.

### **SCI Publicity Strategies**

An important dissemination strategy was to utilize media releases and the Institute's internationally circulated newsletter to disseminate the project concept. The project coordinator was interviewed about the AoA project by a representative of UNT's Public Affairs and Information Services on October 12. A press release was subsequently prepared and released. A front page feature article on Seniors for Childhood Immunization was prepared and published in the Institute's newsletter. A public service announcement for targeted newsletters including Texas Nursing Association Newsletter, Nurses Today, Inc. and The Retired Teachers Association Newsletter was developed by Senior Citizens of Greater Dallas RSVP. In addition, this subcontractor strongly promoted Seniors for Childhood Immunization on the cover page of its Winter/Spring 94 issue of the Volunteer Today.

Seniors for Childhood Immunization was featured in an article in the Denton Record-Chronicle on Saturday, March 5, 1994. A photo accompanying the article was later used by the RSVP on a recruitment flyer. Cyndy Morgan (Dallas RSVP) sent a photo and informational newsletter about Seniors for Childhood Immunization to Dallas Family Magazine in early June 1994. The article was later published. Dianne Green of the City of Garland Public Communications Staff ran a public service announcement on their cable access channel stating the need for Seniors for Childhood Immunization volunteers. Chris Shultz (Denton RSVP) and Ann Reban, Project Coordinator taped a program on Seniors for Childhood Immunization for showing on local cable channel for the program, "Denton County Line." A press release issued through the Chisholm Trail RSVP was carried by south Denton County newspapers, *The Colony Leader* and *The Little Elm Journal* on Wednesday, July 13,

1994. An article titled "Polio memories spur volunteers to push shots" appeared in the July 19, 1994 issue of the *Dallas Morning News* and was prompted by an earlier press release through UNT.

Cyndy Morgan, Senior Citizens of Greater Dallas RSVP, was the author of an article on Seniors for Childhood Immunization (SCI) published in *Aging Texas*, September 30, 1994. In addition, this RSVP published an SCI Bulletin that was sent to 35 involved senior volunteers and 40 professionals involved with the immunization cause. The Denton RSVP SCI project was featured on the front page of the *Denton Record Chronicle* as part of the Shots Across Texas Campaign. A letter developed by Institute staff correcting information in the article was published.

Other means of dissemination included a feature on Channel 8 News, "Dennis Johnson's Healthwise," which discussed Seniors for Childhood Immunization and portrayed senior volunteer, Jean Henry, in action as she contacted a new mother in the hospital. Also appearing in the news item were RSVP Director, Chris Shultz, and RSVP Coordinator, Sally Mudd. In addition, the project was promoted on KHVN radio on a prerecorded talk show, "Dialogue" that aired September 25, 1994.

### **Presentations on SCI**

Project staff had planned to develop and conduct a regional intergenerational conference at UNT to include presentation of the SCI project. However, in October, 1994, Dr. Ingman learned of the intention of Southwest Texas State University faculty of the Departments of Home Economics and Psychology to host an intergenerational conference in the spring of 1994. It was decided to cosponsor that conference rather than hold one at UNT which had been the site of a statewide intergenerational conference in May of 1993. Dr. Ingman subsequently began working with STSU and other cosponsors to develop the conference which was held on May 20, 1994.

The project director, Stanley Ingman, Ph.D. and the project coordinator, Ann Reban, M.S.N. participated in the conference on May 20, 1994 held in San Marcos, Texas on the STSU campus. Dr. Ingman appeared in a panel presentation and he and Ms. Reban presented the Seniors for Childhood Immunization project in a round table poster. At that meeting, UNT staff was able to network with representatives of Green Thumb who expressed interest in the Seniors for Childhood Immunization project for application to rural areas. In addition, Dr.

Ingman and Ms. Reban met with Dr. Sally Newman, Generations Together, University of Pittsburgh, to discuss UNT's progress in meeting the project objectives, particularly the evaluation components.

Another sub-objective related to dissemination was to present the demonstration model at the annual meeting of at least two professional associations. The project coordinator, Ann Reban, presented information on the SCI project at the Generations United annual conference in Washington, DC on April 26, 1994. While in Washington, Ms. Reban represented the project at a cluster meeting sponsored by Generations United and its partners, the Center for Intergenerational Learning, Generations Together, and the National Council on the Aging. Ms. Sherri Clark, Federal Project Officer with AoA, also participated in the cluster meeting which provided an opportunity for the AoA sponsored intergenerational project staff representatives to network and learn from each other. As a result of the meeting, Ms. Reban was able to share with UNT and RSVP staff members what other intergenerational projects were doing in the area of recruitment, incentive gifts, immunization programs, etc.

Proposals for additional presentations were developed and submitted during the third project quarter to the Gerontological Association of America, The National Council on the Aging, the Southwest Society on Aging, and Healthy Texas 2000, a statewide conference to be held at Texas Woman's University in Denton, Texas. These meetings and conferences were scheduled for various dates before the end of the project period. Of the four proposals submitted, three were approved.

Project staff presented the project model and preliminary evaluation findings at the Healthy Texans 2000, a statewide conference held September 23, 1994, at Texas Woman's University in Denton, Texas. A presentation on Seniors for Childhood Immunization was delivered at the Southwest Society on Aging's (SWSA) annual conference in Tulsa, Oklahoma, on October 23, 1994. RSVP Directors, Cyndy Morgan (Dallas) and Chris Schultz (Denton) also were presenters for the SWSA session titled, "Seniors for Childhood Immunization" (SCI). During the conference, Dr. Stanley Ingman and Ms. Ann Reban of the Institute project staff met with Gail Norris, RN, BSN, Earl Tuers, Jr. Executive Director of the RSVP program in Tulsa, Pam Rask, Communicable Disease Control, Tulsa City County Health Department, and Bill Crews, Tulsa Southside Rotary Club. This group, all members of an immunization coalition, had requested a special meeting to hear about the SCI model and what they need to do to lay the groundwork to add such a model to their plans.

Dr. Ingman also described the project to Texas RSVP directors at a statewide meeting in Austin, Texas, in November. Twenty-five of the attendees expressed interest in initiating SCI in their communities and signed a list to be notified about the final results of the AoA-supported

demonstration. The final presentation on SCI was delivered to conferees at the National Council on the Aging held in Dallas in January 1995.

### **Implications of the SCI Project Demonstration**

As discussed in this final report, the Institute chose to demonstrate two models. The first was the "clinic model" based on an earlier pilot project conducted by the Senior Citizens of Greater Dallas RSVP at the Martin Luther King Jr., Family Clinic. The second was the "hospital model" conceived by the Institute in discussions with the Project Advisory Council. Ideally, the hospital and clinic models should be linked in some way. For several reasons, the nature of that linkage, and more importantly, how it might be operated had to emerge from working with all the various agencies and experiencing the lessons of the demonstration project. The reasons why the linkage was not initially introduced and subsequent developments were:

1. The use of senior volunteers was a new idea to the agencies involved and personnel of those agencies had their doubts about involving seniors in outreach activities within their facilities. It was thought best to begin the demonstration of SCI through meeting expectation of what agencies most wanted the senior volunteers to be accomplishing (e.g., culling through delinquent records and calling or sending cards or helping with crowd control in the clinic). As it turned out, seniors, too, were very interested in finding under-immunized children and intervening to protect them from childhood diseases they remembered, or enjoyed crowd control or helping organize and update clinic records.
2. In the Denton demonstration (hospital and clinic models) the idea of having seniors track and call families based on the hospital encounters with new mothers was considered. However, RSVPs believed that the escalating number of newborns needing to be called prior to the four, six, and 12 month birthdays of the child would require more volunteers than they could possibly recruit. Already they were planning to have one cadre of volunteers in the hospital and one in the two Denton clinics. Toward the end of the project, the seniors in the clinics had completely processed all the delinquent records (a daunting task at the county health department) and were ready to turn their attention to another challenge. It was at that time, as the grant period ended, that they began to turn their attention to another challenge. It was at that time, as the grant period ended, that they began to turn their attention to the reminder lists generated in the hospital by the hospital-based volunteers. The clinic-based volunteers in essence were ready to switch from a reactive role (reactive to

delinquency) to a proactive mode (reminders ahead of scheduled date to immunize). Of course, parents did receive a reminder to immunize their two month infant when the cards made out in the hospital were mailed back to them. Because the clinic volunteers had already proven themselves to personnel in the two Denton clinics, there was every reason to expect that they would be welcomed back to the clinics to check actual records on the status of babies on their hospital lists.

Another insight emanating from the demonstration of SCI had to do with the timing of contacts with parents. It was found that if one waited too long (e.g., six months) after the birth of a child to contact the family, the chances of reaching substantial numbers by mailed cards and calls declined. Then, too, there is the state of record keeping in the public health sector which meant that more time and effort was required to determine the children's immunization status. For example, records at one health department clinic were so jam-packed in the file boxes that it took two people to replace a card; one had to hold the filed cards apart with both hands while the other re-filed the scanned card. In that same clinic's working files were cards for individuals born in 1899. In addition, scanning records takes training and practice over time. For example, a group of medical students worked all summer in Dallas to scan immunization records looking for delinquent status among the clinic's enrollees. It turned out later that they had not understood how to read the records properly and all their work that summer was wasted. The utilization of retired health care professionals to scan clinic immunization records, preferably teamed with a non-health care professional so that they might teach them, turned out to be a very workable solution.

In relation to recruitment and training of senior volunteers, the experiences of the UNT project staff with the project illuminated a gap in the training experience (which will be remedied in future training to be conducted for the Texas Department of Health). In Texas, the vast majority of RSVP volunteers tend to be Caucasian and depending upon the community, a significant number of new mothers represent minority populations. The need to increase minority volunteers' involvement in the SCI project, particularly in the Dallas area, was a goal and required considerable effort even to realize the numbers recruited. This problem is one that characterizes most community-wide volunteer efforts, not just the SCI project.

In addition, project staff became aware of instances in interacting with several seniors that they lacked awareness and sensitivity to minority cultures. It was useful to accumulate these instances so that in the future, training might be directed to the issues involved. For example, one Anglo volunteer commented to a Mexican American volunteer as she walked into a clinic that "Back in my day

they wouldn't have let her walk into the office, let alone work here." And at one site, the RSVP coordinator was forced to relocate a volunteer who repeatedly spoke negatively about "these people are so irresponsible." In another instance, a file folder full of Spanish-language materials for use by the SCI volunteers was labeled "Mexicans." This most likely constituted the "tip of the iceberg."

An implication gleaned from having conducted the SCI project is a reflection upon the times in which we live. In an increasingly impersonal urbane society in which time spent talking with people is being squeezed, the SCI concept represents a mini-social support for mothers. Even with answering machines, it is suspected that the human elderly voice conveys warmth and caring and makes for a much more effective social system. Another powerful force is the motivation of the senior volunteers. As Margarete Knox, a senior volunteer in the SCI project (Dallas) was quoted in a *Dallas Morning News* article describing the project: "Five children in our neighborhood got polio...I was the only one who survived....when I hear about people not getting vaccinations, it scares me, believe me it does." The Institute can only infer the effect of these factors from anecdotal evidence of the successes of SCI (e.g., the mother of six who said that her newest baby is the first on with an up-to-date immunization schedule, thanks to SCI). Too, the hospital encounter with the mother coincides with a momentous event in her life, birth of her child. In the study of the first 100 mothers, there is again anecdotal information that suggests mothers remember the visit of the senior who explains the immunization schedule as a part of that big event. Parents enjoy talking about their children and visit of the senior brings immunization to the mother's attention and gives it greater priority.

Finally, failure to immunize is a problem cutting across all socioeconomic classes and across all cultures in America. It is not just a problem among low-income minority families. The hospital model in particular, where SCI visits reached an estimated 95% of all new mothers in the three demonstration hospitals addresses this reality.

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\*\* Total Report filed in Chilton Hall - Room 238C



FIRST PROGRESS REPORT  
MAY 1, 1995 – AUGUST 31, 1995

PROJECT DESCRIPTION

The University of North Texas is awarded a contract by the Texas Dept. of Health to develop and produce a training video and module based on the Seniors for Childhood Immunization (SCI) model developed by UNT's Texas Institute for Research and Education on Aging. The SCI model demonstration utilizes senior citizens to perform effective outreach activities within a community aimed at encouraging families to secure complete immunization for their preschool children before the age of two.

UNT will conduct training utilizing the training video and manual, offering technical assistance, evaluating outcomes for participating TDH Shots Across Texas coalitions that elect to initiate and conduct Seniors/Volunteers for Childhood Immunization projects in their communities.

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- Decision to make a training video and manual for SVCI projects is made.
- Merck Vaccine Division contributes \$250 in May toward production of the SVCI training video.
- Between June 22 and July 7, 1995, a focus group comprised of senior volunteers and RSVP volunteer coordinators who participated in the SCI demonstration project interacted with WPI Productions, Inc. of Irving, Texas and the Institute staff on a training video and script. The Institute staff made arrangements for and assisted with various location shootings. The video is completed and approved by TDH Shots Across Texas on August 23<sup>rd</sup>.
- A working outline of the training manual is submitted to TDH on June 16<sup>th</sup> and was completed in late August in time to be reproduced for the "train the trainer" workshop on September 8<sup>th</sup>.
- Between June 30<sup>th</sup> and August 28<sup>th</sup>, ten regional conferences sponsored by TDH Shots Across Texas were set up to acquaint local coalition leaders with an overview of the SCI model.
- UNT begins conducting training utilizing the training video and manual and offering technical assistance to local immunization coalitions who expressed interest in implementing a similar project in their area.

SECOND PROGRESS REPORT  
SEPT 1, 1995 – DECEMBER 31, 1995

MAJOR ACTIVITIES AND ACCOMPLISHMENTS:

- Identify and deliver technical assistance to local immunization coalition representatives/volunteer organizations interested in exploring the possibility of an SVCI project for their community. This may include presentation of the model to community and hospital representatives and information/suggestions for model adaptation and grant submissions to support an SVCI project.
- The first press release is developed and submitted to TDH for publication in Shots Across Texas newsletter.
- Ann Reban, UNT project co-director is interviewed in December about the SVCI project on Radio station KNTU-FM88. The project was also televised during half-time of a UNT home football game in October.
- Dr. Stanley Ingman, SVCI Project Director, was invited to showcase the SVCI project at the 1995 annual meeting of the Association of Texas Colleges and Universities held in October.
- UNT starts monitoring project by conducting telephone interviews, analyzing data and reporting results to TDH Shots Across Texas. This will be done on a quarterly basis to gauge progress with program.
- The first training session is conducted at UNT for volunteer coordinators and coalition representatives from communities in Texas ready to implement or expand their SVCI projects. Sites participating in the program at this time were Corpus Christi, Denton County, El Paso, Nederland, Beaumont, Port Arthur, Paris, Sherman and Dennison. Dallas joined in March 1996.
- Sites requesting information about the SVCI program have come from Oklahoma, Idaho, Indiana, New Mexico, South Dakota, and Washington, DC.
- Beaumont/Port Arthur SVCI site is established December 1995.

THIRD PROGRESS REPORT  
JANUARY 1, 1996 – MARCH 31, 1996

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- UNT conducts second training session for volunteers coordinators and coalition representatives from communities in Texas ready to implement or expand SVCI projects. These communities include Colorado City, Houston, Midland, Odessa, El Paso, Denton and Dallas.
- Volunteers were asked to evaluate training program and their training experiences.

- Submit news items to Shots Across Texas newsletter to keep participants abreast of what is happening with SCI-type projects statewide.
- Projects are monitored and evaluated.
- Michigan requests information about the SVCI program.

#### FOURTH PROGRESS REPORT APRIL 1, 1996 – JUNE 30, 1996

##### MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- In May 1996, Chisholm Trail RSVP in Denton received two small grants to help continue their SVCI project. One grant was from the Harris Methodist Foundation and the other was a Denton United Venture Grant.
- The El Paso SVCI project has now recruited over 60 volunteers most of whom are bilingual. Ann Reban, UNT SVCI Project Director was interviewed on talk radio at KTEP. The host for the program was none other than Lillian Madarchik, RSVP Director, who was soon to celebrate her 80<sup>th</sup> birthday.
- Chisholm Trail RSVP in Denton presented a plaque to the Texas Institute for Research and Education on Aging at UNT at its spring recognition luncheon. The Institute was recognized for “invaluable support to senior adults through the implementation of the Seniors for Childhood Immunization Program.”
- Develop and submit applications for Healthy Mothers, Healthy Babies Coalition 1996 National Achievement Award and for Mature Media 1996 National Award.
- Present SVCI model at CDC annual conference to be held in Washington, DC on April 10, 1996.
- Colorado City SVCI program is established in April 1996 and El Paso SVCI program is established May 1996.

#### FIFTH PROGRESS REPORT JULY 1, 1996 – SEPTEMBER 30, 1996

##### MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- The TDH Immunization Division created a new “internal” bulletin that provides all the SVCI projects a vehicle in which to share information between projects and to inform RSVP’s immunization coalition members and volunteers involved in SVCI projects statewide of new development. The first issue appeared in August, 1996. The SVCI Bulletin will be issued by TDH on a periodic basis.
- A poster presentation on the SVCI project was accepted by the Gerontological

Association of America (GSA) and will be presented during GSA's annual November meeting in Washington, DC.

- The Institute received a 1996 National Mature Media Merit Award for the SVCI training video produced in 1995 with support from the Shots Across Texas Campaign, Texas Department of Health. The Mature Media Awards is a program of the Mature Market Resource Center based in Libertyville, Illinois. Program sponsors include American Custom Publishing Corporation, Blue Cross and Blue Shield Federal Employee Program, and the National Association of Area Agencies on Aging.
- During August alone, SVCI project staff at the UNT Texas Institute for Research and Education on Aging generated 1,244 records, each representing a newborn infant whose mother was enrolled into the SVCI immunization reminder system. This level of activity currently supports operational SVCI sites each month in Port Arthur, El Paso, Denton, and Colorado City.
- Houston SVCI project begins in September, 1996.
- Sites requesting information about the SVCI project include the states of New York, Massachusetts, Michigan and Idaho.

#### SIXTH PROGRESS REPORT

OCTOBER 1, 1996 – DECEMBER 31, 1996

#### MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- Develop and submit fourth press release to TDH.
- Reissue a updated version of "Seniors for Immunization" video news release originally produced in 1995 by UNT's Public Affairs and Information Services office. The video will be shared with television stations in communities where fully operational SVCI projects have been established in 1996 (i.e., El Paso, Port Arthur, and Colorado City). Information with the video will urge stations interested in the footage to contact the local SVCI director/volunteer coordinator for the input and participation.
- For fully functioning SVCI projects, plan and initiate community-based studies using phone interviews of involved parents regarding child's immunization status.
- Continue soliciting key agency and hospital leaders' pre-project expectations for each functioning SVCI project.
- Present a poster session on the SVCI state-wide model at the annual meeting of the Gerontological Society of America in November, 1996.
- Develop and submit an abstract for the 31<sup>st</sup> annual National Immunization Conference to be held in Detroit, Michigan on May 19-22, 1997.

SEVENTH PROGRESS REPORT  
JANUARY 1, 1997 – MARCH 31, 1997

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- The third issue of the SVCI Bulletin was produced in February, 1997 and sent to all participating SVCI sites.
- The Institute initiated a study of the immunization reminder phone bank operated by the Senior Citizens of Greater Dallas at the Dallas County Health Department. The study tracked four months of reminder activity. The results showed that of 431 children, 115 (27%) returned to the clinic over the course of the next three months following one or more reminder contact by a senior volunteer.
- Dr. Ingman and Pam Sybert address members of the Austin Task Force on Immunization on the SVCI model.
- Amarillo SVCI site is established February 1997.

EIGHTH PROGRESS REPORT  
APRIL 1, 1997 – JUNE 30, 1997

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- It has become necessary to develop a contractual process for existing and new SVCI sites. This work includes the development of requests for proposals and accompanying guidelines, as well as establishing a proposal review committee and designing that review process.
- The first SVCI programs to be subcontracted by the Institute were: Chisholm Trail RSVP (Denton County), Mitchell County Immunization Coalition (Colorado City); Senior Citizens of Greater Dallas RSVP; and Jefferson County Area Immunization Coalition/Golden Triangle RSVP.
- Another “established” program had been the Coastal Bend Immunization Coalition in Corpus Christi which became inactive earlier 1997. An attempt is being made to restart the Corpus Christi area SVCI project under the auspices of the City of Corpus Christi RSVP. The RSVP Director, Lisa Oliver, is going to submit a proposal to UNT to reestablish the program in Corpus Christi.
- The UNT Public Affairs and Information Services Office produced an article on the SVCI project that appeared in the summer 1997 issue of *The North Texan*.
- The Institute sponsored the first annual training update for established SVCI site staff. The event was held May 13 and over-lapped with training for new site staff. In addition, established site staff assisted the Institute in sharing the SVCI model with Arkansas during a VITEL distance learning video-conference held in conjunction with the training conference.

- RSVP representatives from Austin, Fort Worth, Bryan, and Hill Country (Bell and Hamilton Counties) participated in a training session May 14-15, 1997, for communities planning to initiate an SVCI program in their communities.

#### NINTH PROGRESS REPORT

JULY 1, 1997 – SEPTEMBER 30, 1997

#### MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- New sites include Senior Citizens of Greater Tarrant County, Retired and Senior Volunteer Program of Travis County and Hill County RSVP which includes the counties of Bell and Hamilton.
- For a one year period ending during the reporting period, the SVCI program encompassed eight operational sites representing 17 hospitals. The number of mother/babies enrolled in the reminder system totaled 12,358 for the one year period.
- UNT, in cooperation with the longest standing SVCI project, Chisholm Trail RSVP, has launched an intensive study of timely immunization completion among children enrolled in the SVCI reminder system in Denton County whose mothers were visited during August through November, 1996. The evaluator is Dr. Keith Turner, Department of Applied Gerontology at UNT. Results are expected to be available in March, 1998.

#### TENTH PROGRESS REPORT

OCTOBER 1, 1997 – DECEMBER 31, 1997

#### MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- Subcontracts were issued for this quarter to: Jefferson County Area Immunization Coalition/Golden Triangle RSVP (Beaumont/Port Arthur), Chisholm Trail RSVP (Denton County), Colorado City, City of El Paso, Senior Citizens of Greater Dallas RSVP, Travis County RSVP (Austin), Tarrant County Senior Citizens Services RSVP (Ft. Worth), and Hill Country RSVP (Bell County).
- A workshop training session was held at UNT on October 30-31, 1997. Representatives from Dallas, Edinburg, El Paso, Longview and Tulia attended. Guest speaker Syl Flores, M.A., presented information on cultural considerations, and Becky Cook from the Texas Department of Health gave a presentation on the importance of immunizations.
- A press release dated 12/14/97 was dispatched to the editor of *Upshot*. In addition the SVCI Bulletin was published in November 1997 in a continuing effort to keep participants abreast of what is happening with SVCI-type projects statewide.
- For a one year period ending 12/31/97, the SVCI program encompassed eight operational sites representing 15 hospitals. The number of mothers/infants enrolled in the reminder system totaled 13,067 for the one year period.

- For 1997, five new communities have either committed to starting or are already operational. These sites include Longview, Tulia, Austin, Fort Worth and Temple.

ELEVENTH PROGRESS REPORT  
JANUARY 1, 1998 – MARCH 31, 1998

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- New subcontracts are issued to Jefferson County Area Immunization Coalition/Golden Triangle RSVP (Beaumont/Port Arthur), Chisholm Trail RSVP (Denton County), Mitchell County Immunization Coalition (Colorado City), City of El Paso, Senior Citizens of Greater Dallas RSVP, Travis County RSVP (Austin), Tarrant County Senior Citizen Services RSVP (Ft. Worth), and Hill Country RSVP (Bell County).
- New RSVP sites requesting information are San Antonio, Sherman and San Angelo.
- The database team consisting of Syl Flores, Elsie Wiley, and Terry Bell are working on developing a new method of accepting data from each SVCI project site. The new system will allow SVCI sites to download records at their convenience. This will alleviate difficulties as well as promote autonomy at each site.
- UNT and Chisholm Trail RSVP have completed an intensive study of timely immunization completion among children enrolled in the SVCI reminder System in Denton County whose mothers were visited during August through November, 1996.
- Dallas RSVP site (Medical City Hospital) is established February 1998.

TWELFTH PROGRESS REPORT  
APRIL 1, 1998 – JUNE 30, 1998

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- RSVP sites requesting information or additional information on SVCI include San Antonio, Sherman, Paris, Big Spring, Abilene, Laredo, Levelland and Corpus Christi.
- A training update was held on June 5, 1998. SVCI coordinators from established sites in Amarillo, Austin, Colorado City, Dallas, Denton, Fort Worth, Temple and Tulia attended. A panel discussion was held to explore issues such as recruitment of bilingual volunteers, confidentiality, and ethnicity. The annual SVCI recognition luncheon was held to honor Bonnie Prigmore, RSVP Director in Amarillo, Elsie Wiley of UNT/TIREA, and Robert Crider and Lupe Mandujano Garcia of TDH. Also the results of a four month evaluation and information from a comparison of the number of new mothers enrolled versus the number of births were presented.
- Austin RSVP site begins operations May 1998.



THIRTEENTH PROGRESS REPORT  
JULY 1, 1998 - SEPTEMBER 30, 1998

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- Subcontracts have been issued to RSVP sites Big Spring and Sherman.
- The SVCI Bulletin was published in July 1998 in a continuing effort to keep participants abreast of what is happening with SVCI-type projects statewide.
- Three SVCI subcontracts are issued to Levelland, Sherman and Big Spring. There are now 15 SVCI sites in Texas.

FOURTEENTH PROGRESS REPORT  
OCTOBER 1, 1998 – DECEMBER 31, 1998

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- The database team of Elsie Wiley and Terry Bell completed work on an updated version of the SVCI database and will be installed in each SVCI established site.
- For the period January 1, 1998 – December 31, 1998, 16,956 mother/infant pairs were enrolled in the SVCI reminder system. This total is up from 13,067 in 1997 and represents an increase of 3,889 mother/infant pairs.
- Big Spring SVCI site is established October 1998 and Longview SVCI site is established in December 1998.

FIFTEENTH PROGRESS REPORT  
JANUARY 1, 1999 – MARCH 31, 1999

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- Due to a reduction of funds received from the Texas Department of Health, it is not possible to solicit any additional implementations of a SVCI-type project; therefore, no technical assistance has been provided to additional sites beyond the current group of sites.
- The Institute issued subcontracts to extend the following SVCI programs: Panhandle Area, Jefferson County Area Immunization Coalition/Golden Triangle RSVP (Beaumont/Port Arthur), Chisholm Trail RSVP (Denton County), Panhandle Community Services (Amarillo), Travis County RSVP (Austin), Mitchell County Immunization Coalition (Colorado City), Big Spring RSVP, Senior Citizens of Greater Dallas, El Paso RSVP, Senior Citizen Services of Tarrant County (Ft. Worth), Hockley County RSVP (Levelland), East Texas Human Development Corporation (Longview), Texoma Council of Government (Sherman), Hill County Community Action Association (Temple), and Swisher County RSVP (Tulia).

- The University of North Texas was awarded a contract on February 23, 1999 by the Texas Department of Health to provide administrative support and technical assistance to eligible entities in implementing projects based on the SVCI model.
- An unpublished article “Modeling Child Welfare Coalition Efforts to Improve Preschool Immunization Rates,” has been submitted to the Journal of the American Public Health Association.
- At the Fort Worth site, the overall hospital coverage since the program’s inception (October 1997) is 72.5%.
- The SVCI enrollment rate of all infants born in Hockley County (Levelland), who delivered at Covenant Hospital, is 90%.
- The SVCI site in Sherman received \$1,500 from a United Way Grant and the SVCI site in El Paso received \$3,000 from Sierra/Providence Hospital to help defray the costs of postage.

SIXTEENTH PROGRESS REPORT  
APRIL 1, 1999 – JUNE 30, 1999

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- The reduction in funding received from TDH, as a result in the cut in monies obtained from the CDC, has curtailed dissemination of the SVCI project across Texas. The Institute is attempting to locate sources from initiating SVCI projects.
- At the Big Spring site, the percentages of SVCI enrolled mother/infant pairs during the past quarter were 75% in July, 84% in August, and 89% in September.
- The percentage of SVCI enrolled mother/infant pairs in Beaumont/Port Arthur reached 100% during the past quarter. Also, the Golden Triangle RSVP received \$1,035.20 from the South East Texas Regional Planning Commission.
- Tulia SVCI project became inactive in May 1999 due to a lack of volunteer support.

SEVENTEENTH PROGRESS REPORT  
JULY 1, 1999 – SEPTEMBER 30, 1999

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- Travis County RSVP (Austin) is promoting the SVCI program through presentations at a local Catholic church and women’s group as well as through contacts with the Austin Newcomers Club.
- Alternate funding to provide a calendar for hospital packets has been secured by the Amarillo RSVP. The First American Banks in Hereford and Pampa have each donated \$360 for this purpose.

EIGHTEENTH PROGRESS REPORT  
OCTOBER 1, 1999 – DECEMBER 31, 1999

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- The SVCI program received a National Excellence in Aging Award from the U.S. Committee. Only 12 programs were selected out of over 375 applicants from across the country.
- Alternate funds in the amount of \$703.52 from the South East Texas Regional Planning Commission were secured by the Golden Triangle RSVP operating in Beaumont/Port Arthur.
- The Chisholm Trail RSVP in Denton received funds in the amount of \$17,709 from the Flow Health Care Foundation.
- The Amarillo RSVP received funds from a private donor in the amount of \$500, and Women of the Moose donated \$100. The First American Banks in Hereford and Pampa continue to support the SVCI program with donations in the amount of \$360 from each bank.

NINETEENTH PROGRESS REPORT  
JANUARY 1, 2000 – MARCH 31, 2000

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- The Jefferson County Area Immunization Coalition/Golden Triangle RSVP is no longer funded by UNT, and the El Paso RSVP no longer operates the SVCI program. The withdrawal of both sites is due to the reduced amount of funding available from the Texas Department of Health. Only 11 sites are receiving funding from TDH.
- The Texoma RSVP secured alternate funds in the amount of \$2,500 from Wilson N. Jones Hospital and \$2,000 from the Fannin United Way.
- The enrollment rate of mother/infant pairs in the SVCI program at Pampa Medical was 100% during this quarter. Volunteers from the Amarillo RSVP visit mothers in Pampa.
- El Paso SVCI project became inactive in January 2000 as a result of reduction in funding and on a lack of alternate sources to restart the program.

TWENTIETH PROGRESS REPORT  
APRIL 1, 2000 – JUNE 30, 2000

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- A web site promoting the activities of each Texas site has been established. The site is located at: [www.unt.edu/untcps/welcome\\_to\\_seniors\\_and\\_volunteers.htm](http://www.unt.edu/untcps/welcome_to_seniors_and_volunteers.htm)

- The enrollment rate of mothers in the SVCI program averaged 97% at King's Daughters Hospital and 95% at Scott & White Hospital during its second quarter of operation.

**TWENTY-FIRST PROGRESS REPORT  
JULY 1, 2000 – SEPTEMBER 30, 2000**

**MAJOR ACTIVITIES AND ACCOMPLISHMENTS**

- The annual update session took place on August 4<sup>th</sup>. Participants from Austin, Big Spring, Dallas, Denton, Fort Worth, Longview and Temple attended the session. A presentation on volunteer issues, specifically recruitment, retention and recognition of volunteers, was given by Pam Sybert, Director of the Educational Consortium on Volunteerism at UNT. The awards luncheon included recognition of sites in Big Spring and Sherman and a presentation on diversity given by Syl Flores, Director of the American Humanics program at UNT.
- Even with the reduction in funding received from TDH, funding opportunities are being investigated for the purpose of implementing the SVCI program in others areas, specifically the Rio Grande Valley.
- The number of infants enrolled in the Senior Citizens Services of Fort Worth SVCI program reached 21,000 in September. The milestone was published in the Fort Worth Star-Telegram, the local newspaper.
- The number of infants enrolled in the SVCI program operated by the Amarillo RSVP reached 10,000 in July. The milestone was published in the Amarillo Globe News, the local newspaper.
- The enrollment rate of mothers at Scenic Medical Center Hospital located in Big Spring averaged 78%.
- An article about the SVCI program has been requested from the editor of the Albert B. Sabin Vaccine Institute newsletter. The request occurs as a result of the promotion of the SVCI program at the Center for Disease Control's National Immunization Conference in July 2000. The press release will be submitted in October 2000.

**TWENTY-SECOND PROGRESS REPORT  
OCTOBER 1, 2000 – DECEMBER 31, 2000**

**MAJOR ACTIVITIES AND ACCOMPLISHMENTS**

- The RSVP in Dallas secured funding support for the SVCI program in the amount of \$15,500 from the Community Council of Greater Dallas.
- The SVCI site in Amarillo received funds from Bank of America in the amount of \$2,000 and from an SVCI volunteer in the amount of \$500.

- An article about the SVCI program has been printed in the Albert B. Sabin Vaccine Institute newsletter. The request occurred as a result of the promotion of the SVCI program at the Center for Disease Control's National Immunization Conference in July 2000.

TWENTY-THIRD PROGRESS REPORT  
JANUARY 1, 2001 – MARCH 31, 2001

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- During this quarter, the Institute issued subcontracts to extend the following SVCI programs: Chisholm Trail RSVP (Denton County), Panhandle Community Services (Amarillo), Travis County RSVP (Austin), Mitchell County Immunization Coalition (Colorado City), Big Spring RSVP, Senior Citizens of Greater Dallas, Senior Citizen Services of Tarrant County (Fort Worth), Hockley County RSVP (Levelland), East Texas Human Development Corporation (Longview), Texoma Council of Government (Sherman) and Hill County Community Action Assn (Temple).
- UNT site personnel have been notified that the State Comptroller intends to solicit and obtain funding for the further dissemination of the SVCI program. Exploration into potential sites suitable for undertaking an SVCI program will continue.
- The Texoma RSVP received \$6,500 from local private foundations.

TWENTY-FOURTH PROGRESS REPORT  
APRIL 1, 2001 – JUNE 30, 2001

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- The Fort Worth RSVP received financial support from Texas Health Resources/Harris Methodist Hospitals and Lockheed Martin Missile and Fire Control.
- A web-site promoting the activities of each Texas site has been established. The site is located at: [www.unt.edu/untcps/program/svci](http://www.unt.edu/untcps/program/svci).
- Paris RSVP has indicated an interest in implementing a project similar to the SVCI model.
- Longview SVCI project became inactive in May 2001 due to the fact that the East Texas Human Development Corporation was disbanding.

TWENTY-FIFTH PROGRESS REPORT  
JULY 1, 2001 – SEPTEMBER 30, 2001

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- SVCI continues to promote the program via presentations at area senior housing properties, recreation centers, churches, clubs, and hospital senior programs.

- Brochures promoting the SVCI program are being distributed in areas targeting new mothers and grandmothers. Promotion of the program also occurs through presentations.

TWENTY-SIXTH PROGRESS REPORT  
OCTOBER 1, 2001 – DECEMBER 31, 2001

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- Representatives from the Paris RSVP have expressed an interest in implementing a project similar to the SVCI model. A Request for Proposal was sent on December 10, 2001.
- Mario Salinas from the State Comptroller's office has pledged to keep the SVCI program as a model to be utilized and disseminated across Texas. Mr. Salinas has elected to research funding opportunities to accomplish this goal.
- During this project period, the Texoma RSVP enrolled 100% of children born at the two hospitals operating as SVCI enrollment sites, and Dallas RSVP enrolled 99% of children born at the three hospitals operating as SVCI enrollment sites.

TWENTY-SEVENTH PROGRESS REPORT  
JANUARY 1, 2002 – MARCH 31, 2002

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- Nothing new to report for this period.

TWENTY-EIGHTH PROGRESS REPORT  
APRIL 1, 2002 – JUNE 30, 2002

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- During this project period, the Texoma RSVP enrolled 100% of children born at the two hospitals operating as SVCI enrollment sites. This is the second consecutive project period during which this has happened.
- During this project period, Austin RSVP enrolled 100% of children born at the hospital operating as an SVCI enrollment site.

TWENTY-NINTH PROGRESS REPORT  
JULY 1, 2002 – SEPTEMBER 30, 2002

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- During the project period, Dallas RSVP enrolled 87.5% of the mother/infants visited.
- During this project period, the RSVP in Fort Worth received funding in the amount of \$25,310 from the Corporation for National and Community Service.

THIRTIETH PROGRESS REPORT  
OCTOBER 1, 2002 – DECEMBER 31, 2002

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- Since the dissemination of the SVCI program from 1994 through 2002, 136,076 infants have been enrolled in the SVCI program.
- During this quarter, Dallas RSVP enrolled 90.6% of the mother/infants visited. Sherman RSVP enrolled 96.4% of the mother/infants visited.
- The RSVP in Fort Worth received funding in the amount of \$2,460 from the Rotary Club Foundation.
- The RSVP serving Denton County was given \$15,000 in funds from the Flow Health Care Foundation.
- The Amarillo RSVP obtained a \$500 private donation and a \$100 donation from the Wal-Mart “Volunteerism Always Pays” program.

THIRTY-FIRST PROGRESS REPORT  
JANUARY 1, 2003 – MARCH 31, 2003

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- During this quarter, Dallas RSVP enrolled 91.7% of the mother/infants visited.
- The RSVP serving Denton County received \$3,200 from the Texas Motor Speedway Children’s Charities.
- Austin has received continuing funding from Travis County in the amount of \$4,567.

THIRTY-SECOND PROGRESS REPORT  
APRIL 1, 2003 – JUNE 30, 2003

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- During the quarter, the RSVP in Dallas enrolled 97.3% of the mother/infants visited.
- The Senior Source (RSVP) in Dallas received an extension of funding for their Hispanic Outreach initiative through September 2003.

**SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION**  
**Volunteers and Staff**  
**1993-2005**

FIRST NAME	LAST NAME		FIRST NAME	LAST NAME
Mary Lou	Abendschan		Latresa	Baylor
Exa	Adams		Sue	Beard
Marietta	Adams		Arline	Beavers
Marie	Adams		Anita	Beck
Betty	Adams		Josi	Beck
Marie	Adams		Rod	Beck
Susan	Admine		Margaret A.	Becker
Marvine	Aguilar		Hoye	Beicleman
Herta	Albers		Helen	Bell
George	Albright		Terry	Bell
Mary	Albright		Syl	Benenson
Sylvia	Alderman		Diana	Bennett
Fannie	Alexander		Jan	Bennett
Johnny	Allen		Gladys	Bernard
Edith	Alzuro		Zora	Billingsley
Richard	Anderson		Betty	Bishop
Ron	Anderson		Evie	Blagg
Mary Estelle	Andrews		Bette	Blair
Martha	Anthony		Dovie	Blake
Kathy	Armstrong		Vince	Bland
Helen	Arnett		Molly	Bogen
Patrick	Arnett		John	Bolin
Bobby	Arnold		Sarah	Bolsins
Elva	Arrambula		Nancy	Bomsburger
Delores	Atencio		Cia	Bond
Veronica (Ronnie)	Ault		Betty	Boone
Laurel	Babcock		Joyce	Bosworth
Pearl	Babcock		Kristan	Boureston
Rich Ann	Baetz		Alice	Boyd-Hunt
Betty	Bagwell		Geneva	Boydstion
Betty	Bailey		Gloria	Branch
Ruth	Bain		Kristi	Brazier
Sheila	Baird		Sue	Bread
Gerald	Balsey		Anita	Breenman
Forest	Barbin		Susie	Brocks
Gloria	Barker		Ed	Brooks
Elizabeth	Barnett		Edith	Brooks
Jim	Baum		Becky	Brooks



**SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION**  
**Volunteers and Staff**  
**1993-2005**

FIRST NAME	LAST NAME		FIRST NAME	LAST NAME
Barbara	Brooks		Pat	Castner
Thelma	Bross		Connie	Cavazos
Stella	Brossard		Lupe	Cerda
Sadie	Brossard		Alma D.	Cervantes
Elaine	Brown		Harriett	Chauffy
Trisha	Brown		Leah	Chauvin
Lillian	Brown		Christina	Chavez
Phyllis	Brown		Manuela	Chavoya
Richard	Brown		Patricia	Cheong
Elaine	Brown		Re Donna	Christian
Ann	Brown		Fary	Claire
Doug	Brown		Peggy	Clark
Raydene	Brown		Harold	Clark
Melissa	Browning		Sharon	Clark
LaChrisha	Browning		Wayne	Clark
Ruth	Bryan		Sharon	Clay
Brenda	Bryant		Christa	Clifton
Dorothy	Buckley		Sharon	Click
Shelley	Bueche		Tracy	Coe
Bonnie	Buecher		Lucille	Coggins
Lillie	Buerreo		Elsie	Cole
Theola	Bullock		Carla	Coleman
Nelda	Burrus		Betty	Colley
Bing	Burton		Pat	Colonna
Marilyn	Burton		Ann	Conley
Pam	Butler		Catherine	Conner
Pietrina	Cafiero		Juanita	Contreras
Mary	Cagle		Becky	Cook
Margie	Cagle		Nancy	Cook
Jose	Camacho		Lillian	Cook
Kathryn	Cansler		Freda	Cook
Catherine	Cansler		Jane	Cooke
Dean	Capps		June	Cooke
Sara	Carey		Lynn J.	Cooper
Pauline	Carey		Diana	Corona
Maxine	Carlson		Grace	Coriengton
Regina	Carnley		Elena	Cortez
Christine	Carr		Carley	Cosby

**SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION**  
**Volunteers and Staff**  
**1993-2005**

FIRST NAME	LAST NAME		FIRST NAME	LAST NAME
Phyllis	Carroll		Lennis	Dounley
Catherine	Covington		Peggy	Drapo
Grace	Covington		Kathy	Dreyer
Artelle	Cox		Sandra	Drost
Frances	Cox		Terry	Duke
Robert D.	Crider		Nathalie	Dumont
Miguel Valazquez	Cruz		Doris	Dunaway
Lilly	Cuff		Gayle	Dunn
Ann	Cummings		Nan	Durrett
Elzora	Cummings		Carol	Earles
Julie	Cummins		Joyce	Echland
Loveless	Curley		Avis	Eckel
Nick	Curry		Bruce	Eckel
Carla	Curtner		Martha	Emerson
Dorothy	Damico		Gloria	Erwin
Edith	Danforth		Carolyn	Evans
Kristine	Dankworth		Deborah	Evans-Young
Louella	Davenport		Maxine	Faulkner
Maurice	Davis		Laine	Faust
Nelda	Davis		Mary Ann	Fincher
Sharlene	Davis		Billy	Finley
Monica	Dawn		Florence	Fischier
Gayle B.	Dawn		Betty	Fishback
Lois	Dawson		Mary Lois	Fisher
Jayne	De Fratus		Carolyn	Fisher
Maria	De La Cruz		Susan	Fitzgerald
Bonnie	Dickinson		Martha	Fleming
Joyce	Dickey		Sylvester	Flores
Katie	Dickinson		Treasa	Flores
Treva	Dickson		Graciela	Flores
Bettie	Dickson		Betty	Ford
Paige	Dinn		Kay	Ford
Paul	Dixon		David	Fort
Bernice	Dixon		Jane	Fort
Irene	Dodson		Janet	Fortner
Stephen	Doerr		Virginia	Foster
Elaine	Doores		Kathy	Foster
Janet	Douglas		Dorothy	Foster

**SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION**  
**Volunteers and Staff**  
**1993-2005**

<b>FIRST NAME</b>	<b>LAST NAME</b>		<b>FIRST NAME</b>	<b>LAST NAME</b>
Dovie G.	Fowler		Suzy	Griswold
Jean	Fowler		Esperanza	Guajaido
Carolyn	Franks		Liliee	Guerrero
Myrlene	Fraser		Caroline	Gunn
Phyllis	Frazer		Bonnie	Guthrie
Hiram	Friedsam		Alberto	Guzman
Barbara	Fritschen		Patsy	Hagemann
Judy	Fullylove		Linda	Haggard
Lillie	Funderburg		Pauline	Hailey
Kaye	Gallarneau		Elosie	Hailey
Marilyn	Gant		Gail	Hairgrove
Alma	Garcia		Charles	Haley
Lupe-Mandujano	Garcia		Eloise	Hall
Margie	Garrett		Petti	Hamilton
Edith	Garrison		Emma	Hamm
Stella	Garza		Doris	Handerson
Pearl	Gasparobick		Mary Ann	Hanna
Lena	Gattis		Joyce	Hanstrom-Parlin
Sally	Gazzaway		Tony	Hara
Regina	Gegan		Dorothy	Hara
Marilyn	Gilger		Peggy	Harda
Ann	Gillespie		Billie	Hardwick
Helen	Gilligan		Brenda	Hargrove
James	Glass		Gail	Hargrove
Verna	Glynn		Laura	Harms
Adela	Gonzales		Shannon	Harris
Norma	Gonzales		Judy	Hartfield
Isabell	Gonzales		Eva Mae	Hartman
Robert	Gonzales		Stephanie	Hasselback
Doris	Goolsbye		Patricia	Hatfield
Joe	Gordon		Judy	Hatfield
Bobbie	Gownoy		Gail	Hatherly
Gloria	Goyne		Janet	Hayes
Wanda	Graham		Glenda	Hemphill
Sue	Gray		Renee	Henderson
Cathy	Greene		Virginia	Henderson
Ann	Greer		Wilma	Hennen
Marie	Griffin		Jean	Henry

**SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION**  
**Volunteers and Staff**  
**1993-2005**

FIRST NAME	LAST NAME		FIRST NAME	LAST NAME
Margie	Henry		Nora	Jacoby
Marilyn	Heslip		Marilyn	Janke
Sally	Hess		Barbara	Jett
Allsy	Hess		Margaret	Jezek
Barbara	Hettinger		Dan	Johnson
Ann	Hicks		Florence	Johnson
Emily	Hicks		Lois	Johnson
Hector	Hidalgo		La Rue	Johnson
Marta	Hiegel		Patricia	Johnson
Peggy	Higgins		Halretha	Jones
Doris	Hill		Ethene	Jones
Natalie	Hill		Nancy	Jones
Monica	Hilling		Ed	Jordan
Jean	Hinojosa		Claire	Jordon
Jawayne	Hodges		Jean	Judy
Jeannette	Hodges		Susan	Kaderda
Lois	Holden		Amy	Kahan
Betty	Holland		Anneleis	Kahan
Estelle	Holley		Geirtje	Karwedsky
Iva Lee	Holmes		Melissa	Keane
Archie	Holmes		Annelus	Kehan
Willabelle	Holmes		Billie	Kelley
Ann	Holt		Janet	Kelly
Julia	Hood		Kathy	Kelly
Drace	Houch		Leslie	Kerr
Jo Ann	Houchin		Jeannie	Kessier
Betty Jo	Houston		Tobi Faye	Kesterberg
Margaret	Howard		Randy	Killan
Ella	Hubbard		Joyce	Kincaid
Mary Evelyn	Huey		Daria	Kincaid
Becky	Hughey		Betty	King
Clarince	Hunt		Patsy	King
Alfred	Hurley		Wanda	King
Stanley	Ingman		Helen	King
Barbara	Jackson		Pam	Kinnan
Jackie	Jackson		Juanita	Kitchens
Donna	Jackson		Mary	Knight
Pauline	Jacoby		Fran	Knott

**SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION**  
**Volunteers and Staff**  
**1993-2005**

<b>FIRST NAME</b>	<b>LAST NAME</b>		<b>FIRST NAME</b>	<b>LAST NAME</b>
Janice	Knowles		Pat	Luby
Margaurete	Knox		Ann	Lucania
Anita	Knox		Fred	Lugo
Mary	Knutson		Corina	Luna
Scott	Koeing		Oscar	Luna
Drue	Kohler		Richard	Lusky
Nancy	Koke		Connie	Luster
Carolyn	Kraus		Cynthia	Mabry
Willabelle	LaBie		Tracye	MacMahon
Richard	Ladd		Juanita	Macmain
Julia	Lagrone		Lillian	Madarchik
Gerald	Lalsey		Barbara	Maddox
Deby	Lamb-Stern		Anna	Madison
Bob	Lamm		Jackie	Mae
Betty	Lamm		Marguerite	Mallia
Carlton	Lancaster		J. T.	Marek
Doris	Larson		Charles	Marion
Willie	Lavergne		Marietta	Martin
Julia	Lawrence		Mary	Martin
Pat	Lawrence		Hazel	Martin
Jan	Lawson		Fern	Martin
Betty	Layfield		Arturo	Martinez
Jo	Lee		Roas	Martinez
Philys R.	Lee		Hope	Martinez
Karen	Leidy		Rosa	Martinez
Joan	Lemon		Mary	Martinez
Wendy	Leung		Virginia	Martino
Cal	Lewis		Magnolia	Mason
Barbara	Lewis		Kathy	Massey
Don	Lewis		Claire	Mastalz
Pauline	Light		Hazel	Master
Elizabeth	Litz		Sharifa	Maswook
Martha	Llanez		Elizabeth	Mathis
Joyce	Locke		Margot	Matkin
Shirley	Lockudge		W. A.	Maxmain
Hector	Lopez		Leasle	May
Olympia	Lopez		Jackie	May
Ann	Loter		Linda	Mayo

**SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION**  
**Volunteers and Staff**  
**1993-2005**

FIRST NAME	LAST NAME		FIRST NAME	LAST NAME
Leslie	Mayrand		Trudsy	Moore
Rachel	Mays		Friday	Moore
Terry	McAdams		Pat	Moore
Esther	McAdoo		Patsy	Moore
Pauline	McBride		Norman	Moorehead
Courtney	McClain		Letitia	Moorer
Merridee	McClathy		Cyndy	Morgan
Dean	McCleskey		Marge	Morris
Ray	McCleskey		Marnese	Mosley
Shirley	McCormack		Christina	Mucha
Robin	McCoy		Jim	Mudd
Shirley	McGill		Sally	Mudd
Barbara	McGinity		Debbie	Munne
Herbert	McGregor		Lonita	Muñoz
Vondean	McGregor		Alice	Murdock
Phyllis	McKee-Brown		Barbara	Murph
Claudia	McKinney		Arlene	Mutherabough
Norma	McKinney		Sonia	Muyshondt
Courtner	Mclain		Margie	Myers
Tracye	McMahan		Mark	Narvaez
Helen	McMillen		Maribell	Navarro-Saenz
Alan	McMillin		Frances	Neighbors
Tracye	McNahan		Joyce	Nelson
Vinay	Mehta		Nova	Neuhaus
Jo	Mendoza		Pricilla	Newberry
Donel	Merten		Ivette	Nunez
Vivienne	Mevien		Irma	Nunez
Iris	Michael		Angie	O'Brien
Charles	Michael		Earnestine	Odell
Salvador	Mier		Lisa	Oliver
Pam	Milam		Marilyn	Olsen
Lisa	Miller		Betty	Olvera
Mary Ester	Mills		Lupita	Ontiveros
Betty	Minsew		Ike	Orloff
Linda	Misenhimer		Lucy	Osborn
Patsy	Mitchell		Jean	Owens
Lisa	Montgomery		Janice	Paden
Kaye	Moore		Patricia	Paimer

**SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION**  
**Volunteers and Staff**  
**1993-2005**

FIRST NAME	LAST NAME		FIRST NAME	LAST NAME
Ellen	Painter		Pamela	Rainey
Elaine	Papier		Margaret	Ramey
Nancy	Paronto		Modesta	Ramos
Everett	Parrmore		Bernice	Ramsbottom
Beth	Patterson		Ron	Ray
Jimmie Lea	Payne		Ann	Reban-Enos
Penny	Pearson		Tracy Denise	Reed
Kathy	Pedersen		Regina	Regan
Becky	Peery		Irene	Reinart
Herlinda	Perez		Rosalie	Remley
Dean	Perez		Cecil	Renner
Criz	Perez		Monique	Reyes
Diana	Perez-Corona		Jonothan	Reynolds
Frances	Perkis		Carol	Rice
Ann	Perlstein		Mary	Richa
Katherine	Perry		Gladys	Richard
Pat	Peterson		Carol	Riddlesperger
Lorena	Petry		Connie	Rincon-Cavazos
Barbara	Phillipson		Domingo	Rios
Bonnie	Phillips		Alice	Roberson
V.	Pillai		Jeri	Roberson
Maxine	Pinnow		Etna	Roberson
Marjorie	Pinnow		Ginger	Robertson
Doris	Pinson		Bonnie	Robertson
Elmer	Pondexter		Janet	Robillard
Donna	Pope		Rosette	Robinson
Cathy	Powers		Suzette	Robinson
Pat	Powers		Linda	Rodgers
Patsy	Powers		Mary Nell	Rodgers
Sandra	Prestien		Eva	Rodriguez
Bonnie	Prigmore		Grace	Rodriquez
Sandra	Pristine		Mary	Rodriquez
Jane	Probanz		Ruby	Roe
Jane	Pronger		Kirk	Rogers
Janice	Pruett		Lillie	Roper
Ann	Qilliams		Martha	Rosch
Ruby	Rae		Bette	Roshauel
Margery	Rafferty		John	Roynane

**SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION**  
**Volunteers and Staff**  
**1993-2005**

<b>FIRST NAME</b>	<b>LAST NAME</b>		<b>FIRST NAME</b>	<b>LAST NAME</b>
Bobby	Rubenstein		Margaret	Shrauner
Lupe	Ruiz		Chris	Shultz
Paula	Russell		Dorothy	Shurtleff
Margie	Rust		Lucille	Silcox
Helen	Ruyle		Dorothy	Simmons
Fran	Sabala		Bennie	Sims
J. A.	Sadler		Josephine	Slevers
Carol	Salazar		Verna	Smith
Erica	Salinas		David	Smith
Karen	Sanders		Donna	Smith
Phyllis	Sanford		Jana	Smith
Edith	Sark		Kathy	Smith
Rosalie	Saucedo		Jo Ann	Smith
Betty	Scarborough		Beryl	Smith
Leona	Schilling		Imogene	Smith
Mary	Schlabs		Josie	Soeny
Dolores	Schnetner		Helen	Son
Dorothy	Schon		Evangalina	Sookiasian
Christine	Schon		Nancy	Southrado
Christina	Schultz		Luann	Sparks
Margaret	Schulze		Melba	Spear
Dolores	Schwertner		Peggy	Spencer
Rose Marie	Schwetzer		Melba	Spiers
Charlotte	Scott		Della	Sprager
Julia	Scott		Mildred	Stabler
Betty	See		Phyllis	Stanford
Theda	Seivers		Lynne	Stanley
Myra	Selmsler		Angelia	Steele
Sandra	Shaw		Juanita	Stegen
Liz	Shearman		Ginger	Stein
Virgie Eva	Sheffy		Crystal Sue	Sterling
Susan	Shelly		Josephine	Stevens
Doris	Shepperd		Molly	Stevenson
Joyce	Shipley		Judy	Steward
Judi	Shirey		Darlene	Stewart
Clydene	Short		Ronda	Stewart
Barbara	Short		Juanita	Stigen
Gladys	Shoupe		Sandee	Stokes




**SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION**  
**Volunteers and Staff**  
**1993-2005**

FIRST NAME	LAST NAME		FIRST NAME	LAST NAME
Margaret	Strittmater		Jan	Warfield
Maxine	Stroud		Gladys	Washington
Pamela	Sybert		Audrey	Washington
Doris	Tamsett		Nancy	Watkins
Nancy C.	Tanner		Alice	Watson
Carolyn	Tanner		June	Watt
Bennie	Tanoos		Jean	Watts
Martha	Taylor		Quintna	Watts
Doris	Teinert		Helen	Weatherly
Vivian	Thomas		Charla	West
Andra	Thomason		Alice	White
Janis	Thompson		Heidi	White
Martha	Tipps		Betsy	Whiteside
Hanci	Tollefson		Nina	Wiggins
Diana	Torrez		Genevieve	Wilbur
Chris	Treband		Elsie B.	Wiley
Marge	Tripp		Karen	Wilkins
Nelda	Truesdale		Gloria	Williams
Maria	Trujillo		Jean	Williams
Virginia	Turet		New	Williams
Keith	Turner		Neil	Williams
Marian	Turner		Charles	Wilson
Edith	Turnquist		Elaine	Wilson
Maria	Validivia		Olivia	Wilson
Bunny	van Bergen		Sally	Wilson
Cora	Van Teecklenburg		Estelle	Wilson
Ruth	Vanderhoek		Amy	Wiman
Vivienne	Vander-Meulen		Brian	Winters
Rachel	Varona		Loretta	Woodard
Helen	Veal		Burnadette	Woodruff
Rita	Veazey		Ted	Worlber
Donielle	Villwok		Kathleen	Wray
Narda	Volinsky		Jo	Wyatt
Betty	Waddington		Mary Lee	York
Quintana	Waits		Marion	Yoston
Sherry	Walker		Ann	Young
La Wanda	Walker		Mattie	Young

**SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION  
Volunteers and Staff  
1993-2005**

**ADDITIONAL SVCI VOLUNTEERS**

FIRST NAME	LAST NAME		FIRST NAME	LAST NAME
Serena	Carter			
Monica	Cosby			
Ann	Loter			
Pat	Lovelady			
Linda	Mayo			

## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVC I)**

I was invited to become a part of the Seniors/Volunteers for Childhood Immunization by Bonnie Prigmore, the director of the Amarillo Retired Senior Volunteer Program, in 1996.

I visited with the new Mothers at Northwest Texas Hospital until about 2002. I always enjoyed presenting our immunization program to the new mothers. The personnel at the Hospital were helpful in every way.

During my time of volunteering, three different volunteers assisted me in the visitation, Zora Billingsly, Racheal Varona, and Virginia Henderson. I value the friendship of these fine ladies.

In 1998 Barbara Bush came to Amarillo as the guest speaker for the "Books for Babies" program. Since the SVC I volunteers would be including the book as a part of our immunization packet to the new mothers, we were invited to attend as guests. It was wonderful. Another highlight was when I was selected to be "Volunteer of the Day" by the Amarillo paper.

The RSVP Directors, Bonnie Prigmore and Nova Neuhaus, were helpful in every way, as was SVC I Coordinator, Ginger Robertson.

I miss my association with the SVC I program. It was a delightful experience.

Joyce Locke, SVC I volunteer, Amarillo, TX

## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVC I)**

1. How did you become involved in the SVC I program?  
*Classes by Senior Citizen on volunteer activities.*
2. What attracted you to the SVC I program?  
*Interesting and valuable service opportunity.*
3. What was your position in the SVC I program?  
*Passed out information at Harris since 1999.*
4. What were your expectations of the SVC I program at the outset of your volunteering and were your expectations met?  
*Fun and satisfying, but did not get to know other Harris volunteers.*
5. As you went about your duties in the program, what were some of your experiences?  
*Met all types of mothers and their families. Surprised at how many not married.*
6. Did you encounter any problems or barriers while at your SVC I job and how were they solved?  
*Not speaking Spanish still a problem.*
7. Do you have pictures of yourself and events that you will share for the history scrapbook?  
*Harris made a videotape with me in it. I have a copy.*
8. Please share all the names of the volunteers you worked with and your RSVP Directors and SVC I Coordinators names.  
*Paula Russell – volunteer  
Deborah Evans-Young, Coordinator*

Lynne Stanley, volunteer, SVC I program



**Mary Albright, Anneleis Kahan and Dean Capps (right to left)**

Members of Senior Citizens of Greater Dallas RSVP volunteers at Martin Luther King, Jr. Family Clinic, Dallas, Texas pulling and scanning immunization records and making telephone calls to the families of under-immunized preschool children.

## SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZAITON PILOT PROGRAM



Retired Senior Volunteer Program (RSVP) and  
Seniors/Volunteers for Childhood Immunization (SVCII) Coordinators  
Receiving a award from  
The Texas Institute for Research and Education on Aging (TIREA)  
School of Community Service (SCS) at The University of North Texas (UNT)  
for establishing the

### ***SVCII Pilot Program -1994***

(left to right)

Avis Eckel- Hospital Volunteer  
Diana Corona - RSVP Director  
Elaine Wilson – SVCII Coordinator  
Bunny von Bergen - Data Entry Volunteer  
Jean Judy – Hospital Volunteer  
Elsie B. Wiley – Data Entry Instructor  
Hanci Tollefson – Assistant SVCII Coordinator  
Shirley McCormick – Data Entry Volunteer

“photo taken in 1997”

**SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION  
(SVC I)**

1. How did you become involved in the SVC I program?

*My job with the Baby Pictures was discontinued.*

2. What attracted you to the SVC I program?

*I retired as an AISD School Nurse.*

3. What was your position in the SVC I program?

*I just recently started as the relief person.*

4. What were your expectations of the SVC I program at the outset of your volunteering and were your expectations met?

*Helping today's school nurses and benefiting the parent and child.*

5. As you went about your duties in the program, what were some of your experiences?

*All good so far.*

6. Did you encounter any problems or barriers while at your SVC I job and how were they solved?

*None so far.*

7. Do you have pictures of yourself and events that you will share for the history scrapbook?

*No.*

Ann Young, volunteer, SVC I program

## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVC I)**

1. How did you become involved in the SVC I program?  
*I saw a small ad in The Star Telegram seeking volunteers for a new program being started at Arlington Memorial Hospital to see new mothers about immunization program. I called Judi in the office that day and made an appointment to go see her.*
2. What attracted you to the SVC I program?  
*Judi told me I would have to wait for the next orientation; then stay to hear Joyce H. Parlen explain about the program. The more I heard, the more I liked.*
3. What was your position in the SVC I program?  
*A volunteer just as the rest of the ladies, Seeing the mothers of the day and getting enrollment of the new baby after explaining the benefits of the program.*
4. What were your expectations of the SVC I program at the outset of your volunteering and were your expectations met?  
*I felt like it would take some time to get the program running smoothly but only after a short time in getting floor-desk clerks and nurses in the habit of knowing we were there to help them. Things flowed along nicely.*
5. As you went about your duties in the program, what were some of your experiences?  
*Mostly happy ones. You can almost sense after entering a room in the manner you need to approach the mother or family member. Some of the sweetest memories I shall ever have.*
6. Did you encounter any problems or barriers while at your SVC I job and how were they solved?  
*Only as I said in #4 – The desk clerk (sometimes) was not in a happy mood but always gave work sheets to us. Just trying to understand other people's feelings and how tired the new mothers must be. Sometimes I wonder how they can be so nice.*
7. Do you have pictures of yourself and events that you will share for the history scrapbook?  
*Only the ones made at our August Appreciation Event. The SVC I office in Fort Worth has been so helpful and giving to all of us.*
8. Please share all the names of the volunteers you worked with (if possible). Also your RSVP Directors and SVC I Coordinators names.  
*Elaine Brown, Helen McMillan, Lillian Brown, Ronda Stewart, Ann Young.  
Trained Bobbie Gournoy who only was with us less than a year.  
Judi Shirey and Theola Bullock*

Arline Beavers, SVC I Volunteer, Greater Tarrant County RSVP



## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVC I)**

I became involved with the SVC I program in January, 1995, as secretary for Robin McCoy, who was the Retired and Senior Volunteer Program director. She was very involved with this program at one time but it had slowed due to lack of fund support. In 1997, I believe, I became the RSVP director and soon after that I received a letter from UNT about funding that was soon to become available through UNT and the Texas Department of Health. A training program was planned which I and my assistant attended.

I became very interested in this program, because in 1964, my six month old child had died, after a two-day illness with the complications of Haemophiles Influenza Type B (HIB) which was bacterial meningitis. There was no immunization for it at that time and this disease affected or killed 16,000 to 25,000 children, ages two months to five years in the United States every year. In 1985 a major breakthrough of a HIB vaccine was made available and over the years this fatal disease has been completely eliminated from the United States. In a copy of an article written on the internet about HIB Vaccine, it was stated that "the dramatic reduction in the incidence of HIB disease has resulted in savings conservatively estimated at more than \$400 million per year in costs for treatment and long-term care of children with meningitis and other HIB-related diseases."

This is just ONE personal example of why I was so involved with the Immunization Program. Immunizations are lifesaving and none will every make me believe differently. Yes, sometimes they cause problems, but the consequences of not immunizing can be deadly. Take it from someone who has been there – it's devastating to sit by and watch a young one of your own body die and you cannot prevent it. Now you can.

The name of my program was Texoma RSVP Immunization Program. In the beginning (1999) a grant was written and approved. Claudia McKinney was hired for one half day five days a week. I could never say enough for Claudia. I may have got this program started but she was the hub. She was/is very efficient, caring, conscientious, and is still with the program. The program would never have been what it is without her and her volunteers.

She and I attended the trainings provided by UNT which were very beneficial in setting up this program. We then visited the local hospitals and clinics, Wilson N. Jones and Community Hospitals in Sherman, Texoma Medical in Denison, Gainesville Memorial in Gainesville, and several clinics around the area. We also met with the Department of Health in Sherman and Denison. Gainesville had their own program, Bonham no longer delivered babies but we received a rewarding reception from the other centers. Everyone was so pleased we were going to start this program and helped us in a lot of ways. A computer and software was bought. Card, information packets, folders, brochures, were bought or donated, volunteers solicited, and with the help of Elsie and Susan from UNT the Texoma RSVP Immunizations Program was on the way to success. I don't have the stats on the number of new mothers visited each month but it was done on a regular basis, daily, weekends, and holidays. The dedication of Claudia, and all the volunteers was tremendous. She will give you names and addresses.

Some of the challenges we encountered were mainly matching funds to keep the program going. My boss and director of Texoma Area Agency on Aging, Janis Thompson, constantly wrote grants to support the program. I don't remember who all we received grants from but I know Fannin County United Way was very supportive in this program, as was Wilson N. Jones Hospital and several of the local foundations. Claudia will tell you.

My expectations of the SVC I program were met and exceeded. We made a plea for Project – Baby Blankets and were overwhelmed at the wonderful response. We also were privileged to give Hallmark gifts and bags which were received through the RSVP Program to the new mothers and babies. This gift was given when the Immunization information packet was given.

During the years of the Immunization program we have maintained two or more volunteers for each hospital. Claudia, myself or some of the other RSVP staff have filled in at times and even some of the nurses at the hospitals have helped. Each year we had a recognition for all the immunization volunteers. This included a meal paid out of donations and pins, gifts, plaques, gift certificates and other items. Each volunteer would receive an Appreciation Certificate.

**SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION  
(SVCII)  
(continued)**

One of the experiences encountered was an influx of non-English speaking mothers. One hospital remedied this by installing an Interpreter phone and we dialed a number, a person came on the line, we told them what we needed to tell the new mother or father and they told this to the non-English speaking person. It worked very well. There were times we just had to leave the information and gift. We had the information in both English and Spanish.

Another thing we did was give an extra special recognition to the first baby born in the New Year. Word soon got around and even people from other towns told other people about the Texoma RSVP Immunization Program.

We tried to put articles in the paper each time someone presented donations to the program, the plea for volunteers. Project-Baby Blankets, twins, updates and the recognitions. We took pictures but not as many as we should have.

Betty Boone, former Texoma RSVP Director, Sherman, TX

## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVCI)**

I had attended a Corporation for National Service conference in 1994 (I think this is where I first heard about the program) and sat in on a class about SVCI. I thought this would be a good program to bring to Amarillo and to our volunteers. My Volunteer Coordinator, Nova Neuhaus, and I were both very excited about the program. The biggest obstacle was, of course, funding.

We began attending the local "Shots Across Texas" coalition meetings to see how we could tie this program in with theirs. After a couple of meetings, we began hosting the meetings at the RSVP office. At the first meeting at our office there was a person from the Children's Health Foundation who told us about the possibility of a grant through their program. It just so happened they needed some nonprofit groups to donate money to. Talk about being in the right place at the right time. In 1996 I wrote a grant and received \$25,000.00 for the first year. We called our program "Seniors for Childhood Immunization".

We now had enough money for the computer, supplies, training and a part-time coordinator. We decided we wanted to start with the hospital in Amarillo that had the Medicaid patients. That was the target we felt would most benefit from the program. Getting approval from the hospital was another obstacle to overcome. The Volunteer Coordinator was not very receptive to us bringing in our own volunteers and really didn't want to have the program there; however, we went ahead and presented it to the Hospital Administrator and he gave his okay.

The next step was to recruit volunteers and get them trained. If it had not been for Nova Neuhaus and her expertise in recruiting the right people for the right volunteer position, I don't believe our program would have succeeded in the way it has. At the first volunteer training, we had seven volunteers and two years later all seven of them were still volunteering. Vondean and Herb McGregor were two of the first volunteers. Vondean was a retired principal and volunteered to write a letter to send to all the Retired Teachers about volunteering for our program. Herb entered all the files in the database.

Since the volunteers mainly worked by themselves, we felt it was important to have monthly meetings so as to get to know the other volunteers and feel a part of the team. It was also a good time to talk about the programs each volunteer encountered. After a couple of years the volunteers met every other month. Volunteers were recognized with luncheons, recognition in the newsletter and the local paper. The volunteers also got to meet Barbara Bush the year she came to Amarillo for the "Books to Babies" project that we had teamed up with. This was a special treat for them.

SVCI has met any expectations I ever had. We have the program in both hospitals in Amarillo, the Hereford, Borger, and Perryton hospitals as well. When I left we were trying to get the program in Dumas and Plainview. I am proud to have been a part of the program and am glad it is still going strong.

I'm sorry I can't remember the names of volunteers and I can't even remember the first coordinator's name. I think it was Melbba but can't remember the last name. Then Ginger was the second coordinator (I think). You know memory is the first to go.

Bonnie Prigmore, RSVP Director, SVCI volunteer, Amarillo, TX

## SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVC I)

### SVC I Program History

How did you become involved in the SVC I program and what attracted you to the SVC I program?  
*Was offered SVC I Coordinator position by former RSVP director with part-time or full-time option.*

What did you name your program?  
*Seniors/Volunteers for Childhood Immunization.*

Name and address of your directors.  
*Judy Fullylove, 1117 Gallagher, Ste 200, Sherman, TX 75090*  
*Betty Boone, 1117 Gallagher, Ste 200, Sherman, TX 75090*  
*Robin McCoy, 1117 Gallagher, Ste 200, Sherman, TX 75090*

What were your procedures in setting up your program?  
*Already in place when hired.*

Who were your SVC I Coordinators?  
*Claudia McKinney, 1117 Gallagher, Ste 200, Sherman, TX 75090*  
[cmckinney@texoma.cog.tx.us](mailto:cmckinney@texoma.cog.tx.us).

What were some of the challenges you've encountered? How were they solved?  
*Permission to enter Doctor's office to view immunization recors-unresolved.*  
*Immtrac sign on.*  
*Gainesville Memorial Hospital sign on.*

What were your expectations of the SVC I program at the outset of your program and were your expectations met?  
*To lower immunization rate of children not being vaccinated by age 2. Rates have been lowered, But not entirely.*

What were some of the procedures you employed to attract volunteers?  
*Videos, Oral communication, TV, Newsletters, Auxiliary, Health Dept.*

What is the number of volunteers you have had over the time-span of your program?  
*Phyllis Frazer                      Ginger Stein*  
*Sandra Prestien                  Shirley McGill*  
*Leslie Kerr                         Barbara Maddox*  
*Angelia Steele*

How do you recognize your SVC I volunteers?  
*Luncheons, Gifts*

What were some of your experiences?  
*Some parents thought it was great to be reminded of times for immunizations.*

Did you encounter any problems or barriers and how were they solved?  
*Some patients did not wish to be reminded because they had older children, therefore they were already familiar with the process.*

Claudia McKinney, SVC I Coordinator, Texoma RSVP, Sherman, TX

## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVCI)**

Back in 1994, a group of concerned individuals in Austin came together to address issues in children's health. The Austin/Travis County Immunization and Wellness Coalition had been operating for two years when the director approached the Travis County RSVP about providing a "home" for an immunization program that would focus on early childhood needs. The task appeared daunting and overwhelming. Although representatives from RSVP attended the Coalition meetings, taking on an immunization program did not seem viable until Professors Ann Reban and Stan Ingman came from the Texas Institute for Research and Education on Aging at the University of North Texas to present a well developed model for the program. At that time, we learned of the Senior/Volunteers for Childhood Immunization (SVCI) and the promise it offered.

In 1997 Ann Reban, RN and RSVP staff met with all relevant staff at St. David's Medical Center from the CEO, the Head of Pediatrics and Chief of Pediatric Nursing on down to obtain program buy-in from the hospital. In light of the program design and Professor Reban's professional presentation, the program was enthusiastically accepted at St. David's. RSVP formally applied for grant funding to UNT and the first partial award was received in the latter quarter of that year. The SVCI program became fully operational in April of 1998.

Since that time, the Seniors and Volunteers for Childhood Immunization has enrolled over 6,000 mothers in the immunization reminder program. Initially, RSVP staff assumed responsibility for the program under the guidance of the RSVP Director, Fred Lugo. RSVP staff, Della Sprager, was responsible for program start up, training and implementation until the first SVCI Coordinator, Frances Cox, was hired. She stayed until the second Coordinator, Shelley Bueche, took charge. Della Sprager resumed leadership of the program after Ms. Bueche left.

The trainings, media presentations, tech and program administrative assistance from UNT have always exceeded our expectations for program guidance and support. Our only regret is that we are based so far away that we do not have the pleasure of seeing those working on the program in Denton face to face. As efficient as email may be, it just isn't as satisfying.

Over the years the SVCI program has enjoyed the talents of 83 volunteers. Forty-seven (47) of these now remain either active or available to be active in the program when called. The others who have been dropped from SVCI and RSVP have either found employment, suffered from poor health, moved out of town/state or have passed away. Many of these volunteers made an extraordinary contribution to the program especially those who spent many hours in the hospital meeting with the new mothers. They are greatly missed. Exemplary among those volunteers who continue to serve with the program is Data Entry volunteer, John Bolin, who has been with the program for over five years! The volunteers have been recognized informally over the years with cards of appreciation and always for group volunteer activities – treats. The hospital volunteers have enjoyed a restaurant meal or meetings and snacks at a coffee shop.

The challenges faced in running the program have been varied. One that is especially memorable is that of moving the program into another hospital precipitously without having first obtained the support of that hospital's administration. That experience was relatively short-lived happily.

The other major challenge has been and remains that of recruiting hospital volunteers. Although RSVP has used the print media extensively, *RSVP News* (readership of 1,700), *The Senior Advocate* (9,000 readers) and occasionally, *The Austin American Statesman* (150,000 readers), there has been little response to the appeals. Radio talk shows and Access-TV have also been used promotionally, but the best way to recruit is the one-on-one basis.

All other SVCI assignments are relatively easy to implement because most involve friends working together at a senior residence, senior center or in the RSVP office. The hospital assignment tends to be a rather isolating experience, and as a result, appeals to few except the very independent volunteer. Attempts to bring on members of a social group or friends have, to date, been unsuccessful. In 2004, however, direct appeals will be made by presentations to numerous service organizations in hopes that some will take it on collectively as a group.

## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVC I) (CONTINUED)**

The hospital volunteer has the opportunity to have the most enjoyable experiences in the SVC I. On various occasions a "new" mother will say that she enrolled in the program when her first was born and is glad to be reminded with the birth of her second. We have even encountered relatives of the new mothers who have been enrolled and they tell us what a wonderful program it is. Grandparents are often enthusiastic about the program as are individuals who work in human services. They readily recognize the need that the SVC I program serves. We have been told, too, that the reminders are really helpful in keeping the mother mindful of the baby's immunization schedule.

Spanish-speaking hospital volunteers especially enjoy the opportunity to help monolingual Spanish-speakers who are often overwhelmed, not only by the birth of a child, but also by their discomfort in being in a facility where few speak their language. There is no doubt that bilingual speakers are a plus in the hospital. One volunteer even found a Brazilian family with whom she was able to speak Portuguese!

Over the years we have sent you our pictures, newspaper articles, newsletter, and various print media examples in our quarterly reports. We hope that these will be useful to you. If these examples are not sufficient, please let us know and copies will be sent.

Since its inception, the SVC I program has been carried out under the supervision of the RSVP Director of eight years, Fred Lugo. His encouragement and budget management have proved instrumental in program operation.

Should you need further information for this report, you may reach me at [della.sprager@co.travis.tx.us](mailto:della.sprager@co.travis.tx.us).

Della Sprager, SVC I Coordinator, Austin, Tx

## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVCI)**

1. I became involved in the SVCI program when I came to work as the Coordinator for the program. I found it to be interesting and something I truly believe is important.
2. Seniors for Childhood Immunization Program (SCI).
3. My director for RSVP was Bonnie Prigmore and them, Nova Neuhaus.
4. The program had been started when I began in the two Amarillo hospitals. I expanded it to four other County hospitals. First, we made the initial contact with the CEO and usually the Director of Nursing. With permission from them, we then addressed the Auxiliary in hopes they would take the program on. Three of the hospitals did. The one that did not, we had to look for volunteers. After the volunteers had been orientated and trained (we did visits with each volunteer until she was totally comfortable with the project) then, we just had to supply the packets. Volunteer retention.
5. RSVP only staffed one coordinator. I believe before me there had been 2 or 3 others who had the position.
6. Tracking parents has to be the challenge. We still have not solved that problem.
7. Our expectations were to help raise the immunization rate in our communities. This will be an on-going process. We believe we have helped to raise the rate. Potter County is listed as 3<sup>rd</sup> in state for overall immunizations being met.
8. We do health fairs and any public activity to find volunteers. We have had a great volunteer coordinator for RSVP who has helped also. We give presentations at different organizations.
9. SCI is a neat experience. The new parents are always so happy. We are seeing Moms for the 3<sup>rd</sup> and 4<sup>th</sup> time now. They say they enjoy getting the reminder; it helps them to remember their immunizations. There is nothing better than working with Senior Volunteers. They are fun and caring. They take to SCI program to heart. They hate to miss their visits.
10. The problem of tracking parents and immunizations has always been a challenge. We have always been able to use IMMTAC, but shots just are not posted often there. We have had working relations with our Doctors offices, but now we have the challenge of the new HIPAA law. The offices aren't as easy to work with. Problems in the program are the same everywhere – recruitment & retention of volunteers, problems with the moms moving and not leaving a forwarding address, funding, not enough time to get everything done. I think the most important part of Amarillo's success was our willingness to partner with other agencies. By partnering with the Books to Babies project, we were able to offer more to the parents. It is also important to listen to the volunteers.

Ginger Robertson, SVCI coordinator, Amarillo, TX

## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVC I)**

I was invited to become a part of the Seniors/Volunteers for Childhood Immunization by Bonnie Prigmore, the director of the Amarillo Retired Senior Volunteer Program, in 1996.

I visited with the new Mothers at Northwest Texas Hospital until about 2002. I always enjoyed presenting our immunization program to the new mothers. The personnel at the Hospital were helpful in every way.

During my time of volunteering, three different volunteers assisted me in the visitation, Zora Billingsly, Racheal Varona, and Virginia Henderson. I value the friendship of these fine ladies.

In 1998 Barbara Bush came to Amarillo as the guest speaker for the "Books for Babies" program. Since the SVC I volunteers would be including the book as a part of our immunization packet to the new mothers, we were invited to attend as guests. It was wonderful. Another highlight was when I was selected to be "Volunteer of the Day" by the Amarillo paper.

The RSVP Directors, Bonnie Prigmore and Nova Neuhaus, were helpful in every way, as was SVC I Coordinator, Ginger Robertson.

I miss my association with the SVC I program. It was a delightful experience.

Joyce Locke, SVC I volunteer, Amarillo, TX



## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVC)**

When I quit working for pay, I was determined to spend more of my time volunteering. In the fall of 1997, just when I was looking for volunteering opportunities, I read about the new SVC program in the paper. I went to the informational session and it seemed like a worthwhile project. I enjoy typing so the data entry position appealed to me. For about six weeks or so I visited new mothers at JPS. We were all really new at the game. One of the first mothers I met pointed out to me that we had no place for her home address on the first permission cards, so how could we send her reminders? It was fun to see the tiny new babies but I don't speak Spanish so the language barrier was often frustrating. During that time, I enjoyed meeting and working with Doris Shepperd, a lovely lady. I was not surprised when JPS hospital hired her.

Soon, it was time to start sending out our first reminder cards and by then, we had enough permission cards to start entering data. Ever since then, I have gone in for several hours each week (unless I was out of town or sick) to enter data into the computer program. Over the past six years, I especially enjoyed knowing and working with Sylvia Aderman who was always there on Wednesdays along with me and meeting wonderful people like Margaret List who volunteered on a different day than I normally did. On the whole, things have gone quite smoothly with only minor adjustments along the way to improve the format of the permission cards or the data entry program. Deborah Young is the only RSVP Director I have worked with and I have always been met with gratitude. I don't know who the SVC Coordinators were but the program assistants, especially Charla West and Dorothy Buckley, have been unfailingly patient, pleasant and helpful. The other staff members, too, ha

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+ve always been very friendly and were always willing to help me with the computer when I was in over my head. It has been a great pleasure for me to meet nice people, keep up my typing skills in such a worthwhile way, and to be so appreciated while doing this.

Kathy Pedersen, SVC Volunteer

## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVC)**

I am La Rue Johnson, the Seniors/Volunteers for Childhood Immunization Coordinator. I joined RSVP in April of 2003, our program covers Baptist Saint Anthony's and Northwest Texas Hospitals in Amarillo, TX, Hereford Medical Center in Hereford, TX, Golden Plains Hospital in Borger, TX, Ochiltree Hospital in Perryton, TX, Pampa Regional Medical Center in Pampa, TX. The SVC program began on 10-24-1996. Bonnie Prigmore was the RSVP Director and Melba Spiers was hired to coordinate the SVC program.

I became one of the ten first volunteers trained to work this program at Northwest Texas Hospital. In 1997 Baptist Saint Anthony's was organized and nine volunteers began at this hospital. Eight of the first volunteers from Amarillo's hospital still volunteer weekly with this program. One of our volunteers is Maxine Faulkner who is 95 years young and still going strong. As I am certain all your groups have, I have a group of outstanding volunteers that are very dedicated to this program.

In March of 1998 former first lady Barbara Bush came to Amarillo to speak at a luncheon to launch the Books for Babies project. Sponsored by Northwest Texas Healthcare system and Opportunity Schools and distributed to the new Mothers at our hospital by your SVC volunteers.

This project will provide a free child's book and an illustrated developmental calendar to mothers of babies born in Amarillo hospitals. This project is a cooperative effort of Opportunity Schools, Retired & Senior Volunteer Program, Northwest Texas Hospital and St. Anthony's Hospital.

I was chosen in a drawing to represent RSVP/SVC at the press conference and in pictures for the local newspaper with Ms. Bush presenting the first book and calendar to the new mom.



La Rue Johnson, SVC Coordinator, Judy Micheals of NWT Auxillary, Michael Callahan, NWT CEO  
First Lady of USA--Barbara Bush presented "Babies First Book" to Machel Funtek and son Ryan Funtek-

La Rue Johnson, SVC Coordinator, Amarillo, TX

## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVCI)**

In writing the story of how I became involved in the SVCI project; I was contacted in July 1995 by Mary Ann Fincher who worked for the Texas Department of Health on Hickory Street in Colorado City. Along with Pam Butler, who was in charge of the Texas Health Department, I was asked to attend a meeting conducted by Terry Coe, District Supervisor of the Texas Department of Health from Abilene, Texas, to join in this program. A group of people from Colorado City went to a two-day training session in Abilene where we met Lupe Garza, support team leader from Austin. In October 1995, we started the Mitchell County Immunization Coalition. We attended several training sessions at the University of North Texas and San Antonio. Our office was in the Texas Department of Health in Colorado City until the office was closed and we had to move to an office in the Sun Oil Building on Second Street in 1966. Later, we moved across the street from the Mitchell County Hospital on Chestnut Street into the Community Health Clinic. We had 10 board members and we met on the fourth Monday of the month. I shared the job with Friday Moore, a retired nurse from the Mitchell County Hospital. We were paid to work 30 hours a month, but we usually worked more hours which we did as a volunteer.

We track the shot dates of all the children that are born at the Mitchell County Hospital from birth to two years old. We send out 2, 4, 6, and 12 month reminders to the mothers to help them to remember the schedules of their little one's immunizations. We have to make some home visits and telephone calls to family members to locate where some babies have moved. We encourage them to have their baby's immunization completed by 12 months. The Family Medical Clinic, Community Health Clinic, WIC and the Texas Department of Health have been supportive of our Coalition and have gone out of their way to assist us with the immunization records we need.

We have served children from Colorado City, Big Springs, Sweetwater, Loraine, Westbrook, Blackwell, Roscoe, Odessa and a few other towns as far as Fort Stockton. We are proud of our coalition and are aware of the important need for our children to be protected from these serious diseases. The Mitchell County Hospital Auxiliary (pink lady) volunteers check on new babies born on the days they work at the gift shop. When a baby is born and we miss a new mother, I go to their homes and visit with them.

It is now January 2004 and we are still checking on the new babies born. Friday Moore has now retired and our hours have been cut back. Our babies have declined in Colorado City. A lot of new mothers are going to a larger city to have their babies. Most of the mothers that have babies in our hospital are not married and are sometimes hard to find. I follow what leads I can get if I miss them at the hospital. I go to Snyder each month and check on the babies that live there. I only check on the babies born in our hospital.

My board members are still supporting our program. Some have moved out of town, one has died, and we have added several new members. I am sending a newspaper clipping from our newspaper showing when we started, one of the pink ladies, and one of my board members at Christmas 2000.

We are getting a new hospital. It was supposed to be ready in 2003, but because of contractor errors, it won't be ready until sometime this year (2004). I'm sending a copy of this week's newspaper clipping about the open house that is planned for January 31<sup>st</sup>. We can hardly wait until we get moved into our new gift shop.

Some of my experiences are with unwed mothers. I have one now that has had her baby kidnapped by the baby's real father. When I called to remind the baby's mother of her baby's two month shot, the grandmother of the baby's mother asked me if I knew what to do to get their baby back. I told them to get a lawyer.

I have a lot of mothers that are not married and have a lot of problems finding them. Some have moved back in town and I keep checking for two ands and (sometimes) get lucky enough to get their records from the clinic or TDH (Texas Department of Health).

I enjoy working with Elsie and Kathy. They have been very supportive and helpful every time I've had to call them. Thank You!!

Lillie Funderburg, SVCI Coordinator, Mitchell County Immunization Coalition

## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVC)**

I became involved with SVC because I had been working at the hospital for more than 20 years as a volunteer. By working in a doctor's office, at that time, I saw the need to help people.

Someone from the Amarillo office came to one of our meetings about seven years ago. We were excited to be a part of SVC since we were already working there. I am the only bilingual volunteer in our group, so I get to enroll all of the Spanish-speaking mothers and their babies. I also send in the hours for our group monthly and also have been treasurer for more than 20 years for our auxiliary.

Helping someone is one of the greatest gifts we can give and it doesn't cost anything.

The volunteers in our group consist of:

Helen Arntt	Theda Seiver
Ann Cummings	Martha Tipps
Bettie Dickson	Jean Watts
Martha Emerson	New Williams
Doris Hill	Marion Yosten
Irene Reinart	Loretta Woodard
FLeona Schilling	

Lupe Cerda, volunteer, SVC Program, Amarillo, TX

## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVC I)**

1. How did you become involved in the SVC I program?  
*Classes by Senior Citizen on volunteer activities.*
2. What attracted you to the SVC I program?  
*Interesting and valuable service opportunity.*
3. What was your position in the SVC I program?  
*Passed out information at Harris since 1999.*
4. What were your expectations of the SVC I program at the outset of your volunteering and were your expectations met?  
*Fun and satisfying, but did not get to know other Harris volunteers.*
5. As you went about your duties in the program, what were some of your experiences?  
*Met all types of mothers and their families. Surprised at how many not married.*
6. Did you encounter any problems or barriers while at your SVC I job and how were they solved?  
*Not speaking Spanish still a problem.*
7. Do you have pictures of yourself and events that you will share for the history scrapbook?  
*Harris made a videotape with me in it. I have a copy.*
8. Please share all the names of the volunteers you worked with and your RSVP Directors and SVC I Coordinators names.  
*Paula Russell - volunteer  
Deborah Evans-Young, Coordinator*

Lynne Stanley, volunteer, SVC I program

## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVC)**

I became involved in the SVC program when I volunteered at Arlington Memorial Hospital in April of 2003. A friend of mine gave my name to Arlene Beavers. Arlene called me and said that they had an opening on Fridays at Arlington Memorial. Following orientation by the Arlington Memorial Volunteer Staff, Arlene trained me by sharing her presentation for the patients as I went with her from room to room.

The only refusals I have had, for participation in the program, came from a mother, who's father would be the baby's pediatrician. The second was a mother who was here visiting in Arlington and went into labor. She was returning to her "out of state" home, when released from the hospital.

My favorite story from visiting with the mothers was the mom who scolded her husband for picking up their baby. She said he had already spoiled the boy, who now expected to be picked up every time he cried. The baby was about 12 hours old.

I've enjoyed the program and it is a natural extension of my teaching. I am a retired Health Educator, after 33 years, in classrooms ranging from kindergarten to college in the state of Texas.

Ronda Stewart, SVC Volunteer at Arlington Memorial Hospital

## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVC I)**

In response to the letter received from the SVC I history project staff at the University of North Texas, I will try to put my remembrances to work, but bear in mind; they may not be in the correct order. I had cleaned out most of my files, but not all, and found a letter from Sue Gray and Sally Mudd that an orientation would take place May 17, 1994 (this was directed to Seniors for Childhood Immunization). When I retired from Moore Business Forms, I started volunteering for RSVP at Lucille Brinkman's request. When it was first started, the program was called Seniors for Childhood Immunization (SCI), later was changed to SVC I. I believe it was Pam Rainey who told me about the immunization program.

For some time I worked with Natalie Hill and Edith Sark, both retired nurses (under Sue Gray) at the North Texas Pediatric Clinic in 1994 where we screened immunization records for due or past due vaccines, reminding the parents or other relatives by sending a postcard or calling and checking immunization records for dates 1991 through 1994.

I believe it was Pat Colonna who told me about you (Elsie Wiley) who was beginning a program about immunization and you needed someone to help put the records on the computer and talked me into working with you. We worked in a small room at the RSVP office. This was when RSVP's office was first getting computers. You made up a sheet for me to help me get started entitled "Procedures for Data Entry". This was how I got involved in the program.

In answer to what attracted me to the SVC I program, I believe it was because my brother had contracted and was paralyzed by polio the same year the Salk vaccine came out, and I had a friend whose child died after contracting a simple childhood disease which could have been prevented by the vaccine.

My position was Data Entry volunteer for SVC I, entering collected data into the data base. This data consisted of putting the children's names and records on the computer to keep up with their immunization shots.

My expectations were met as I felt it was such a worthwhile program.

Many pleasant experiences came of this work mainly working with a very patient teacher in Elsie Wiley and I consider her now as a really good friend. Pat Colonna also shared with us "Thank You" letters from parents/relatives who appreciated being reminded and helping in keeping up with their child/children's immunization.

A number of pictures were taken but several were in the July 1997 issue of Texas Institute for Research & Education on Aging newsletter - Univ. of No. Texas Volume 6 #2.

I found a newspaper or newsletter rather dated Summer of 1997 (Chisholm Trail Retired & Senior Volunteer Program) stating Chisholm Trail for Child Immunization/RSVP volunteers were recognized for successfully creating the first full model of the Seniors/Volunteer for Childhood Immunization program in Texas. The plaque honoring them was presented by Ann Reban, M.S.N. and Stan Ingman, Ph.D.

Pat Colonna was SCI Director when I first started, then Elaine Wilson, SCI Director of the Denton City Coalition of Shots Across Texas.

Shirley McCormack, SVC I volunteer, Denton, TX

## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION (SVC I)**

1. How did you become involved in the SVC I program?

*I saw a newspaper item.*

2. What attracted you to the SVC I program?

*I think that immunizations are very important.*

3. What was your position in the SVC I program?

*Hospital volunteer.*

4. What were your expectations of the SVC I program at the outset of your volunteering and were your expectations met?

*Open Mind re-expectations.*

5. As you went about your duties in the program, what were some of your experiences?

*Parents appreciate the program and very few declined our services.*

6. Did you encounter any problem or barriers while at your SVC I job and how were they solved?

*No.*

7. Please share all the names of the volunteers you worked with and also your RSVP Directors and SVC I Coordinators names.

*Charla West*

Unnamed volunteer, SVC I Program, Amarillo, TX



## **SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION VOLUNTEER STATEMENTS**

**Carol Earles – Big Spring TX**

**I feel like I'm making a difference in the world and at this state of my life it's important to me to make the world a better place. Mothers are so much busier in this day and age and if a reminder of their baby's shots helps them to keep their babies healthy and safe from those dreaded diseases, then I feel this program is well worth it.**

**MARY Lou Adendschan—Big Spring TX**

**I have watched this program for two years and decided I would like to be involved. I feel the program is very important. Parents need to know about the immunization for their children. I'm very pleased to be able to pass this information on to the young mothers.**

**Margie Myers—Big Spring TX**

**I wish there had been a reminder service like this, when my children were born. To offer a helping hand to new mothers in our fast-paced world is a real good feeling. There's a bonus in getting to see all those beautiful babies.**

**Barbara Brooks—Big Spring TX**

**Participation in this program has provided a way for me to touch the future. When I talk to mothers and fathers and find that they have no idea what diphtheria or whooping cough is, I tell them that with their cooperation in the immunization program for their children, one day other parents will have no idea what other disease are, such as measles, mumps or rubella.**

**Jo Wyatt—Big Spring TX**

**I have really enjoyed working with the SVCI program for the past 2 years as I feel there is really a need for this reminder to the new mothers. Several of our "repeat" mothers have stated that in their busy day-to-day activities they had sometimes forgotten to take their baby for shots until they received the reminder postcard. They had nothing but praise for the program. I feel that we are contributing a good service to the community.**

**Sandra Prestien—Sherman**

**One of the volunteer jobs that RSVP does is the Immunization reminder program. In this program we go daily to the Wilson N. Jones Hospital to sign up the new mothers so we may send cards to remind them when various immunization shots are due for their new baby. Hallmark has provided a grant to send 4 cards during the first year of a baby's life free of charge to the new parent. This is so helpful to the new parents since dates can slip by so fast that first year. Being helpful with something that needs doing fills my heart**

## **VOLUNTEER STATEMENTS**

### **Ginger Stein—Sherman TX**

**I visit the new mothers at Texoma Medical Center in Denison to enroll them in the Childhood Immunization Program. It gives me great pleasure to do this because it is such a worthy cause. I have been told that two out of three children who try to enroll in the beginning classes cannot do so because they haven't had all of the required immunization, and the SVCI program should correct this situation. A big bonus is when I see the new fathers who are so happy they can hardly contain themselves. This was especially true when our New Years "baby" at the TM this year were twin boys.**

### **Zora P. Billingsley—Amarillo TX**

**My partner and I, Joyce Lock, began volunteering for SVCI on Feb. 1, 1997. It has been a rewarding experience-fun and all that! We do it once a week.**

### **Laurel Babcock—Amarillo TX**

**I enjoy knowing that I have a small part in helping these new Texans lead a healthy life.**

### **Maxine Faulkner—Amarillo TX**

**I enjoy seeing and visiting the new mothers so very much, if I can help a little it makes me feel good!**

### **Joyce Locke—Amarillo TX**

**I began volunteering with the Senior childhood Immunization program on February 1997. My partner is Zora Billingsley, who I have enjoyed for these 4 years. Visiting with the new mothers and dads has been an interesting and rewarding experience. The new parents seem to appreciate the information that we give them. It has been a rewarding experience for me.**

**SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION**

**LETTER FROM GRATFUL PARENTS**

**TO**

**CHISHOLM TRAIL RSVP, INC  
1400 CRESCENT  
SUTIE 4  
DENTON, TX 76201**

**1998**

Dear Seniors for Childhood Immunization.

We wanted to take a moment to thank you for all of the nice reminders for immunizations you have sent us in the past year. As our son, Jacob, is our first child we are always grateful for help and advice.

Your program is excellent! Keep up the great work. It is very much appreciated.

Fondly- David and Kelly Seng

## SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

### NOTE FROM HAPPY FAMILY

Thank you all so very much for the time and effort and talent you put into this wonderful stocking for my son. It made the homecoming more special and it'll be a wonderful keepsake for his baby book.

I hope you enjoy the picture and pray that you continue to touch people's lives in such a special way.

God Bless you all!!  
The Dreyer family



12/23/1997  
David P. Dreyer

## **IMMUNIZATION FACTS**

- Between (1988 and 1992) over 4500 Texas children under five years of age had measles: 14 of these children died!
- Half of the nation's 2237 measles cases in 1992 were reported in Texas (1087 cases).
- Measles has disproportionately affected minority children in Texas. In the last five years, the rates of measles in preschool children have been three to four times higher in Hispanics and African Americans than in non-Hispanic white children in Texas.
- In the last five years, six children have died from pertussis.
- Since 1989, over 2200 people have been hospitalized with measles.

### **MEASLES OUTBREAKS:**

- Houston, 1988-1989, 550 measles cases hospitalized costing \$5 million; MMR vaccine costs to immunize 550 children = \$8,400.
- Dallas, 1989-1990, 238 measles cases hospitalized costing \$3.5 million; MMR vaccine costs to immunize people = \$3,600.
- South Texas, 1991-1992, 592 measles cases hospitalized costing \$2.4 million; MMR vaccine cost to immunize 592 children = \$9,100.

### **COST/BENEFIT OF VACCINES:**

- For every \$1.00 spent on MMR, over \$21.00 are saved in medical and societal costs.
- For every \$1.00 spent on DTP over \$30.00 are saved in medical and societal costs.



Kirby McDuff  
Born on July 21, 2000 at Kings Daughter's Hospital  
Temple, Texas

Statement from Eva McDuff (mother of Kirby)

As a new mother with too many things to do at a time, the reminders were very helpful to keep my son up to date on his shots.

Eva McDuff

2005

1-16-03

Dear Senior Citizen

Thank you for sending me reminders for cheyene Dorado Rivera it helps me alot to call for check up and Doctor visits. Cheyene is now 14 mon. and here is a picture to show all of you what she looks like. I would also like more information about all of you if you could send me some information to read about. I thank you again for the post cards

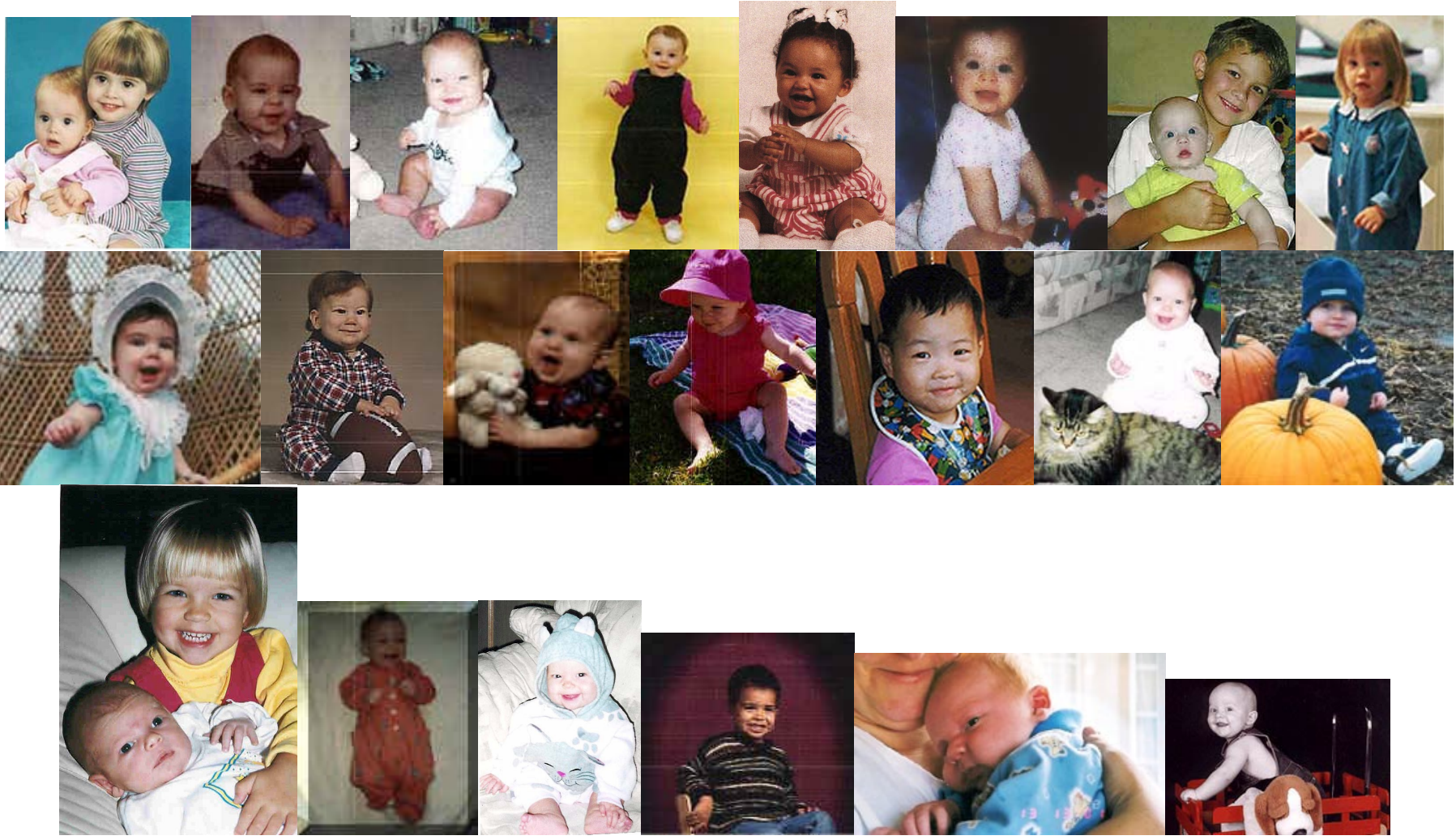
Monica Reyes  
1823 E. Mitchell  
Arlington TX 76010

Thank You So  
Much  
Monica Reyes  
and cheyene Rivera

# SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION BABIES







**SENIOR/VOLUNTEER FOR CHILDHOOD IMMUNIZATION**

**NOTE FROM**

**SENIOR CITIZENS OF GREATER DALLAS**

The Senior Source

**Elsie, I wanted to pass this on to you. I was so happy to receive this, it was a wonderful feeling.**

**This just proves that the program does have impact on peoples lives.**

**Donielle Villwok  
SVCI Coordinator**

**LETTER FROM MOTHER**

**10/16/2001**

Dear Sir/Madam,

We appreciate you all taking the time to remind us of our baby son Robit Vadarevu's immunizations and would like to say thank you all for this.

Thank you

With warmest regards,

Shanky Vadarevu

Mother of Robit

PS: I am attaching a photo of my son, taken when he was 10 months.



***SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION***

***From***

***HEALTHLY SVCI BABIES***



***Zoe***

**To**

**Beautiful Young Ladies**



***Zoe***

## SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

### UNITED WAY 1996 COMMUNITY HEROES



## AROUND THE STATE

By Carol Harrison

The United way of Denton County commended the Chisholm Trail RSVP members as 1996 Community Heroes for their Seniors for Childhood Immunization Project this past September. Two members in particular, Elsie B. Wiley and J. T. Mareck, were singled out as Community Heroes for their individual contributions.

Also in Denton...the Texas Institute for Research and Education on Aging at the University of North Texas was a winner in the 5<sup>th</sup> Annual National Mature Media Awards Program. The videotape, "A commitment to Giving: Volunteers for Childhood Immunization," received a merit award. The video is used to train seniors and other volunteers to promote childhood immunizations in community hospitals and clinics.

# Seniors/Volunteers for Childhood Immunization

## Immunization Program Receives National Award



Caption on Plaque

Towards a society for all ages

The United States Committee  
In the celebration of  
The United Nations International year of Older Persons

Is honored to present this  
Award for Excellence in Aging Programs  
To  
Texas Institute for Research and Education on Aging

University of North Texas

Seniors/Volunteers for childhood Immunization

In recognition of your creativity, leadership and  
"Best Practice" in Aging Program

That significantly improves the quality of life of older people

**The Seniors/Volunteers for Childhood Immunization program receives National Award as an Excellence in Aging Program from the United States Committee, as a part of the celebration in 1999 of The United Nations International Year of Older Persons.**

**The awards were presented in Washington, D. C., on December 7, 1999. The Seniors/volunteers for Childhood Immunization Program (SVC I) was one of twelve nationwide programs selected for recognition as an Excellence in Aging Program out of 375 applicants.**

**The Excellence in Aging Awards were developed by the U. S. committee in an effort to encourage the growth of programs that address a positive image for aging and make significant steps toward improvement in the quality of life for older adults.**

**Since 1993, with funding support from the Texas Department of Health, the SVC I program has operated in 13 cities across Texas.**

**There are over 400 senior volunteers serving in the SVC I program. The longevity and success of the program can be attributed largely to the efforts of these volunteers that participate in the SVC I program.**

# SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

## SENIOR CITIZEN SERVICES-FORT WORTH, TEXAS



"1<sup>st</sup> row" Deborah Evans-Young, Kathy Dreyer, Elsie B. Wiley, Lillian Brown, Elaine Brown, Ronda Stewart, Charla West, Carlton Lancaster  
"2<sup>nd</sup> row" Helen McMillen, Arline Beavers, Theola Bullock, Ann Young  
"3<sup>rd</sup> row" Wayne Clark – CEO Arlington Memorial Hospital



Seniors/Volunteers for Childhood Immunization (SVCI)  
**Recognition of Achievements**

UNIVERSITY OF NORTH TEXAS (UNT)  
2004



Ann Reban-Enos, SVCI Director retired,  
Mary Ann Hanna, Secretarial Assistant,  
Sheila Baird, Administrative Assistant  
2004



La Rue Johnson , SVCI Coordinator, Amarillo, Texas accepting the certificate  
from (Elsie B. Wiley, SVCI Field Coordinator at UNT and Kathy Dreyer  
SVCI Coordinator at UNT) for Texas Panhandle RSVP for enrolling  
6,113 infants in the SVCI program and mailing 24,452 reminders since  
1998



Della Sprager, SVCI Coordinator, Austin, Texas accepting the certificate for Travis County RSVP for enrolling 6,113 infants in the SVCI Program and mailing 24,452 reminders since 1998



Lillie Funderburg, SVCI Coordinator at Colorado City accepting the certificate for Mitchell County Immunization Coalition for Enrolling 282 infants in the SVCI Program and Mailing 1,128 reminders since 1996





Lonita Muñtz, SVCI Spanish Outreach Coordinator,  
Donielle Villwork SVCI Coordinator, Methodist Hospital  
accepting the certificate for Senior Citizens of Greater Dallas  
for enrolling 27,428 infants in the SVCI Program and  
mailing 109,712 reminders since  
1998



Lennis Dounley SVCI Coordinator at Denton, Texas accepting the certificate  
for RSVP Serving Denton County for enrolling 13,666 infants in the SVCI program  
and mailing 56,108 reminders since  
1994



Kristine Dankworth, SVCI Coordinator, Joyce Hanstrom-Parlin, RSVP Director, accepting the certificate for Senior Citizen Services of Fort Worth, Texas For enrolling 45,597 infants in the SVCI Program and mailing 182,388 reminders since 1998



Elsie B. Wiley, SVCI Field Coordinator and Alberto Guzman, SVCI technician at University of North Texas

PHOTO not available:

Certificate awarded to Temple Senior Services, Temple, Texas  
Betsy Whiteside, SVCI Coordinator for enrolling  
8,384 infants and mailing 33,5365 reminders since  
1997

Certificate awarded to Texoma RSVP, Sherman, Texas,  
Claudia McKinney, SVCI Coordinator for enrolling  
5,557 infants and mailing 22,228 reminders  
Since 1998



REMINDERS MAILED  
1994-2006

SITE NAME	YEAR	2 MONTH	4 MONTH	6 MONTH	12 MONTH	TOTAL		
Denton	1999	780	780	780	780	3120		
Lewisville	1999	124	124	124	124	496		
Port Arthur	1999	1704	1704	1704	1704	6816		
Colorado City	1999	49	49	49	49	196		
El Paso	1999	2786	2786	2786	2786	11144		
Carrollton	1999	249	249	249	249	996		
Amarillo	1999	3461	3461	3461	3461	13844		
Temple	1999	2285	2285	2285	2285	9140		
Austin	1999	1594	1594	1594	1594	6376		
Fort Worth	1999	9843	9843	9843	9843	39372		
Levelland	1999	62	62	62	62	248		
Dallas	1999	2834	2834	2834	2834	11336		
Longview	1999	619	619	619	619	2476		
Big Spring	1999	215	215	215	215	860		
Sherman	1999	1179	1179	1179	1179	4716		
	<b>TOTAL</b>	<b>27784</b>	<b>27784</b>	<b>27784</b>	<b>27784</b>	<b>111136</b>		
Denton	2000	755	755	755	755	3020		
Lewisville	2000	22	22	22	22	88		
Port Arthur	2000	150	150	150	150	600		
Colorado City	2000	43	43	43	43	172		
Carrollton	2000	208	208	208	208	832		
Amarillo	2000	3628	3628	3628	3628	14512		
Temple	2000	1973	1973	1973	1973	7892		
Austin	2000	946	946	946	946	3784		
Fort Worth	2000	9022	9022	9022	9022	36088		
Levelland	2000	57	57	57	57	228		
Dallas	2000	4236	4236	4236	4236	16944		
Longview	2000	279	279	279	279	1116		
Big Spring	2000	254	254	254	254	1016		
Sherman	2000	1377	1377	1377	1377	5508		
	<b>TOTAL</b>	<b>22950</b>	<b>22950</b>	<b>22950</b>	<b>22950</b>	<b>91800</b>		
Denton	2001	842	842	842	842	3368		
Lewisville	2001	17	17	17	17	68		
Colorado City	2001	11	11	11	11	44		
Carrollton	2001	42	42	42	42	168		
Amarillo	2001	3018	3018	3018	3018	12072		
Temple	2001	927	927	927	927	3708		
Austin	2001	491	491	491	491	1964		
Fort Worth	2001	7680	7680	7680	7680	30720		
Levelland	2001	19	19	19	19	76		
Dallas	2001	4841	4841	4841	4841	19364		
Longview	2001	79	79	79	79	316		
Big Spring	2001	86	86	86	86	344		
Sherman	2001	1292	1292	1292	1292	5168		
	<b>TOTAL</b>	<b>19345</b>	<b>19345</b>	<b>19345</b>	<b>19345</b>	<b>77380</b>		





REMINDERS MAILED  
1994-2006

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Excerpts from:

THE TEXAS INSTITUTE FOR RESEARCH & EDUCATION ON AGING  
University of North Texas and Texas College of Osteopathic Medicine

NEWSLETTER

Reference to:

SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

**Volume 2, Number 3**  
**April 1993**

**Intergenerational Programs and Initiatives Planned**

“Texas Seniors for Childhood Immunization” is being created at the Institute in cooperation with various organizations in Dallas and Denton counties and in consultation with the Texas Department of Health. Initial recruitment and training of volunteers in the about counties has begun. Sites at area clinics and hospitals are being planned to encourage the completion of the preschool immunization process. Coalitions of RSVP chapters, county and city health authorities, and area hospitals are being created. The ongoing efforts of the students and faculty at Texas Woman’s University School of Nursing to assess and to increase preschool immunization rates in Denton County have laid important groundwork for this effort.

Director: Stanley Ingman, Ph.D Editor/Research Associate: Ann S. Reban, M.S. M.S.N.,R.N.,C. Research Associate: Jan Weaver, M.A., R.N. Research Associate: Peggy Higgins, M.S.
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Excerpts from:

THE TEXAS INSTITUTE FOR RESEARCH & EDUCATION ON AGING  
University of North Texas and Texas College of Osteopathic Medicine

## NEWSLETTER

Reference to:

SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

**Volume 2, Number 4**  
**August 1993**

### **Interest Group Formation: A Promising Development**

The Institute's primary intergenerational focus has been the "Seniors for Childhood Immunization" project for which funding is being sought from the Administration on Aging and the Department of Education. As part of the creation of the DoE proposal, a three county planning council was established that would consider Dallas/Fort Worth Metroplex problems best addressed from an intergenerational interdisciplinary approach.

This research and training interest group development is a promising means of achieving the Institute's means of achieving the Institute's mission of encouraging interdisciplinary research activity not only at UNT/TCOM but in the Metroplex as well.

### **External Grant Activity**

A proposal was submitted to the Administration on Aging on "Seniors for Childhood Immunization: submitted by Dr. **Stan Ingman**, Ph.D. and **Ann Reban**, M.S.N., R.N., C.S. A three-year support for an expanded intergenerational immunization project was requested under the Urban Community Service Program, Title XI, Higher Education Act of 1965, as amended. The title of the proposed Department of Education project is "Seniors and Students for Childhood Immunization" submitted in August by Ingman and Reban.

### **Other Things Gerontological**

An August 15 an article in The Dallas Morning News described the Institute-promoted immunization for preschool children pilot project being conducted at the Martin Luther King Jr. Family Clinic in Dallas in collaboration with the Retired Senior Volunteer Program (RSVP) of Dallas County.

Director: Stanley Ingman, Ph.D Editor/Research Associate: Ann S. Reban, M.S. M.S.N., R.N., and C. Research Associate: Jan Weaver, M.A., R.N. Research Associate: Peggy Higgins, M.S.
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Excerpts from:

THE TEXAS INSTITUTE FOR RESEARCH & EDUCATION ON AGING  
University of North Texas and UNT Health Science Center

## NEWSLETTER

Reference to:

### SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

**Volume 3, Number 1**  
**November 1993**

#### **AOA-Funded Intergenerational Project Kicks Off**

The Institute was awarded nearly \$100,000 this fall to conduct a seventeen-month intergenerational demonstration project, "Seniors for Childhood Immunization." The project will be conducted in partnership with the Senior Citizens of Greater Dallas through their RSVP program and with Chisholm Trail RSVP in Denton, Texas.

The project will demonstrate the utilization of senior volunteers in an outreach effort targeted to parents and grandparents of infants and preschool children. The aim of the project is to improve the immunization rate for the children of families reached via personal, telephone, and mail contacts. Two-state hospital/clinic and community clinic-based components will link senior volunteers to immunization-providing agencies and hospitals within a community. In addition, the project will feature senior volunteer/college student teams who will conduct special educational outreach to parents and grandparents of preschool children living in low-income minority neighborhoods.

In demonstrating the model, Institute project staff and the involved RSVP's will work with the Texas Department of Health, Dallas County Health Department, Denton County Health Department, AARP Area 7 Office, North Texas Community Clinics (Denton), City of Dallas Department of Health and Human Services, HCA Denton Community Hospital, and Denton Regional Medical Center.

A Project Advisory Council was convened on November 12 on the UNT campus to discuss and refine the model. A minimum of 12 sites in Dallas and 4 sites in Denton will be established as demonstration sites beginning in January 1994. For more information, contact the Project Director, Dr. **Stanley Ingman** or the Project Co-Director and Coordinator, **Ann Reban** (940-565-4863).

RSVP Directors Deborah Evans-Young (Tarrant County), Cyndy Morgan (Dallas County) and Christina Schultz (Denton County) with Robert Crider, Texas Department of Health pause on their way to the first Seniors for Childhood Immunization Project Advisory Council Meeting.

### **External Grant Activity**

The Institute was awarded \$99,919 by the Administration on Aging to conduct a conduct a seventeen –month project titled “Seniors for Childhood Immunization.” **Stanley Ingman**, Ph.D. is the Project Director and **Ann Reban**, M.S.N., R.N., C.S., will serve as the Project Co-director and Coordinator. They have also submitted a Concept Application to the Children’s Trust Fund of Texas on November 12 for additional support of the Seniors for Childhood Immunization project.

Director: Stanley Ingman, Ph.D Editor/Research Associate: Ann S. Reban, M.S. M.S.N., R.N., and CS Research Associates: Jan Weaver, M.A., R.N. Peggy Higgins, M.S.
--

Excerpts from:

THE TEXAS INSTITUTE FOR RESEARCH & EDUCATION ON AGING  
University of North Texas and UNT Health Science Center

NEWSLETTER

Reference to:

SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

**Volume 3, Number 2**  
**March 1994**

**External Grant Activity:**

Stanley Ingman, Ph.D and Ann Reban, M.S.N. of the Institute staff submitted a full proposal to the Children's Trust Fund of Texas on February 1 for support of the Seniors for Childhood Immunization project.

Director: Stanley Ingman, Ph.D Editor/Research Associate: Ann S. Reban, M.S. M.S.N., R.N., and C.S Research Associates/Program Staff: Jan Weaver, M.A., R.N. Xiaomei Pei, M. A. Sylvester Flores, M. A. Pam Sybert, M. A.
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Excerpts from:

THE TEXAS INSTITUTE FOR RESEARCH & EDUCATION ON AGING  
University of North Texas and UNT Health Science Center

## NEWSLETTER

Reference to:

SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

**Volume 3, Number 3**  
**September 1994**

### **External Grant Activity:**

**Stanley Ingman**, Ph.D., Institute Director submitted a pre-application for "Seniors for Child Immunization" to the AARP Andrus Foundation Action-Demonstration Program in July. In addition, the Institute has submitted five letters of intent to various local and national foundations and corporations seeking funding to extend the current Administration on Aging supported "Seniors for Childhood Immunization" project to others sites and settings within Texas.

### **Institute Staff Changes:**

Joining the Institute are **Sylvester Flores**, a doctoral student in the UNT Department of Sociology and Social Work and **Pam Sybert**, who will shortly begin her doctoral studies in the same program. Since joining the Institute, both Flores and Sybert have been involved in evaluation and other aspects of the "Seniors for Childhood Immunization" project. Welcome Syl and Pam!

Director: Stanley Ingman, Ph.D Editor/Research Associate: Ann S. Reban, M.S. M.S.N., R.N., and C.S Research Associates/Program Staff: Jan Weaver, M.A., R.N. Xiaomei Pei, M. A. Sylvester Flores, M. A. Pam Sybert, M. A.
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NEWSLETTER

Reference to:

SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

**Volume 4, Number 1**  
**January 1995**

**External Grant Activity:**

**Stanley Ingman**, Ph.D. and **Ann Reban**, M.S.N., R.N., C.S., of the Institute, submitted a grant proposal to the Administration on Aging on October 7, 1994, titled "Seniors for Childhood Immunization: Extension Through Training and Technical Assistance." In addition, Dr. Ingman has been informed that the Dallas County Health Department has included the Dallas County Segment of Seniors for Childhood Immunization in its 1995 budget request to the Centers for Disease Control.

**Fall Meetings Attract Participation by UNT/UNT HSC Faculty and Staff:**

**Ann Reban**, M.S.N., Research Associate, and **Stanley Ingman**, Ph.D., Director, UNT, Texas Institute for Research and Education on Aging; **Cyndy S. Morgan**, MBA, Director of RSVP, Senior Citizens of Greater Dallas; and **Chris Schulz**, Executive Director, Chisholm Trail RSVP, Denton, Texas, presented "Seniors for Childhood Immunization." This intergenerational AoA-funded project linked RSVP programs with the existing public health clinic system and local hospitals within a community in an innovative demonstration aimed at improving preschool immunization rates.

Director: Stanley Ingman, Ph.D Editor/Research Associate: Ann S. Reban, M.S., M.S.N., R.N., C.S Research Associates/Program Staff: Jan Weaver, M.A., R.N. Xiaomei Pei, M. A. Sylvester Flores, M. A. Pam Sybert, M. A.
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Reference to:

### SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

**Volume 4, Number 2**  
**May 1995**

#### **External Grant Activity:**

Seeking support in January for future phases of the Seniors for Childhood Immunization project, **Stanley Ingman**, Ph.D., and **Ann Reban**, M.S.N., R.N., C.S., of the Institute submitted an application for the 1995 Innovations in American Government Awards Program and a full proposal to the AARP Andrus Foundation. Additionally, they submitted proposals in April to the Texas Department of Health for a training video and the provision of training and technical assistance related to the dissemination of the Seniors for Childhood Immunization model to additional communities within Texas.

#### **UNT / UNTHSC Faculty and Staff Participate in National Conference**

The National Council on the Aging held its 45<sup>th</sup> annual conference, "Paths for the Future: Aging in the 21<sup>st</sup> Century," January 21-25, 1995 in Dallas. Faculty and staff presenters in various conference tracks included **Stanley Ingman** and **Ann Reban**, "Seniors for Childhood Immunization."

#### **UNT / UNTHSC Hold Annual Research Appreciation Days**

UNT's School of Community Service Research Symposium and Poster Session was held on March 9, 1995 in Chilton Hall. A number of posters related to aging were presented by faculty, staff and students from both campuses including "Seniors for Childhood Immunization: Project Evaluation Outcomes," by Dr. **Stanley Ingman** and **Ann Reban** of the Institute.



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### SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

**Volume 4, Number 3**  
**October 1995**

#### **Project Receives Dissemination Funding; Holds First Training Session:**

The Seniors for Childhood Immunization intergenerational grant project funded by the AoA was completed by the Institute last February. That demonstration has become the prototype model for Seniors/Volunteers for Childhood Immunization (SVCI). Since June, Staff of the Institute at UNT has been offering statewide training and technical assistance to local immunization coalitions, supported under an agreement with the Texas Department of Health, Shots Across Texas. SVCI was officially unveiled at a September 8, 1995 workshop held at UNT. The one-day workshop, to be repeated in early 1996, is aimed at training volunteer coordinators to initiate the Seniors/Volunteers for Childhood Immunization (SVCI) project in their communities.

The communities represented at the recent workshop included Denton, Dallas, Sherman/Denison, Paris, Corpus Christi, Nederland, and El Paso. The goal of the workshop was to train volunteer coordinators on how to teach their community volunteers to conduct the SVCI project. The 22 workshop participants, who included local coalition and hospital representatives as well as experienced SVCI volunteers, became acquainted with the details and materials of the project through watching a newly produced training video and by working with the materials contained in the accompanying manual. In addition to the instruction from the video and manual, participants also took part in role-playing and problem-solving activities.

The SCVI project is an outreach effort conducted by specially trained volunteers working in hospitals, clinics, and other community locations. In hospitals, the volunteers visit new mothers in an effort to educate them about the importance of immunization and to solicit their participation in a postcard/telephone reminder system. Other community volunteers enter data into the computer reminder system; scan clinic records to identify children who are behind on their immunizations, send postcards, and make telephone calls to families reminding them of their child's next immunization visit.

The workshop was conducted by **Ann Reban**, **Stan Ingman**, and **Sylvester Flores** of the Institute. Additional information and training were presented by **Lupe Mandujano Garcia** of Shots Across Texas; **Bing Burton**, Director of the Denton County Health Department; **Robert Gonzales**, an educational consultant from San Antonio; **Sue Gray** and **Sally Mudd**, consultants who coordinated the original Seniors for Childhood Immunization (SCI) project in Denton, 1993-1995; and **Diana Perez** of Senior Citizens of Greater Dallas and **Chris Schultz** of the Chisholm Trail RSVP in Denton, consulting Retired & Senior Volunteer Program (RSVP) Directors whose organizations carried out the original SCI project.

The video and manual were produced by the staff at the Texas Institute for Research and Education on Aging at UNT with the support of Shots Across Texas, Immunization Division, and Texas Department of Health. Additional support for the video was provided by Merck Vaccine Division.

### **\*SPECIAL INSERT: SENIORS FOR CHILDHOOD IMMUNIZATION: PROJECT RESULTS**

*From October 1993 through February 1995, the Texas Institute for Research and Education on Aging at the University of North Texas conducted a demonstration project funded in part through a grant from the Administration on Aging. This special insert summarizes the results of the demonstration titled "Seniors for Childhood Immunization." Institute staff involved in the conduct of the SCI project included **Stanley Ingman**, Project Director; **Ann Reban**, M.S.N., R.N., C.S., Project Co-Director; **Pam Sybert**, M.S.; and **Syl Flores**, M.S. Project evaluation consultants were **Keith Turner**, Ph.D., and **Hiram Friedsam**, Ph.D., of the UNT Center for Studies in Aging. Individuals interested in receiving the final report may contact The Texas Institute for Research and Education on Aging, P.O.Box 13438, Denton, Texas 76203-6438; Phone: (940) 565-4863; Fax: (940) 565-4370; or TDD (800) 735-2989. The cost for the report is \$8.00 (covers reproduction and mailing). The report will be available through August 31, 1996.*



Sally Mudd (left), volunteer coordinator with Chisholm Trail RSVP in Denton, TX discusses the need to immunize baby Tyler Andrew Copeland With his mother Kim, at the Denton, TX, Regional Medical Center.

Seniors for Childhood Immunization was a demonstration project supported in part by a grant from the Administration on Aging, DHHS. Beginning in 1993, the Texas Institute for Research and Education on Aging at the University of North Texas conducted the 17 month demonstration titled "Seniors for Childhood Immunization" (SCI), designed to strengthen bonds between generations and link community agencies in a shared goal to improve the immunization rate of preschool children. The project went beyond the usual

single agency-centered senior volunteer assignment to integrate senior-volunteers into a network of health care organizations and institutions.

In selecting failure to immunize preschool children as the targeted problem, project staff was aware of the appalling statistics. A national pattern of general increase in the incidence of vaccine-preventable childhood diseases has been demonstrated. Two of the barriers associated with low immunization rates for infants and preschool children are 1) the lack of adequate knowledge on the part of parents about childhood diseases and their short- and long-range complications and the critical need for adherence to an immunization schedule, and 2) the lack of effective communication and cooperation between public and private health care organizations.

The project was demonstrated within two Texas counties (Dallas and Denton). Retrospective surveys in 1993 revealed that only 30 percent of the children in Dallas, Texas, were immunized and that only 49 percent in Denton, Texas, had received complete immunizations.

How seniors might be organized to work with immunization records had been piloted at the Martin Luther King, Jr. Family Clinic in early 1993 by the Senior Citizens of Greater Dallas RSVP. There, a group of senior volunteers were divided into “pullers” who pulled records, screeners” who screened records, and “callers” who called families. Pullers pulled records of children born in specific years (e.g., 1990, 1991, and 1992). Screeners verified the birth date and checked for complete vaccination according to age. If vaccination was not complete according to age, a senior volunteer with health care background examined the record. The caller called (or sent reminder postcards to) all clients screened by the nurse volunteer and filed cards alphabetically according to those who said they would bring their child in for vaccinations (i.e., an appointment was made) and those who received vaccines elsewhere. For the SCI project, the above procedure was adapted to site requirements of various clinics in Dallas and Denton.



At Martin Luther King, Jr. Family Clinic in Dallas, Texas, Senior Citizens of Greater Dallas RSVP volunteers Dean Capps, Anneleis Kahan, and Mary Albright (right to left), pull and scan immunization records, then telephone families of under-immunized preschool children.

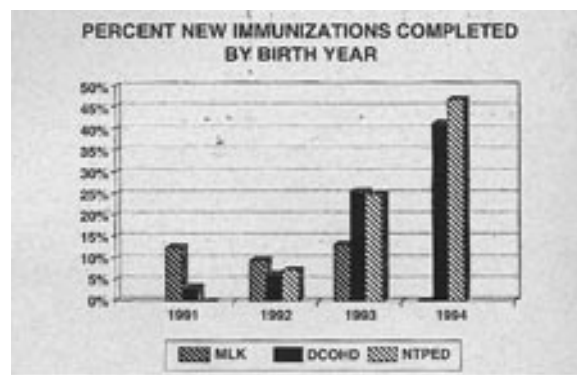
At the North Texas Community Clinics, Pediatric Clinic, in Denton, a total of 964 reminder cards sent or calls by volunteers had been made by December 1994. For the Denton County Health Department the number of calls made / cards sent by the end of

December 1994 was 1,936. For Dallas clinics performing outreach (cards and or calls), Martin Luther King, Jr. Family Clinic volunteers made 762 contacts (3/94 – 11/94), and the DCHD phone bank volunteers made 337 (6/94 – 1/95) contacts to parents of under-immunized preschool children. The total SCI outreach contacts for these two clinics were 999.

The two hospitals selected for the demonstration of the SCI hospital model in which seniors made bedside outreach visits to new mothers with their permission were Denton Regional Medical Center and HCA Denton Community Hospital. It is estimated that 95% of new mothers on the maternity floors were visited by SCI hospital volunteers who delivered information about immunization and the immunization schedule and enrolled the mothers in a reminder card system. A birthing center at the NT Community Clinics, Inc. was also included. Together, these facilities accounted for almost all the newborn deliveries – approximately 308 per month within the city of Denton. By December 31, 1994, in the hospital model (three Denton County hospitals) a cumulative total of 1,178 reminder cards had been mailed back to new mothers and their significant others.

Analyses of impact / outcome included two studies: One was directed at the hospital model conducted in Denton County. The focus was on percentages of children who completed immunizations following bedside education and initiation of a reminder card system targeted to the mother and a significant other (e.g., child’s grandmother). The first 100 mothers were contacted twice by project staff (a response rate of 82.8%), and for their infants, there was an immunization completion or on-schedule rate of 76.6% if they were seen in a community clinic. Of the mothers who took their babies to their pediatrician, 93.9% reported that their babies were on schedule or had completed their immunizations.

The second analysis also looked at percentage of completed immunizations at various stages among preschool children, but focused on three sample clinics. In two of the three sites (both Denton clinics) as shown below, there was a pattern for an almost exponential increase in the success rate for immunization completion for preschool children already delinquent who received outreach intervention by SCI volunteers.



The implications of these findings are that, for younger infants, there is an increased ability for senior volunteers to intervene successfully with resultant immunizations. An opinion survey involved asking a key health agency and a Retired Senior Volunteer Program staff member at each immunization site to record their expectations of the project at its outset and, near the end, asking them if their expectations had been met. With one individual exception both groups of respondents believe that the project was successful. Few of the problems and barriers foreseen actually emerged, and problems that did emerge were solved without undue difficulty. Possibly the most striking finding

was the change of attitudes among respondents from openly expressed doubt or a “show me” stance to the emergence of strong, positive evaluations of the abilities, contributions, and personalities of the senior volunteers. When queried about the ease of recruiting volunteers for the SCI project compared to recruiting for other volunteer activities, six involved RSVP directors and coordinators gave that task a mean rating of 2.17 (1 = very easy; 5 – very difficult). Of the 56 Dallas area volunteers active in the SCI project at the close of the grant period, nine were Hispanic and five were black. This level of minority participation resulted from concerted recruitment efforts. Dallas area senior volunteers contributed a reported total of 930 hours during the course of the SCI project. Volunteer hours contributed by Denton / Lewisville volunteers during the 17 month SCI project amounted to 1,651. The total contributed volunteer’s hours to SCI were 2,581.

An opinion survey completed by 35 SCI volunteers showed that a wide range of reasons influenced the decision to volunteer, but taken together, previous work and volunteer experience were predominate. Several of the volunteers were retired health professionals (nurses, lab technician, and pharmacist) and several others had been volunteers in a health care setting. Most of them and some of the others indicated that their awareness of the importance of childhood immunization influenced their decisions. Ninety percent of the volunteers gave a positive evaluation of the project and, with a single exception, placed high value on their own contributions to it.

Based on positive demonstration project results, the Texas Department of Health Immunization Division decided to support, in part, the dissemination of Seniors for Childhood Immunization in other Texas communities beginning in the summer of 1995. The demonstration project was presented at ten Shots Across Texas Community Mobilization Training Sessions statewide as one volunteer model designed to help improve the preschool immunization rate. The project model has been broadened to include implementation through organized volunteer organizations in addition to Retired Senior Volunteer Program. The new title for the model is “Seniors / Volunteers for Childhood Immunization.”



Julia Lawrence, RSVP clinic volunteer shares information about immunization with (counter-clockwise) Grace Villeneuve, Alexandra Perez and her son Rene Galvan, Jr. at the Oak Cliff Health Center, Dallas

This project was supported, in part, by a grant, number 90-AM-0696, from the Administration on Aging, Department of Health and Human Services, and Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration on Aging policy

**External Grant Activity:**

Proposals submitted in April by **Ingman** and **Reban** to the Texas Department of Health was funded in the amount of \$108,000 for 15 months. The interagency agreement provides for a training video and the provision of training and technical assistance related to the dissemination of the Seniors for Childhood Immunization model to additional communities within Texas.

Director:	Stanley Ingman, Ph.D
Editor/Research Associate:	Ann S. Reban, M.S., M.S.N., R.N., C.S
Research Scientist:	Martin Jaeckel, Ph.D
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University of North Texas

## NEWSLETTER

Reference to:

### SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

**Volume 5, Number 1**  
**March 1996**

#### **Additional Texas Communities to Conduct SVCI Programs:**

Three additional communities in Texas plan to conduct Seniors / Volunteers for Childhood Immunization (SVCI) programs. Each community sent one or more immunization coalition members to a January 11-12, 1996, training session held on the campus of UNT by the Institute. Communities just beginning to lay the groundwork for their programs include Colorado City, Houston, and Midland / Odessa. Also at the workshop were volunteer coordinators from El Paso, Denton, and Dallas who are either preparing to immediately launch or to expand their SVCI programs.

The workshop, similar to one conducted last September, was aimed at providing trainees with materials and methods to enable them to return to their communities and train their SVCI volunteers.

In hospitals, the volunteers visit new mothers in an effort to educate them about the importance of immunization and to solicit their participation in a postcard / telephone reminder system. Other community volunteers enter data into the computer reminder system; scan clinic records to identify children who are behind on their immunizations, send postcards, and make telephone calls to families reminding them of their child's next immunization visit.



Elsie B. Wiley, Seniors for childhood Immunization volunteer, Chisholm Trail RSVP Denton, explains SVCI data entry to Joe Gordon, Oklahoma State Department of Health.

The workshop was conducted by **Ann Reban**, Dr. **Stanley Ingman**, **Sylvester Flores**, and **Pam Sybert** of the Institute. Dr. **Dan Johnson**, Dean of the School of Community Service, delivered the welcome. Additional information and training were presented by **Becky Cook**, Immunization Program Manager, TDH Regions 2 & 3; **Robert Gonzales**, an educational consultant from San Antonio; **Sue Gray**, former volunteer coordinator for the original Seniors for Childhood Immunization (SCI) project in Denton, 1993-1995; and **Elsie B. Wiley** and **Jean Judy**, both volunteers with Chisholm Trail RSVP, Denton, Texas.

Later in the fall, the Institute was selected as a participant in the Association of Texas Colleges and Universities Annual Meeting's Partnership Showcase. Information about the SVCI program was presented at the Association's 1995 annual meeting in Houston, October 1-3. The Showcase afforded a very select audience of university and college presidents and chancellors the opportunity to learn more about each other's notable activities.

### **Other Things Gerontological:**

Congratulations to Ms. **Margaurete Knox** of Cedar Hill, Texas who received the Volunteer of the Year award from Shots Across Texas. She was recognized for her outstanding work on the Seniors for Childhood Immunization project administered by the Senior Citizens of Greater Dallas RSVP.

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**Volume 5, Number 2**

**August 1996**

**Amarillo Initiates Newest SVCI Project:**

The Retired and Senior Program (RSVP) in Amarillo plans to develop a Seniors for Childhood Immunization Project. **Bonnie Prigmore**, Director, was able to locate funding to launch the project from The Children's Miracle Network, a local foundation. Ms. Prigmore is in the Process of hiring a volunteer coordinator for the project who will receive training at UNT. The Institute, which developed the Seniors and Volunteers for Childhood Immunization model, offers training, technical assistance, and evaluation services to immunization coalitions in various communities throughout Texas. This assistance during the current year is funded in part through an inter-agency agreement with Shots Across Texas, Immunization Division, Texas Department of Health.

**Other Things Gerontological:**

At its Annual Recognition Luncheon in May, the Chisholm Trail RSVP of Denton County recognized the UNT Texas Institute for Research and Education on Aging "for invaluable support to senior adults through the implementation of the Seniors for Childhood Immunization Program." The recognition was given by **Chris Shultz**, RSVP Director, and accepted by **Ann Reban**, SVCI Project Co-Director, on behalf of the Institute's staff.

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### SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

**Volume 6, Number 1**  
**January 1997**

#### **Video Wins Award in 1996 National Mature Media Awards:**

The Texas Institute for Research and Education on Aging at the University of North Texas was a winner in the Fifth Annual National Mature Media Awards Program. The program, presented by the Mature Market Resource Center, recognizes the nation's finest advertising, marketing, and educational materials designed and produced for older adults.

The video tape, "A Commitment to Giving: Volunteers for Childhood Immunization" received a merit award. The video is used to train senior and other volunteers to work in community hospitals and clinics. Hospital volunteers visit with new mothers about the importance of immunization for their babies, and enroll them in an immunization reminder system. Clinic volunteers follow through with telephone calls and postcards to the families.

More than 1,000 entries were judged by a distinguished panel of mature market experts from across the United States for overall excellence of design, content, creativity, and relevance to the senior market.

#### **External Grant Activity:**

"Seniors and Volunteers for Childhood Immunization" will provide a "train the trainers" workshop via long-distance learning technology to the other four states in Region VI. In addition Unit project staff will provide technical assistance and consultation to each of the four states as they undertake a demonstration of the SVCI model. Dr. **Stanley Ingman**, Ph.D. and **Ann Reban**, M.S.N., R.N. are Project Director and Project Co-Director, respectively. In addition, the SVCI program dissemination in Texas was provided an additional \$26,632 by the Texas Department of Health, Division of Immunization, to extend the project through December 31, 1996.

## Other Things Gerontological:

Institute staff visited with **Lillian Madarchik**, RSVP Director in El Paso at SWSA's November annual meeting in Corpus Christi. The El Paso RSVP operates one of the Seniors and Volunteers for Childhood Immunization projects. The City of El Paso recently recognized Ms. Madarchick for her impact on vital programs benefiting the community. In addition to being recognized for her community leadership, she was honored as the oldest full-time employee of the City of El Paso.

Congratulations to **Pat Colonna**, former Director of the Seniors for Childhood Immunization program at the Chisholm Trail RSVP, and **Elsie Wiley**, a member of the Institute's program staff as well as an RSVP volunteer, who were recognized as Community Heroes at the United Way Campaign Kick-Off Luncheon on September 18, 1996.

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Reference to:

SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

**Volume 6, Number 2**  
**July 1997**

**Guest Editorial:**

**Reflections upon Retiring**  
**by Lillian S. Madarchik**



*Until her recent retirement, Ms. Madarchik served as RSVP Director for the City of El Paso. In 1996, the City recognized her for her impact on vital programs benefiting the community. In addition to being recognized for her community leadership, she was honored as the oldest full-time employee of the City of El Paso. She plans continued engagement in volunteer activities beneficial to her community*

What is my job now?

Where is my place?

How will I continue to have a productive role in life? All three questions are answered through volunteering. The sooner retirees get through their initial fling of self-indulgence and embrace a new contributing role; the better will be the quality of life for them and the planet. In today's world, community needs cannot be met without generous sharing of time, talent and skills of willing volunteers. As a volunteer, you give the greatest gift of all, yourself. Yet, you find that the gift returns to the giver as an unexpected reward in sustaining mental and physical well-being.

To a non-profit organization or a public entity, the gift of volunteer time makes greater service possible. One to one, a caring volunteer interacting with loving kindness brings comfort, even joy, where there has been a void. The involvement of volunteers is crucial to maintaining public health services, support systems for childhood and adult education or law and order, and in protecting the environment of our planet, to name a few options. The Retired and Senior Volunteer Program is a well-established source for contacts after 55.

At a personal level, what's volunteering all about? Find a cause, meaningful to you, where something needs doing that you can do. It probably won't get done unless you do it. Make working for humanity your way of life.

## **Grandparent Brochure on Grandchild's Need for Preschool Immunizations Now Available:**

The Immunization Division of the Texas Department of Health has published an appealing brochure targeted to grandparents. The brochure emphasizes the importance of completing all pre-school immunizations before grandchildren reach two years of age. It includes a checklist of ways grandparents can help insure their grandchildren are protected from vaccine-preventable diseases.

The Institute was instrumental in the development of the brochure. A fact sheet on immunization for grandparents was developed as part of the original Seniors for Childhood Immunization demonstration project in 1994-95. Groups of seniors working in the Chisholm Trail RSVP and the Senior Citizens of greater Dallas immunization programs participated as focus group members in the brochure's development. Gale Morrow, TDH, who led the focus groups, later developed the idea into the newly available brochure. Contact the TDH Immunization Division for Information: (800) 252-9152.

## **Institute Holds Conference at UNT:**

On May 13, Lillian Madarchik and Eva Sookiasian, El Paso RSVP, joined forces with Lilly Funderberg and Friday Moore, Colorado City, and with C. Elaine Wilson and Hanci Tollefson, Denton's Chisholm Trail RSVP, to share information and expertise about their SVCI programs. Also part of that group was Traceye McMahan, Program Coordinator, Senior Citizens of Greater Dallas RSVP. Participants, for whom the SVCI concept is newer, included Carolyn Kraus, director of the RSVP in Bryan who brought along Amy Wiman, a student intern from Texas A&M; Della Sprager and Fred Lugo, Travis County RSVP, who are planning an SVCI project in Austin; Deborah Evans-Young, coordinator of the RSVP in Fort Worth; Lilly Cuff from the Interfaith Ministries' RSVP in Houston; and Jane Fort, RSVP coordinator in the Temple/Killeen area of Texas.

Three senior volunteers from the Chisholm Trail RSVP also participated in the May 13-15 training conference at UNT. Participating SVCI volunteers included Avis Eckel, Shirley McCormack, and Bunny VonBergen. In Addition, Jean Judy and Elsie Wiley both represented the volunteer corp of the Denton RSVP and were featured presenters. Jean starred in and discussed a new video clip about the wrong and right way to visit new mothers in the hospital. Elsie conducted a session on immunization reminder system data entry.

The hospital visit video featured the Institute's Pam Sybert as narrator. Pam, along with Ann Reban, presented portions of the training. Lupe Mandujano Garcia, Shots Across Texas, Texas Department of Health, presented an update on communicable diseases and vaccines. Dr. Bing Burton, director of the Denton County Health Department instructed participants on a method for scanning official health department records to determine a child's immunization status.

Our thanks to all the participants who helped make the conference a success.

## Recognition Luncheon Honors SVCI Projects:

During the May training conference at UNT, recognition awards were presented to five Seniors/Volunteers for Childhood program in Texas. **Congratulations to Seniors for Childhood Immunization (SCI) Program, Retired and Senior Volunteer Program, Senior Citizens of Greater Dallas** for piloting the initial SCI concept at Martin Luther King, Jr. Family Clinic in Dallas, and for initiating the first SCI centralized immunization reminder phone bank at the Dallas County Health Department; Seniors for Childhood Immunization Program, **Chisholm Trail Retired and Senior Volunteer Program, Denton**, for successfully creating the first full model of the Seniors/Volunteers for Childhood Immunization Program in Texas; **Mitchell County Immunization Coalition, Colorado City**, for innovative development of the first Seniors/Volunteers for Childhood Immunization rural program in Texas; Seniors for Childhood Immunization, **Golden Triangle Retired and Senior Volunteer Program, Port Arthur**, for successfully initiating the first multi-county Seniors/Volunteers for Childhood Immunization program in Texas; and **Seniors/Volunteers for Childhood Immunization (SVCI), El Paso Retired and Senior Volunteer Program**, for exemplary communication in the conduct of a SVCI project.



## External Grant Activity:

The Institute received notice in late March of the award of \$335,277 from the Texas Department of Health, Immunization Division. The funding will allow the Institute to subcontract the operation of six existing Seniors/Volunteers for Childhood Immunization programs. It will also support the initiation and operation of at least five new SVCI programs. **Stanley Ingman**, Ph.D., and **Ann Reban**, M.S.N., R.N., C., direct the project. The role of the Institute is to further the dissemination of the SVCI model in Texas and to supply training, monitoring, technical assistance, and evaluation research services in support of the development and operation of all SVCI program sites in Texas.

## SVCI Phone Bank Results Released:

The Institute has evaluated part of the Immunization promotion activities of the Senior Citizens of Greater Dallas RSVP. A phone bank has been in operation since 1994 at the Dallas County Health Department's main clinic. Teams of senior volunteers make calls or send cards to parents whose children are behind schedule in receiving a series of preschool immunizations. They encourage parents contacted to bring their children back into the clinic to receive their shots.



Of 596 children who were listed in the sample month of May 1996 as behind schedule, 165 had moved or did not reside in Dallas County, or were being seen in the DCHD clinic for purposes other than preschool immunizations. That left 431 preschool children, who were tracked by a special team of four senior volunteers with the Chisholm Trail RSVP in Denton. Results reveal that 115 (27%) returned to the clinic following a reminder contact by a senior volunteer. This return rate is remarkable, when one realized that these children might never have returned, except for the committed and tenacious efforts of the SCGD/RSVP volunteers. The number of required contacts resulting in a return to clinic was analyzed. Thirty-nine required one contact, 46 required two contacts, 17 required three contacts, and 13 required four contacts.

### Other Things Gerontological:

Two of the Institute's programs were featured in the winter 1997 issue of *Generations Together Exchange*. The Seniors/Volunteers for Childhood Immunization project and the National Academy for Teaching and Learning About Aging appeared in a special section on University / Community collaborative projects authored by Dr. Christopher R. Ward, University of Pittsburgh (the home of Generations United).

**Antoinette Lucania** was named RSVP Volunteer of the Year 1997 by the Chisholm Trail Retired and Senior Volunteer Program, Denton, Texas. One of her many volunteer activities is as a hospital volunteer at Columbia HCA, Lewisville, Texas, for the RSVP's Seniors for Childhood Immunization program. Congratulations, Antoinette!

The Institute's Seniors and Volunteers for Childhood Immunization was featured in the January 6, 1997, issue of the Fort Worth *Star-Telegram*. Joining SVCI Project Director, Dr. **Stanley Ingman**, for a photo session for the article were Chisholm Trail RSVP volunteers who work in the Denton SVCI Program. Participating volunteers were **Bunny Von Bergen, Geneva Boydston, Olivia Wilson, Connie Luster, Marietta Martin, Rachel Mays, Elsie B. Wiley, Shirley McCormack, Peggy Spencer, Mildred Stabler, Ima Jean Henry, Phyllis Sanford, and Avis Eckel**. Several comments from volunteers appeared in the article: "We can see we're making a difference in the lives of young children and mother"; the program"; "We have a sense of ownership, and that's really something."

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THE TEXAS INSTITUTE FOR RESEARCH & EDUCATION ON AGING  
University of North Texas and Texas College of Osteopathic Medicine

NEWSLETTER

**Special Addition**  
**Fall 1997**

**SVCI Training Held At UNT**

On October 30-31, a Seniors / Volunteers for Childhood Immunization training event was held at UNT for trainees from three Texas communities interested in beginning an SVCI program. Trainees included **Kristi Brazier**, RSVP Volunteer Coordinator, Tulia; **Connie Cavazos**, RSVP Director, and **Lillie Guerrero**, Volunteer Coordinator, Edinberg; and **Betty Holland**, RSVP Director, Longview. In addition, **Maria Valdivia**, RSVP Director, El Paso, and **Rod Beck**, representing the Senior Citizens of Greater Dallas, participated in the training. The Institute appreciates the generous and gracious staff assistance of the Chisholm Trail RSVP of Denton County, especially of **C. Elaine Wilson**, Volunteer Coordinator, in demonstrating their SVCI modus operandi, both at a local hospital and in their RSVP office.

**Other External Grant Activity**

The Institute has received \$27,367 from the Health Resources and Services Administration to share its Seniors / Volunteers for Childhood Immunization model with the remaining two states in Region VI. The funding will allow technical assistance and training for selected public health and volunteer organization staff in Louisiana and New Mexico. **Stanley Ingman**, Ph.D., and **Ann Reban**, M.S.N., R.N., C., director the project. This Region VI Activity compliments the Institute's efforts at further disseminating the SVCI model in Texas. Institute staff supply training, monitoring, technical assistance, and evaluation research services in support of the development and operation of all ten SVCI Program sites in Texas.

**Other Things Gerontological**

**Ann Reban** and **Stan Ingman**, Ph.D., Director of the Center for Public Service, presented "Senior Effectiveness in Addressing Under-Immunization of Preschool Children: An Intergenerational Coalition Model," Tuesday, October 7<sup>th</sup> at the Southwest Society on Aging's 19<sup>th</sup> Annual Training Conference held in Baton Rouge. They presented results of a five-year project on Seniors / Volunteers for Childhood Immunization, as well as examining volunteer impact on immunization completion, volunteer attitudes, and pre- and post-test measures of expectations of participating community coalitions. Dr. Ingman received a special service award from SWSA at their Awards luncheon on the final day of the conference.

**Kathy Pettiford**, B.S., a program specialist working with the SVCI project is the newest Institute staff member. Welcome Kathy!

Excerpts from:

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University of North Texas

NEWSLETTER

Reference to:

SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

**Volume 7, Number 1**  
**April 1998**

**Institute Makes headway In Sharing SVCI Model with Neighboring States:**

Beginning in late 1996, the Health Resources and Services Administration awarded two-year grant funding to the Institute to share its Seniors / Volunteers for Childhood Immunization model with the other states in Region VI. The funding has allowed technical assistance and training for Oklahoma, Arkansas, Louisiana, and New Mexico. **Stanley Ingman**, Ph.D., and **Ann Reban**, M.S.N., R.N., direct the project. This "sharing" of the model differs from the Institute's role in disseminating the SVCI model in Texas. In Texas, Institute staff provides continuing technical assistance, training, monitoring, and evaluation research services to all SVCI program sites in Texas. For the four states, Institute staff provides training and technical assistance so that a state can undertake a demonstration of the Seniors for Childhood Immunization model at a selected site. Funding for and the conduct of the "state specific" demonstration then becomes the responsibility of the "task force" within the individual state.

Thus far, the Institute has offered training videoconferences for Oklahoma, Arkansas, and Louisiana participants. Follow-up on-site training and technical assistance has been provided to Oklahoma and Arkansas. State-specific training manuals have been produced for the first two states, and manuals are in production for Louisiana and New Mexico. In addition, demonstration sites have been selected in Oklahoma (Tulsa), Arkansas (Fayetteville), and by Louisiana (Luling/River Parishes). Merck has provided funding to the Louisiana demonstration and has pledged funding for the Tulsa site.

**Seniors for Sustainable Communities: (From the Director: Stan Ingman)**

Can universities team up with senior citizen organizations like the Retired and Senior Volunteer Program (RSVP) and the Environmental Alliance for Senior Involvement (EASI) to even become more engaged in social and ecological restoration? As reported in a previous Institute *Newsletter*, UNT has been helping senior citizen chapters of RSVP to encourage and track the immunization of newborns in eleven cities of Texas, as well as assisting nearby states to implement similar programs.

## **SVCI Training To Be Held at UNT**

New communities interested in initiating Seniors / Volunteers for Childhood Immunization programs will have the opportunity to attend a training session on the campus of UNT. The training will be held June 4-5, 1998, and will include a luncheon and afternoon session featuring experienced SVCI volunteer coordinators and Retired and Senior Volunteer Program (RSVP) directors who will share their expertise with new-comers to the program. The Thursday session will feature hands-on-experience in how to enter data at the local level that eventually is downloaded into the parent database headquartered at the Institute.

Other training experiences will include information on training senior volunteers to operate the SVCI model and a visit to the Chisholm Trail RSVP in Denton to see a Seniors for Childhood Immunization Program in operation. The latter will include a visit to a Denton hospital so that participants can go along on an actual visit to a new mother by a senior volunteer. Participants will have the opportunity to observe as the volunteer delivers information on preschool immunization to the new mother and enrolls her into the SVCI reminder system.

The SVCI program currently operates in eleven sites across Texas, all but one being administered by RSVPs. The Institute receives CDC funds through a contract with the Texas Department of Health to train the trainers of SVCI volunteers, supply technical assistance to participating volunteer organizations on operating their program, and to carry out research on the outcomes for the model. In addition, the Institute subcontracts with the participating volunteer organization to support (in part) their SVCI programs.

## **External Grant Activity**

The Institute has received \$310,353 from the Texas Department of Health to continue the Seniors / Volunteers for Childhood Immunization project. The funding principally allows the Institute to subcontract with Retired and Senior Volunteer Programs throughout Texas to operate SVCI programs. Currently, subcontracts are in effect with 10 sites with up to five more to be added this year. **Ann Reban**, M.S.N., R.N., serves as Project Director and Dr. **Stanley Ingman**, Institute Director, is the Associate Project Director.

## **Other Things Gerontological**

Dr. **Stanley Ingman** and **Ann S. Reban**, M.S., R.N., of the Institute were guests of the Senior Citizens Services, Fort Worth, annual meeting in January to receive a Distinguished Contribution Award for assistance from the Institute to establishing RSVP's Seniors and Volunteers for Childhood Immunization Program. RSVP Coordinator for the program is **Deborah Evans-Young**.

In addition, Ms. Reban participated in a meeting for delegates to NICLC / NCOA in Washington, D.C., and then presented with Dr. **Keith Turner**, UNT Department of Applied Gerontology, a poster on research outcomes of the Seniors / Volunteers for Childhood Immunization Program as conducted in Denton County. The poster was titled, "Senior Volunteerism Applied to a Critical Societal Problem: How Well Does It Work?"

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## NEWSLETTER

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### SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

**Volume 7, Number 2**  
**August 1998**

#### **External Grant Activity**

**Dr. Ingman** and **Ann S. Reban**, Associate Director of the Institute, submitted a proposal July 1, 1998, to the Health Resources and Services Administration to share the SVCI project model with additional states. The proposal is titled "Seniors for Childhood Immunization: A Sustainable Model."

#### **Spring Training for "Seniors/Volunteers for Childhood Immunization Program" Held at UNT**

Training for the SVCI (Seniors / Volunteers for Childhood Immunization) program was held on June 4-5, 1998, at the University of North Texas. The training provided information about the Institute's SVCI model to Retired and Senior Volunteer Program staff from San Antonio, Sherman, Big Spring, Levelland, Corpus Christi, and Paris interested in establishing new program sites. Also, staff members at sites currently operating the program received updated information, and provided tips to first year trainees through panel discussions on issues relevant to the operation of an SVCI program. As part of their training, staff, new to the model, traveled to a local hospital to shadow an experienced SVCI volunteer visiting new mothers in order to provide information on preschool immunization and enroll mother / baby in an immunization reminder program. Back on campus they learned to operate the SVCI database through hands-on experience.

As part of the training workshop / update, the annual SVCI awards luncheon took place on Friday, June 5. **Bonnie Prigmore**, Director of the Amarillo RSVP received an award for operating as an SVCI site solely supported by local funding.



Bonnie Prigmore,  
Director Amarillo RSVP shares  
information on the Amarillo  
SVCI Program



*Elsie Wiley receives SVCI award from Dr. Stanley Ingman.*

Elsie B. Wiley was also recognized for her work as the SVCI data entry trainer, as well as her dedication to the SVCI program.



*Diana Corona, Director, Chisholm Trail RSVP, makes a point as Debra Evans-Young, Fort Worth, and Liz Shearman, Dallas, listen attentively.*

**Lupe Mandujano Garcia**, Director of Communications and Training, and **Robert D. Crider, Jr.**, Director of the Immunization Division, both from the Texas Department of Health, were recognized for their commitment to and support of the SVCI initiative since 1995.

During the awards luncheon, Dr. **Keith Turner**, Associate Professor, Department of Applied Gerontology, discussed SVCI evaluation and reported on a four month evaluation study conducted for the Chisholm Trail RSVP. **Ann Reban** and **Kathy Pettiford** presented information about a min-study they conducted.

The Seniors / Volunteers for Childhood Immunization program currently operates in eleven sites across Texas. Levelland is the newest site to be approved for UNT / TDH funding. For a one year period ending 12 / 31 / 97, the SVCI program had 13,067 mothers / babies enrolled in the reminder system.

### Other Things Gerontological

On July 22, 1998, Dr. **Keith W. Turner**, UNT Department of Applied Gerontology, and **Ann S. Reban**, M.S.N. of the Institute made a presentation in Atlanta at the 32<sup>nd</sup> National Immunization Conference sponsored by the Centers for Disease Control. The session which was repeated on July 23 presented the most recent evaluation results and model information on the Institute's Seniors for Childhood Immunization project.

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### SENIOR/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION

**Volume 8, Number 1**  
**March 1999**



#### **TDH Immunization Division Officials Receive Recognition:**

**Robert D. Crider, Jr.**, Director, and **Lupe Mandujano Garcia**, Director, Communications and Training at the Texas Department of Health, Immunization Division, were recognized by the Institute at the 1998 Third Annual Immunize Texasize Conference November 3-5, at the Sheraton Astrodome in Houston. Dr. Crider was recognized for his invaluable support, since 1995, of the Seniors / Volunteers for Childhood Immunization programs. Throughout Texas Ms. Garcia was honored for her invaluable encouragement, guidance, and support of the SVCI programs, since 1995.

#### **Institute Receives Three-Year Grant From HRSA to Share Intergenerational Model Nationally:**

The Texas Institute for Research and Education on Aging has received funding from the Health Resources and Services Administration, Public Health Service, to share its model, Seniors for Childhood Immunization, with six additional states. The success of the model in Texas and a two-year effort to promote its dissemination in the four other states in Region VI prompted the directors of the project, Dr. **Stan Ingman** and **Ann S. Reban**, M.S.N., to submit the latest proposal last summer.

During the first year, SCI project staff is working with advisory committees in South Carolina and in South Dakota as a result of having been contracted in the past by officials in those states interested in outreach programs for raising preschool immunization rates. Members of the advisory committees in both states have voiced interest in using the demonstration of the SCI model to also promote immunizations among older adults.

The SCI model is intergenerational in the sense that seniors visit new mothers in hospitals, provide them with one-on-one information about the immunization schedule for their newborns, and operate an immunization reminder system. New moms may enroll to receive reminders. In sharing the model with other states, SCI project staff work with



advisory committee members in the targeted state to 1) identify possible fund sources within that state for a demonstration of the model incorporating any modifications deemed necessary; 2) provide training via distance learning for the volunteer organization staff responsible for the demonstration; 3) adapt the SCI training manual so that it reflects immunization schedules, immunization information materials available, etc; 4) assist in the training of the first group of volunteers at the demonstration site; and 5) offer ongoing technical assistance to volunteer directors and coordinators.

For example, the latest out-of-state demonstration site is located in Luling, Louisiana. There, all of the above steps have taken place, and the demonstration is underway. It is funded by Merck Pharmaceuticals with additional funding from the Retired and Senior Volunteer Program operating the demonstration. For the time being, the Institute is assisting this site in another way. The Louisiana site is included in the Texas SCI database which means that reminder system lists and mailing labels will be supplied to the RSVP. After a period of time, the SCI staff will field test the process of making the site database autonomous. The concept in sharing the SCI model is to have initial demonstration sites in other states be the locus for dissemination of the model within those states.

Institute staff involved in the HRSA project, in addition to Dr. Ingman and Ms. Reban, are Kathy Pettiford, Project Specialist, Elsie Wiley, Field Coordinator/Trainer, and Terry Bell, SCI Data Base Consultant.

### **Fall Training and Site Data Base Upgrades Completed For SVCI:**

The most recent training was held October 28-29, 1998, at UNT for Retired and Senior Volunteer Program staff from Amarillo, Austin, Big Spring, Beaumont / Port Arthur, and Longview who are new to the SVCI program. In addition, the trainees traveled to a local hospital to shadow an experienced SVCI volunteer visiting new mothers. Back on campus they learned to operate the SVCI database through hands-on experience.

The SVCI database was updated recently to facilitate the submission of records by sites to UNT. As part of the technical support provided, Elsie B. Wiley, SVCI field training coordinator, traveled last fall to Amarillo, Austin, Beaumont / Port Arthur, Big Spring, Colorado City, El Paso, Levelland, Longview, Temple and Tulia to install the updated database. Installation at the remaining sites was completed by January 31, 1999.

The Seniors / Volunteers for Childhood Immunization (SVCI) program was conceived at the University of North Texas (UNT) and is supported under an agreement with the Texas Department of Health, Shots Across Texas program. Training and technical support is provided for each Texas community operating an SVCI immunization reminder system. The SVCI program seeks to improve preschool immunization rates and currently operates in fifteen sites across Texas.

### **External Grant Activity**

Project staff will share the SVCI project model with six additional states outside Region VI over the next three years.

## Other Things Gerontological

The SVCI program of Senior Citizen Services of Greater Tarrant County, Inc. RSVP was spotlighted (under the year in review section (in the program of the SCS 1999 Annual Meeting. "Twenty-six hospital volunteers in the Seniors and Volunteers for Childhood Immunization project visited more than 5,700 mothers in 1998, at JPS Health Network and Harris Methodist, Fort Worth. An additional 52 volunteers supported the project by packing supplies, mailing immunization reminder post cards, and entering data. The program will be implemented at Arlington Memorial in January 1999." Congratulations to **Deborah Evans-Young** of SCS who was promoted to Volunteer Services Manager in 1998.

**Ann Reban**, M.S.N., and **Kathy Pettiford**, B.S., presented information about the Institute's Seniors for Childhood Immunization (SCI) program at various conferences in Texas. At the November 4 Immunize Texasize conference in Houston, a poster session was presented; and a roundtable discussion about the SCI program was held on December 3 in Austin at the Governor's Conference on Aging. Ms. Reban, along with **Winifred Dowling**, Director of the City of El Paso RSVP conducted a roundtable discussion, "Shots Across Texas: Seniors Helping Children Get Immunized" at the Southwest Society on Aging's annual conference held in San Antonio last November

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**Volume 8, Number 2**  
**January 2000**

**SVCI Annual Training and Update Held in June:**

Training for the Seniors / Volunteers for Childhood Immunization (SVCI) program was held on June 29-30, 1999, at the University of North Texas. Community members from Sherman and Temple, new to the SVCI model, received information about the program through role-play exercises, video demonstrations, and hands-on experience operating the SVCI database.

As part of the training workshop / update, the annual SVCI awards luncheon took place on Wednesday, June 30. / This year's SVCI site awards were presented to the Hill Country Community Action Association in Temple and the Senior Citizens' Services in Fort Worth. UNT staff members **Sheila Baird** and **Terry Bell** received awards for their exceptional service in the SVCI program. **Ann Reban**, the director of the SVCI program, was acknowledged for her involvement and dedication to the SVCI program since its inception with an award and mementos from each SVCI site. During the luncheon, Dr. **Bing Burton**, Director of the Denton County Public Health Department, provided an update on the immunization status in Denton County and information about accessing information within the public health arena. Dr. Burton also treated attendees to a singing performance with a moving rendition of "Thank God for Kids."

The Seniors / Volunteers for Childhood Immunization program utilizes the talents of seniors and other volunteers to proactively address the problem of timely completion of immunizations among pre-school age children. The program is designed to be used in both the hospital and clinic setting. In the hospital, a trained volunteer interacts with a new mother and informs her about the program and the importance of timely immunization. The hospital volunteer also solicits the mother's participation in the postcard / reminder system. Additionally, the volunteers keep updated immunization records, as well as send reminder cards and place reminder phone calls to mothers in an effort to keep the children immunized in a timely manner. In the clinic, the volunteers scan immunization records to follow-up on children participating in the program. When a record is incomplete, the volunteers will either place a call to the mother or send out a reminder card.

Betsy Whiteside and Judy Hatfield, center, accept an award from Ann Reban, left, and Dr. Stan Ingman.



Ann Reban, center, listens as Ethie Wiles and Kathy Pettiford, left, present an award for Ann's many years of dedication in the SVCI program.

Terry Bell, center, received an award from Ann Reban, left, and Dr. Stan Ingman.



Attendees listen as Dr. Bing Burton, right, sings "Thank God for Kids."



Terry Bell, left, listens as Dr. Stan Ingman speaks about Mr. Bell's dedication to the SVCI program.

**External Grant Activity:**

Continuation funding from the Health Resources and Services Administration has been received for second year continuation funding to share the SVCI project model with two additional states outside Region VI. Funding in the amount of \$27,750 will enable the Seniors / Volunteers for Childhood Immunization model to be shared with additional states beyond Region VI. Sharing the SVCI model includes providing technical assistance and training for selected public health and volunteer organization staff in Nevada and Indiana. Dr. **Stanley Ingman** directs the SVCI program.

The Texas Department of Health has also granted UNT \$104,000 to continue sharing the SVCI model within the state of Texas. Currently there are 13 active SVCI sites across Texas, utilizing the unique talents of over 250 senior volunteers to increase the pre-school childhood Immunization rate in Texas.

**CPS/Institute Program Wins National Award:**

The Seniors / Volunteers for Childhood Immunization program has been acknowledged with an award from the United States Committee for the Celebration of the international Year of Older Persons. The *National Awards for Excellence in Aging Programs* honors agencies and organizations for their positive impact on the quality of life of older adults. Applications for the awards were submitted from all around the country, representing various community organizations and diverse populations. An awards ceremony took place on December 7, 1999, in Washington, D.C., as a part of the culmination of the United Nations' International Year of Older Persons. The Seniors / Volunteers for Childhood Immunization program has been operational for over six years; to date, there are 13 SVCI sites across Texas, and the SVCI model has been shared with six states.

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Terry Bell, center, received an award from Ann Reban, left, and Dr. Stan Ingman.



Attendees listen as Dr. Bing Burton, right, sings "Thank God for Kids."



Terry Bell, left, listens as Dr. Stan Ingman speaks about Mr. Bell's dedication to the SVCI program.

## External Grant Activity:

Continuation funding from the Health Resources and Services Administration has been received for second year continuation funding to share the SVCI project model with two additional states outside Region VI. Funding in the amount of \$27,750 will enable the Seniors / Volunteers for Childhood Immunization model to be shared with additional states beyond Region VI. Sharing the SVCI model includes providing technical assistance and training for selected public health and volunteer organization staff in Nevada and Indiana. Dr. **Stanley Ingman** directs the SVCI program.

The Texas Department of Health has also granted UNT \$104,000 to continue sharing the SVCI model within the state of Texas. Currently there are 13 active SVCI sites across Texas, utilizing the unique talents of over 250 senior volunteers to increase the pre-school childhood Immunization rate in Texas.

## CPS/Institute Program Wins National Award:

The Seniors / Volunteers for Childhood Immunization program has been acknowledged with an award from the United States Committee for the Celebration of the international Year of Older Persons. The *National Awards for Excellence in Aging Programs* honors agencies and organizations for their positive impact on the quality of life of older adults. Applications for the awards were submitted from all around the country, representing various community organizations and diverse populations. An awards ceremony took place on December 7, 1999, in Washington, D.C., as a part of the culmination of the United Nations' International Year of Older Persons. The Seniors / Volunteers for Childhood Immunization program has been operational for over six years; to date, there are 13 SVCI sites across Texas, and the SVCI model has been shared with six states.

Director:	Stanley Ingman, Ph.D
Associate Director/ Editor:	Ann S. Reban, M.S. M.S.N., R.N., C.S.
Associate Education Director, Continuing Education; Director, NATLA:	Jan Weaver, Ph.D., R.N.
Director, NATLA:	Donna Couper, PhD.
Program Staff:	Kathy Pettiford, B.S. Elsie B. Wiley
Administrative Assistant:	
Senior Secretary:	Sheila Baird, M.M. Melissa Crawford





*Sheila Baird accepts her award from Dr. Stan Ingman.*

*Betty Whiteside and Julie Hatfield, center, accept an award from Ann Rehan, left, and Dr. Stan Ingman.*



*Ann Rehan, center, listens as Elaine Wiley and Kathy Pettiford, left, present an award for Ann's many years of dedication in the SVCI program.*

*Terry Bell, center, received an award from Ann Rehan, left, and Dr. Stan Ingman.*



*Attendees listen as Dr. Bing Burton, right, sings "Thank God for Kids."*



*Terry Bell, left, listens as Dr. Stan Ingman speaks about Mr. Bell's dedication to the SVCI program.*

# Senior volunteers help new mothers keep up with shots

**Amarillo Globe News**  
**Jason Baker**

Mothers of newborn babies face a number of challenges, from doctors bills to midnight feedings. Sometimes, in the bustle of bringing up baby, things may slip a mothers mind, like remembering to schedule the child for immunizations.

Seniors for Childhood Immunizations coordinated by the Amarillo Retired Seniors Volunteer Program, is designed to aid new mothers in the task of having their babies immunized against childhood diseases. The SCI program is locally funded through the Children's Health Foundation.

RSVP Director Bonnie Prigmore said the SCI program has 18 volunteers, 13 of whom visit with new mothers at Northwest Texas Hospital six days a week. Four of the volunteer's mail immunization reminder cards and make phone calls, and one handles the program's computing and data input.

Prigmore said the SCI program was modeled after a similar program created by the University of North Texas in Denton in an attempt to increase the immunization rate among Texas newborns. Texas ranks 49<sup>th</sup> in the United States in childhood immunization rates, she said. SCI volunteer coordinator Melba Spier said the program is divided into three phases.

"During phase one, our volunteers go into the hospital and visit with the new moms. They stress the importance of immunization and invite them to sign up for the program," she said.

Spier said the new mothers receive a packet of immunization information, a list of clinics that offer immunization and cards to fill out that will be mailed to them as a reminder to schedule their baby for immunization.

"(Returning the cards to the mothers) is phase two," Spier said. "We have volunteers who come in and make phone calls, along with mailing out the reminder cards."

Prigmore said RSVP inputs registration information about the program and sends it to UNT, which handles membership tracking and makes any needed changes. Since the program's inception in February, more than 1, 000 babies have been enrolled in the program, she said.

Hope Ledesma, an Amarillo mother who registered with the program when her now 4-month-old son was born, said the volunteers at SCI have been a great help to her, Ledesma, who has four children, said this was the first child she registered with SCI.

"With the first baby, (remembering to schedule immunizations) was easy," she said. "But with four children, I get very busy, and it's sometimes easy to forget."

Ledesma said a volunteer registered her with the program while she was in the hospital. She said she recently received both a card and a phone call reminding her to schedule her son's four-month vaccinations.

Ledesma said she definitely thinks the program could be beneficial to other area mothers. "They've been a real help to me," she said.

Margaret Howard, a volunteer with RSVP, said she has helped the SCI program by making reminder calls to new mothers. "All of the mothers I spoke with said they are real pleased with the program," she said. "One mother told me, 'I believe this is the best program I've ever gotten into.'"

Howard, who has been an RSVP volunteer for almost two years, said she thinks the SCI program is a good one. "I rather enjoyed talking to the mothers," she said. "It was nice."

Spier said the third phase of the program is checking with the health clinics to see if mothers were actually having their babies immunized. Drue Kohler, coordinator of public health services for Nwth, said the hospital supports any program that can keep babies well and out of the hospital. "The program is a great way to help with illness prevention," she said.

Spier and Prigmore both said that they believe lack of education is the number one factor contributing to the state's low immunization rate. "We have a lot of babies who are dying due to (childhood) illnesses," Spier said. "Many parents don't realize the importance of these vaccines. Also, with today's busy lifestyle, it's easy to forget important things."

Prigmore said the SCI program is always in need of more volunteers. "Right now, we only provide service to Nwth. We would like to go to Baptist St. Anthony's, but we just don't have enough volunteers," she said. "But we are recruiting." She said the SCI program would like to be able to serve BSA by Sept. 1.

Seniors interested in helping with the SCI program, or any of the RSVP volunteer programs, can contact Nova Neuhaus, RSVP volunteer coordinator, at 373-8389.

# **Denton Record-Chronicle**

**By Jim Fredricks**  
Staff Writer

## ***Lack of immunizations has makings of epidemic***

**'The survey confirms that we certainly need to do a lot of work'**  
**Bing Burton**  
**Director of Denton County Health Dept.**

**A recent survey by a group of Texas Woman's University graduate students indicates many of the county's 2-year-olds are not immunized against possible deadly childhood diseases, including whooping cough, measles and Polio.**

**The information was gathered by students working with the Denton county Health Department to survey the health records of a sample group of 500 children born in Denton County in 1990.**

**The students were able to find only 263 was troubling enough, officials said. The study showed the 61.3 percent of the children had not received complete immunizations.**

**"The survey confirms that we certainly need to do a lot of work in the area of immunizations." Said Bing Burton, director of the Denton County Health Department.**

**The survey backs up others done both locally and nationwide, he said.**

**One audit of Lewisville school health records on 200 children a few years ago showed that only half of them had been fully immunized.**

**The U. S. Department of Health and Human Services cites a study showing that only 10 to 42 percent of 2-years-olds have received their vaccinations in nine major U. S. cities.**

**Dr. Patti Hamilton, director of research for the TWU College of Nursing, said the students found that most of the 263 children surveyed came from families who had regular contact with the county's Health Department.**

**"That's troubling, because these people did know about the Health Department, and even they were not fully immunizing their children by age 2."**

**In a few months, state funding will place immunization clinics in the Women, Infants, and Children nutrition programs throughout the state.**

**Denton County's WIC office is adjacent to the Health Department.**

**"That's going to free up our people to find other ways to immunize out kids," said Mr. Burton. "If we assume the other 240 were even less fully immunized, then we have the makings of an epidemic."**

**The department's hours are 8:30 to 11:30 a.m., and 1:30 to 4:30 p.m., Monday through Friday at 300 N. Carroll Blvd.**

**The cost for the full series of immunizations is \$10 per child. No one will be turned away for their inability to pay.**

## **DENTON RECORD-CHRONICLE**

March 24, 1993

Washington (AP)

Advisory panel has endorsed a national vaccine plan that would create a system to help doctors and parents keep track of when children should get their shots.

The plan, ordered by Congress, attempts to lay out "a road map to achieve universal access to immunization" and speed research on new or improved vaccines. It was in the works long before President Clinton made childhood immunizations one of his top health priorities.

It urges creation of a national immunization tracking system that would allow doctors or clinics anywhere in the country to find out what shots a child had received.

Dr. Vincent A. Fulginiti, chairman of the advisory committee, said it should be as easy to access a child's immunization record as it is to get a person's birth certificate or passport.

A computerized tracking system would send out reminders to parents to bring their children in for appointments and follow up with those who failed to keep them.

# TEXAS IMMUNIZATION LAW

## April 23, 1993

### TEXAS NURSING

Official publication of the  
Texas Nurses Association (TNA)  
73<sup>rd</sup> legislative session  
June 1993

### Richards signs childhood immunization bill

Gov. Ann Richard signed a law requiring immunizations for all Texas children achieving a health care goal that TNA started lobbying for several years ago. With the signing of the bill on April 23 during a ceremony at a daycare center for children, Texas became a model for the nation. Texas currently ranks last nationally in the percentage of preschool children immunized against infectious diseases. "What we are trying to do is treat kids while they are well to keep them from getting sick," said Gov. Richards.

Rep. Nancy McDonald, RN D-El Paso (TNA District 1) the House sponsor of the bill, said "this crusade to immunize all our children represents a great leap forward.

Sen. Judith Zaffirini D-Laredo Senate author of the legislation, said immunization rates in some parts of Texas are below those of developing countries. Low immunization rates occur not only in low-income, border counties but in parts of Dallas and Houston as well, She said.

Firststeps, a coalition spearheaded by TNA that advocates childhood immunizations, estimates that \$1 spent on vaccines saves \$10 or more in medical costs associated with treating illnesses.

**The bill requires all Texans under age 18 to be vaccinated against infectious diseases such as diphtheria, tetanus, pertussis, polio, mumps, hepatitis B and the two types of measles, rubella and rubeola.**

The law establishes a sliding fee schedule based on a family's income, to determine the cost of vaccines to patients. Children from low-income families will receive the immunizations free of charge. The shots will be available through public clinics and private physicians. Children with medical problems that preclude vaccinations and children whose parents hold religious views that forbid vaccinations are exempt from the law.

Texas Commissioner of Health David Smith said his agency is using federal funds to begin setting up the program. State funding, \$56.5 million, must be approved by the Legislature and would not be available until the fall. "Now Texans with nurses leading the way, need to work together so that all Texas children benefits," TNA executive director Clair B. Jordan, MSN, RN said on behalf of the First steps Immunization Coalition. "Partnerships among businesses, corporations, associations, non-profit groups and state agencies can effectively make a difference by supporting and participating in immunization drives."

"When the call comes for volunteers, TNA along with Firststeps urges everyone, including nurses, senior citizens, college students, members of civic organizations, to help expand the delivery area for immunizations so that it is accessible, user friendly, family-centered, and culturally sensitive," Jordan said

# USA TODAY

## Unified plan for kids' vaccines

By Tim Friend

USA Today

1994

### Schedule should ease confusion

After decades of disagreement over when and how often kids should be vaccinated against childhood diseases, the federal government and private doctor groups have finally agreed on a single plan.

The new "uniform childhood immunization schedule" should make childhood vaccinations simpler for parents and doctors, who may have been confused by the varied recommendations of the past, says David Satcher, director, Centers for Disease Control and Prevention, Atlanta. The CDC and the American Academy of Pediatrics had maintained slightly different vaccination schedules.

A total of 19 vaccine doses are now recommended for immunizing against nine childhood diseases. Up to 15 doses of vaccines should be given before age 2.

Currently, immunization levels are at an all-time high, but 2 million children still have missed one or more of the recommended doses, says Health and Human Services Secretary Donna Shalala.

Federal goals aim to vaccinate 90% of children by the year 2000.

### The revised time guidelines

The Uniform Childhood Immunization Schedule recommends:

- Diphtheria-tetanus-pertussis (DTP) vaccine, Haemophilus Influenzae type b (Hib) and oral polio vaccine (OP each at 2, 4, and 6 months of age.
- A fourth dose of DTP at 12-15 months. DTP and OPV boosters should be given at 4-6 years of age.
- An Hib vaccine booster at age 12-15 months
- Hepatitis B vaccine at birth, a second dose at 2 months and a third dose at age 6 months to 18 months.
- Measles-mumps-rubella (MMR) vaccine at 12-15 months and a second dose at entry to kindergarten or middle school.
- A first dose of adult tetanus-diphtheria (Td) is recommended at age 11-12 at which point doctors can ensue the second dose of MMR has been given.
- The CDC says flexibility in the timing of some the vaccine doses is allowed.

## **The Volunteer Today**

Winter/Spring-1994

RSVP

Senior Citizens of Greater Dallas

### **Seniors For Childhood Immunization**

*Let's give it our best shot!*

Dallas RSVP's newest intergenerational project is Seniors for Childhood Immunization, under the auspices of the Texas Institute for Research and Education on Aging at the University of North Texas in Denton. It is locally coordinated by RSVP. Our goal is to recruit and place at least 30 RSVP volunteers for approximately 15 sites. The sites are located throughout Dallas County and range from family clinics in Rowlett, Garland, Lancaster, and Mesquite to immunization clinics in Oak Cliff and West Dallas.

Volunteers, working once or twice a month, assist with updating vaccination records, aid with crowd control, follow up on past due vaccinations, or inform others about childhood immunizations, RSVP Director, Cyndy Morgan, states, "RSVP volunteers are interested in the health and welfare of children, and can make a significant impact on the current Dallas Immunization level."

Average Immunization levels for inner-city preschool children are as low as 50% statewide. Recent retrospective surveys revealed that only 30% of the children in Dallas are immunized. "To change this, RSVP is giving it our best shot," says Morgan.

According to nurses at the Martin Luther King, Jr. Family Clinic, RSVP volunteers already have had a 50% success rate in persuading parents to return their children for vaccines. Volunteers at the Dallas Inter-Tribal Center are updating vaccination records on the center's computer.

The time commitment necessary to volunteer for this project varies from once a month to weekly, and ranges from 1 1/2-8 hours daily. Your available time can be easily worked into any of the clinic's schedules.

## **THE LITTLE ELM JOURNAL**

Wednesday, July 13, 1994

Page #3

### **RSVP helps in children's immunization**

**The Retired and Senior Volunteer Program is involved in the Seniors for Childhood Immunization Project, an effort to protect children's lives by immunizing them against preventable diseases.**

**Texas' immunization rate is below average for the nation with only 31 out of 100 preschool children being immunized. Statistics from the Texas Department of Health show that more than 4,400 Texas children have had measles during the past five years and 14 died from the diseases. Too many parents are not aware of the importance of vaccinating their children against preventable diseases or don't understand how to go about having their children immunized.**

**The Seniors for Childhood Immunization Program is funded by a federal grant awarded to the Texas Institute for Research and education on Aging at the University of North Texas and is administered by RSVP. The program is aimed at educating and reminding mothers and families of the need to get their infants and pre-school children immunized.**

**During July, senior volunteers will begin visiting new mothers at HCA Hospital of Lewisville to provide a packet of information regarding vaccinations. Reminder cards will be completed and returned to the RSVP office so that follow-up cards and phone calls can be made.**



## **DENTON RECORD-CHRONICLE**

by Gregory Pope  
Staff Writer  
October 27, 1994

### **Volunteers know fright of diseases like polio**

Hazel Masten went from room to room in Denton Community Hospital's maternity ward Wednesday morning, holding newborn babies and congratulating new mothers. Ms. Masten loves children, but she doesn't go to the hospital just to "ooh and ah" over the newborns. She has a specific goal.

Ms. Masten is a member of the Seniors for Childhood Immunization program. Each Wednesday, she visits with new mothers and reminds them of the importance of having their children immunized at regular intervals during their young lives. "I retired a couple of years ago as a special education teacher," Ms. Masten said "I just thought it would be fun to get out and be with people. I've spent my life working with children, and I knew how important this program was."

She distributes packets of information about immunizations and tries to get mother to fill out self-addressed cards. When their children are 1 month old, the seniors program sends the mothers those cards to remind them that it's time for their children's shots.

"The lady who just filled out one said this was her third child, but she was so happy to fill put a card because she said she always forgets about immunizations and needs a reminder," Ms. Masten said. "That's what we're trying to do."  
Seniors for Childhood Immunization is a vital part of Shots Across which strives toward achieving a 90 percent immunization rate among Texas children by 1996. Currently, Texas ranks last.

# MONUMENTAL STEP IN IMMUNIZATION!!

## Government OKs chickenpox vaccine

**Denton Record-Chronicle/Saturday, March 18, 1995**

By Lauran Neergaard  
Associated Press Writer

### Washington

Americans finally can prevent that itchy and sometimes dangerous rite of childhood: **The government approved the nation's first chickenpox vaccine Friday.**

Merck & Co.'s long-awaited Varivax vaccine, called "a milestone" by the Food and Drug Administration, will be available in doctors' offices within eight weeks. Varivax is 70 percent to 90 percent effective at preventing any chickenpox, and even those who are stricken by the virus after taking the vaccine have a much milder disease, the FDA said.

"I'm ecstatic," said Rebecca Cole, a North Carolina mother who has pushed the FDA to approve the vaccine for almost seven years, after her son died of chickenpox. "I think we're going to see an end to chickenpox as we know it."

"It was worth the wait," said Dr. Thomas Vernon, vaccine chief at Merck, where scientists have been researching a chickenpox vaccine for 29 years.

Some 4 million Americans, mostly children, get chickenpox every year. Typically it's a nuisance disease, keeping bump-covered students out of school and their parents out of work for about a week.

But it can be deadly, killing up to 90 people a year and hospitalizing 9,300. It is most dangerous to infants, adults and people with immune problems, either from diseases or from drugs that depress immunity.

Chickenpox starts as an itchy rash, covering the typical patient with 250 to 500 blisters within days. It is spread by coughing, sneezing and the fluid from broken blisters. It is highly contagious from two days before the rash appears until all the lesions are dried into scabs.

The vaccine cannot be given to children younger than 1, even though at least 5 percent of infants develop chickenpox, But doctors still expect infants to suffer less as rising vaccine rates lower the amount of chickenpox in the environment.

It also cannot be given to children taking aspirin or steroids unless those medications are temporarily stopped.

**CHISHOLM TRAIN  
RETIRED AND SENIOR VOLUNTEER PROGRAM  
SERVING DENTON COUNTY**

July – August, 1995

**IMMUNIZATION PROJECT RECEIVES NATIONAL RECOGNITION!**

On June 27, Chris Schulz, Executive Director of RSVP and Dr. Mary Evelyn Huey, Seniors for Childhood Immunization Volunteer and past President of Texas Woman's University, attended a Forum on National Service and Children's Health Issues in Washington. D. C. The First Lady, Hillary Rodham Clinton, chaired the vent along with Dr. C. Everett Koop, former Surgeon General, and renowned pediatricians Drs. T. Berry Brazelton and Lillian Beard.

The purpose of the forum was for the First Lady to review the progress of national service programs such as the Chisholm Trail RSVP who are focusing on improving children's health needs in the areas of immunization, nutrition and HIVAids, and to conduct a discussion of these issues with these health experts.

Just before the forum was to begin, Director Chris Schulz and Dr. Huey were introduced to the First Lady. Later during the portion of the forum dealing with immunizations, Dr. Huey was asked to make a short presentation on the progress of our immunization project. Needless to say, she did an outstanding job and was an excellent representative of senior volunteerism in Denton.

## **Immunization program gets help from senior volunteers**

**Denton Record Chronicle 1996  
Pam Rainey**

In 1992, immunization rates for Texas children ranked among the lowest in the nation. Little Texans died from measles. The Texas Department of Health began Shots Across Texas, as part of a statewide campaign to get Texas children fully immunized by the age of 2. The Texas Institute for Research and Education on Aging at the University of North Texas thought that senior volunteers would be ideal to approach new parents about the importance of immunization and remain in contact with them until their babies were fully immunized.

TIREA presented the idea to Denton County's Chisholm Trail RSVP Seniors for Childhood Immunization became the model for a project that has now spread statewide and generated interest from other parts of the nation.

The Denton County Shots Across Texas coalition, made up of physicians, nurses and representatives from the Denton County Health Department. TWU C.A.R.E.S, North Texas Community Clinics and hospitals fully support RSVP's immunization project. SCI also is supported by the Denton County Medical Society Alliance, United Way of Denton County, Inc., United Way of Greater Lewisville, Harris Methodist Health Foundation and other community groups interested in the welfare of children. Mothers in Denton County hospitals to inform them of the importance of vaccinating their babies. They hand out a packet of information, including a list of immunization sites in Denton County where babies can receive inoculations for a nominal fee.

Volunteers also ask the parents to address two-month reminder postcards to themselves, providing the baby's name and other volunteers send four, six and 12 month reminders and do follow-up screening at clinics.

Sally Mudd and Sue Gray were SCI's first directors and guided the project through its formation. They hand-picked and trained the first volunteers. They were joined by Alice Roberson, who duplicated their accomplishments in Lewisville. Pat Colonna came to direct the project in 1995. Sadly, this month we are saying goodbye to Pat. She has personally enriched my life in many ways and has brought the SCI project to a new level.

Elaine Wilson, a University of North Texas graduate student, formerly Trinity Medical Center SCI Coordinator, will replace Pat. Elaine's appointment ensures the continuing close cooperation between UNT and TIREA which founded SCI. She will have the support and assistance of her fellow graduate students, many of them students older than average like Elaine - and all of us at RSVP.

Pam Rainey is the assistant  
Director/Denton Coordinator of RSVP  
Located at 1400 Crescent St. Suite 7  
Denton, RSVP Members must be at least 55 years old

**Colorado City RECORD, Thursday, June 13, 1996**

**Mitchell County Immunization Coalitioin**

(Photograph caption)

Mitchell County Immunization Coalition executive board welcomes special Texas Department of Health guests to a recent board meeting. Terry Coe, seated front right, is the immunization Program supervisor from Abilene. Lupe Garcia, M. A. standing second from left, is the Coalition Support Team Leader from Austin. Board members and guests included: (left to right) front, J.A. Sadler, Terry McAdams, Terry Coe; standing, Friday Moore, Lupe Garcia, Doris Henderson, Dorthy Shurtleff, Grace Rodriquez, MaryAnn Fincher, Lillie Funderburg, and Pam Butler.

**Lewisville Leader**  
**RSVP director to attend conference**  
**July 13, 1996**

Chisholm Trail Retired and Senior Volunteer Program Director Chris Schulz will attend the First National Senior Service Corps Conference this week in Washington D.C.

Schulz will conduct a workshop on the Seniors for Childhood Immunization project. The project was started by the Texas Institute for Research and Education on Aging at the University of North Texas with the Denton County RSVP as a model.

RSVP directors from El Paso and Nederland, which have accepted SCI to their communities, will also make presentations at the workshop.

More than 1,300 directors of Foster Grandparent, Senior Companion and RSVP programs are expected to attend the conference, "Renewing America Through Senior Service."

First Lady Hillary Rodham Clinton will deliver the keynote address. Participants will include experts on senior issues, media representatives and national and local elected officials.

The SCI project got under way in March 1994 with RSVP volunteers calling on new mothers at Denton hospitals. SCI is a project of education and reminder. Volunteers now hand out immunization materials at all four hospitals in Denton County, make reminder telephone calls and send postcards when babies are 2,4,6 and 12 months old and do tracking and additional follow-up at clinics. The Chisholm Trail RSVP was one of six projects honored at the National Forum on Children's Health in Washington D.C. in June 1995.

The National Senior Service Conference is sponsored by the Corporation for National Service, which administers the National Senior Service Corps, Americorps and Learn and Serve America programs.

FOR IMMEDIATE RELEASE  
August 22, 1996

FOR MORE INFORMATION:  
Pamela J. Sybert (817) 565-4417  
Ann s. Reban (817) 565-4430

## **"SENIORS/VOLUNTEERS FOR CHILDHOOD IMMUNIZATION TRAINING"**

### **VIDEO WINS AWARD IN 1996 NATIONAL MATURE MEDIA AWARDS PROGRAM**

The Texas Institute for Research and Education on Aging at the University of North Texas was a winner in the fifth annual National Mature Media Awards Program. The program, presented by the Mature Market Resource Center, recognizes the nation's finest advertising, marketing and educational materials designed and produced for older adults.

The videotape, "A commitment to Giving: Volunteers for Childhood Immunization," received a Merit Award. The video is used to train senior and other volunteers to work in community hospitals and clinics. Hospital volunteers visit with new mothers about the importance of immunization for their babies, and enroll them in a immunization reminder system. Clinic volunteers follow through with telephone calls and postcards to the families.

"We were delighted to take part in the Mature Media Awards Program this year, and were honored to be selected as a winner," says Ann Reban, Seniors/volunteers for Childhood Immunization Project Co-Director.

More than 1,000 entries were judged by a distinguished panel of mature market experts from across the United States for overall excellence of design, content, creativity and relevance to the senior market.

### **"Mature Media 1996 NATIONAL AWARDS" Honoring the Best in Advertising Marketing & Educational Materials for Older Adults**



American Custom  
Publishing Corporation

Blue Cross and Blue Shield  
Federal Employee Program

National Association of Area  
Agencies on Aging



A project of Senior Citizens  
of Greater Dallas & the  
Corporation for National Service

## RSVP Has Immunizations on the Rise

By now you've heard the wonderful news that the Seniors for Childhood Immunization (SFCI) project of Dallas RSVP was awarded a grant from the Texas Department of Health and Human Services, Shots Across Texas Division, to "maintain and expand." RSVP is happy to report that 42 volunteers are currently active or awaiting placement with the SFCI project.



**RSVP volunteers ready for action after immunization training:**

Nan Durrett, Stephanie Hasselback, Bennie Sims,  
Lupe Garcia - Shots Across Texas Coordinator, and Sallie Courter.

Dallas RSVP is excited to announce that SFCI project is expanding into the hospital sector. RSVP will recruit and place volunteers to make bedside visits to new mothers. Volunteers will deliver information about the importance of immunizations and a current immunization schedule. The new mother or a family member is enrolled into a reminder card system which encourages keeping immunizations current. A training was tailored to educate volunteers on specific clinic needs and focused on cultural sensitivity, the importance of immunizations, clinic profiles, the need for confidentiality, and how to ease children's anxieties.

According to an April 11, 1996 New York Times article, the last three years have shown a dramatic increase in immunization levels in the United States, from 55 to 75% of all 2 years olds receiving the full series of shots. Currently, parts of Texas have increased up to 74%. The national goal is to 90% of 2 year olds immunized by the year 2000.

### RSVP Hot Shots:

The Dallas Area Infant Immunization Coalition hosted a recognition reception in May to acknowledge the efforts of those RSVP volunteers who have increased immunization awareness in the Dallas, area: *Betty Adams, Betty Bishop, Peggy Clark, Artelle Cox, Nan Durrett, Stephanie Hasselback, Ann Holt, Ed Jordan, Margarete Knox, Mary Knutson, Juanita & W. A. MacMain, Fenn Martin, Everett Parramore, Bob Rubenstein, and Bennie Sims.* We also want to say thanks for their tireless hours of service toward the immunization cause.



**Amarillo Globe News**  
**Monday, September 30 1996**

**Senior citizens asked to help**  
**Program will promote immunizations**

Senior citizens who have witnessed the effects of childhood diseases are needed to staff a new volunteer program that will promote immunization.

Melba Speir is the coordinator of the Retired Senior Volunteer Program outreach, funded by a \$25,728 grant from the Children's Health Foundation. The money, which was raised by the local Children's Miracle Network, will pay Speir's salary and the cost of packets to be distributed to new mothers, according to Bonnie Prigmore, director of Amarillo RSVP.

Volunteers 55 and older are sought for the effort, to be known as the Seniors for Childhood Immunization Program. The program was created by the University of North Texas and the Denton RSVP in response to the state's low childhood immunization rate, Speir said.

Senior citizens are effective volunteers because "new mothers have not seen the effects of childhood diseases, and we have," Speir said. Speir said two of her relative contracted polio, and she said most people in her age group have firsthand knowledge of the effects of polio and other childhood diseases.

In Potter and Randall counties, only 49.7 percent of youngsters are fully immunized by age two, Prigmore said. Many do not receive all their shots until they go to school.

RSVP volunteers will visit new mothers at Northwest Texas Hospital and remind them of the importance of the immunizations, which are to be administered at two, four, six and 12 months, Prigmore said.

If mothers sign up for the RSVP program, volunteers will send postcard reminders or follow up with telephone calls as the immunization dates approach, Speir said.

"We need at least 20 people to volunteer," Prigmore said. "We hope to expand to the other hospitals as soon as we get established at Northwest."

RSVP wants to have the first volunteers trained and the program launched by Nov. 1, Prigmore said. The training will take about four hours, and volunteer commitment is for two hours, one day a week. At least two volunteers who speak Spanish are needed for the project, Prigmore said. Volunteers are covered by a supplemental insurance policy during the time they volunteer.

To find out more about the program or to volunteer, call 373-8389

**Amarillo Globe News**  
**Sunday , December 29, 1996**

**Immunization program seeks senior volunteers**

Volunteers are needed for the Seniors for Childhood Immunization Program, coordinator Melba Speir said.

The Retired Senior Volunteer Program uses volunteers 55 and older to combat the state's low childhood immunization rate.

In Potter and Randall counties, only 49.7 percent of youngsters are fully immunized by age 2. RSVP volunteers will visit new mothers at Northwest Texas Hospital and remind them of the importance of the immunizations, which are to be administered at 2, 4, 6 and 12 months.

The training last about four hours, and the volunteer commitment is for two hours a week. To find out more about the program or to volunteer, call 373-8389

## Institute gets seniors back in the game

By Neil Strassman

Star-Telegram Staff Writer  
Monday, January 6, 1997

**FOCUS ON: Senior Citizens**



Volunteers with the Retired Senior Volunteer Program (RSVP) stand near their Denton office. They are first row from left, Bunny von Bergen, Geneva Boydston, Olivia Wilson and Connie Luster; second row from left, Marietta Martin, Rachel Mays, Elsie Wiley, Shirley McCormack, Peggy Spencer and Mildred Stabler; back row from left, Stan Ingman, Ima Jean Henry, Phyllis Sanford and Avis Eckel.

**DENTON** — The Texas Institute for Research and Education on Aging at the University of North Texas has made a big difference in the lives of Elsie Wiley and other seniors who work in the institute's projects. "It just makes a new person of you. It's just like being employed again," said Wiley, 64, a retired hardware store owner with a knack for computers. For three years, Wiley has supervised the building of a database on newborn immunizations at hospitals in Texas cities such as El Paso, Corpus Christi, Port Arthur and Denton. It's part of the institute's Seniors for Childhood Immunization project.

Some project volunteers go to hospitals and get new mothers to fill out information cards while others check with families to make sure that children are getting required shots. "We can see we're making a difference in the lives of young children and mothers," 76-years-old volunteer Rachel Mays said.

The immunization project is one of several run by the 5-year-old institute that link university researchers, seniors and college students with community-based social-service providers. "We can't play it the old way — come in, consult and leave," said Stan Ingman, 57, institute director and professor of sociology and gerontology, Ingman works to dispel the ivory-tower mythology that a university is out of touch with the real world by developing programs that foster "senior re-engagement" in society. "Society can't afford to have a big population of seniors between the ages of 55 and 100 sitting on the sidelines," he said. "Seniors shouldn't...just sit in a rocking chair. We're told to be active and exercise and do things, and it's a good message to be healthy, but that's not enough for one soul. The brain needs to be engaged, too." Initially, the institute engaged in more traditional university projects such as developing fellowships in geriatric care for dentists and physicians, Ingman said. It was only during the development of the immunization project that the "potential of senior engagement" became apparent, he said. "We're not talking about people sealing envelopes. The project got their minds wrapped up in doing something right, and they have helped make it a much better program," Ingman said. As many as 300 volunteers across Texas are involved in the project, he said.

Several years ago, the institute helped start Texas Generations United in Austin, a coalition of service agencies that promote intergenerational programming. Two years ago, it began making plans to expand the immunization program to Arkansas, Louisiana, Oklahoma and New Mexico. In Dallas, at the 404-unit housing complex The Parks at Wynnewood, the institute has been working on its Healthy Neighborhood Program, an intergenerational project that develops youths and health care programs at the complex, Ingman said. In Lufkin, the institute has designed programs for an \$800,000 community adult day-care center. Another project in the offing calls for seniors to get involved in environmental issues, doing things such as checking radon levels and water quality. The institute, which often works with nonprofit community groups, depends on grant money to pay for most of its programs. Ingman says he wants to see seniors go back to universities, not just to learn but also to become productive member of society.

For May, who retired several years ago as director of food services at the University of North Texas, the immunization project is special. "We had a real part in developing the program," she said. "We have a sense of ownership, and that's really something.

## University of North Texas

Office of Public Affairs and Information Services

If you'd like more information about e following, call Nancy Andersen in the University of North Texas News Service at (817) 565-2108, or e-mail her at andersen@pres.admin.unt.edu.

### **Seniors Give Texas Immunization Rates a Shot in the Arm Jan. 9, 1997**

In Duncanville, Texas, immunization clinic, two retirees spend three hours each morning greeting the mothers who bring their children in for vaccinations and searching through doctors' records to see if the children in each family have received their booster shots for measles, whooping cough and other childhood diseases.

Before leaving the clinic, the retirees make telephone calls to families with incomplete vaccination records – all in the hopes of boosting immunization rates for preschoolers in the Dallas area.

The retirees are two of the Seniors for Childhood Immunization, a venture of the Texas Institute for Research and Education on Aging at the University of North Texas in Denton. The program, a part of the Texas Department of Health's Shots Across Texas Campaign, connects senior citizens and other volunteers to clinics and hospitals throughout the state.

Ann Reban, UNT research associate and program coordinator, says studies show that only 55 percent of Texas children age 2 or younger have received the full round of vaccinations recommended by the American Academy of Pediatrics. The academy says children need to receive shots at ages 4 months, 6 months, 12 months 15 months and 15 years.

"Among barriers that exist out there are the lack of knowledge and education on the part of parents about childhood diseases and the importance of adhering to an immunization schedule," she says. "Low-income parents may not understand that clinics provide free immunizations for low-income families or may be unsure of where to go for immunizations. Because of this, we're seeing an increase in vaccine-preventable childhood diseases. Our goal is to improve the immunization rate by strengthening bonds between generations."

Dr. Stan Ingman, director of the Texas Institute for Research and Education on Aging, says volunteers are involved in the Seniors for Childhood Immunization in Colorado City, Corpus Christi, El Paso, Houston and Prot Arthur as well as in Dallas and Denton. Most of the volunteers are retirees who become involved through their city's chapters of Retired Senior Volunteer Program, a nonprofit organization.

He says Seniors for Childhood Immunization is one of several programs the institute developed that foster "senior re-engagement" in society.

"Society can't afford to have a big population of people between the ages of 55 and 100 sitting on the sidelines," he says. "Seniors shouldn't just sit in rocking chairs. We're told to be active and exercise and do things, and it's a good message to be healthy, but that's not enough. The brain needs to be engaged, too."

Members of Seniors for Childhood Immunization who are assigned to clinics greet families arriving for appointments, check children's immunization records, and telephone parents and grandparents to remind them to make appointments for their children,

Volunteers who are assigned to hospitals visit maternity wards, providing new parents with information on vaccinations and asking them to fill out self-addresses reminder postcards for themselves and a grandparent or other close relative living at a different address. The cards contain the location of the family's "immunization home" – a local clinic or a doctor's office.

Reban says no other program to improve immunization rates among children has targeted extended families.

"Yet, nationwide, an estimated 40 percent of grandparents assume parental responsibility for their grandchildren, many of whom are born to teen-age mothers," she says. "Our volunteers establish particularly strong rapport with the grandparents since many of the volunteers are grandparents themselves."

Seniors for Childhood Immunization has proven to be beneficial to its volunteers as well as those it serves.

"We can see we're making a difference in the lives of young children and mothers," says Rachel Mays, 76, the retired director of food services at UNT.

"It just makes a new person of you. It's like being employed again," says Elsie Wiley, 64, a retired hardware store owner.

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## **The North Texan Summer 1997**

### **A Shot in the Arm**

#### **UNT and senior citizens help boost immunization rates**

**By: Nancy Kolsti**

On a spring morning, Denton resident Mildred Stabler walks from room to room at Denton Regional Medical Center's maternity ward, admiring newborn babies and greeting their proud parents.

But Stabler isn't just another visitor.

"Hello – I'm the immunization lady," she says after knocking on each door. "May I visit with you for a few minutes?"

She then gives each mother a packet of information about vaccinations that infants must receive by their second birthday. "Babies get a lot of shots their first year, honey," Stabler explains to one mother. "This brochure will tell you why it's so important to protect little ones."

#### **Ouch**

Stabler is one of the Seniors and Volunteers for Childhood Immunization, a program started by UNT's Texas Institute for Research and Education on Aging four years ago as part of the university's metropolitan, research mission for public service. The program attempts to boost Texas' low preschool immunization rates by connecting senior citizens and other volunteers to clinics and hospitals throughout the state.

UNT faculty and staff members in the School of Community Service developed SVCI after Stan Ingman, director of the institute, learned that only 55 percent of Texas children 2 years old or younger received the full round of vaccinations mandated by the American Academy of Pediatrics. The academy says infants need to receive shots at 2, 4, 6 and 12 months.

Ann Reban, the institute's associate director, says many new parents don't understand that vaccinations are necessary every two to four months during their child's first year. "A mother will often take her baby for the first checkup, and the baby will receive first shots then," Reban says. "Mothers may think those are the only shots the baby needs and not complete the full round."

#### **Volunteer Help**

Ingman says SVCI is one of several programs the institute developed that foster "senior re-engagement" in society. "The percentage of elderly in the total population is approaching 20 percent. Society can't afford to have a big population between the ages of 55 and 100 sitting on the sidelines," he says.

Retirees usually become involved in SVCI through their city's chapter of Retired Senior Volunteer Program, a national nonprofit organization.

SVCI volunteers assigned to hospital maternity wards visit new mothers to provide information about vaccinations. The volunteers ask the mothers to fill out self-addressed reminder postcards. They also fill out postcards for the infant's grandparent or another close relative.

Volunteers enter data on infants into the SVCI computer or send reminder postcards and make phone calls to the mothers and grandparents shortly before the infant is due for the shots.

#### **Good Prognosis**

SVCI has been highly successful. A follow-up study in Denton County, conducted by the institute in 1995, confirmed that 73 percent of the children whose mothers were visited in the hospital by and SVCI volunteer and who received their first shots at the Denton County Health Department clinic were fully immunized by 15 months of age.

SVCI receives funds from the Texas Department of Health, which includes it in its Shots Across Texas campaign. The department estimates that close to 70 percent of children in Dallas and Denton counties, where SVCI first started, are now fully immunized by their second birthdays.

In three years, SVCI has expanded to five other Texas cities – Amarillo, Beaumont, El Paso, Port Arthur, and Colorado City. The program begins in Austin and Houston this summer. In May, Ingman, Reban, and others shared information with public health departments in Arkansas and Oklahoma during video conferences.

#### **Pleasant side effects**

SVCI has proven beneficial to its volunteers as well as to those it serves. "I feel like I'm giving something back to the community that's given so much to me," says Stabler. Elsie Wiley of Denton was in her 60's when she learned to load information into the SVCI database. She is now employed by UNT as a project specialist for SVCI. "When I was little, I had all these diseases that now have vaccines, so there's satisfaction in knowing I'm helping children avoid these diseases," she says.

**Press Release:**

**University of North Texas Institute Receives Funds in Support of Childhood Immunizations Program**

**July 9, 1997**

Denton (UNT), Texas – The Texas Institute for Research and Education on Aging at the University of North Texas has received \$335,277 from the Texas Department of Health's Immunization Division to expand the Seniors and Volunteers for Childhood Immunization program. Now in its fourth year, the program attempts to boost Texas' low preschool immunization rates by connecting senior citizens and other volunteers to clinics and hospitals throughout the state.

SVCI volunteers assigned to hospital maternity wards visit new mothers to provide information about vaccinations. The volunteers ask the mothers to fill out a self-addressed postcard that will remind them to make immunization appointments for their infants. The volunteers also request the phone number of the infant's grandparent or another close relative in case the parent moves.

Other SVCI volunteers use computerized lists provided by UNT to contact families by phone or mail to remind them when their infants are due for shots. Another group of volunteers scans official immunization records or secures information on whether or not enrolled babies are immunized by 13 months of age.

Dr. Stan Ingman, director of the Texas Institute for Research and Education on Aging, said SVCI is part of UNT's mission for public service. He said SVCI is one of several programs that the Institute developed that foster "senior re-engagement" in solving society's problems. "The percentage of elderly in the total population is approaching 20 percent. Society can't afford to have a big population between the ages of 55 and 100 sitting on the sidelines," he said.

SVCI began in Dallas and Denton and has since expanded to six other Texas cities – Amarillo, Beaumont, Colorado City, El Paso, Houston and Port Arthur.

The Texas Department of Health funds will be used to support SVCI programs in these cities and also develop new programs in at least five more cities. Thus far, the Institute has received proposals for new SVCI programs from the cities of Austin, Fort Worth, and from Bell and Hamilton counties.

A follow-up study of SVCI in Denton indicated that 203 (74%) out of 275 children whose mothers were visited in the hospital by volunteers had completed their immunizations.

## **UNT program receives grant**

### **Denton Record-Chronicle**

### **July 16, 1997**

By Staff Writer: Christian Bohmfalk

The Seniors and Volunteers for Childhood Immunization programs at the University of North Texas will expand soon, after receiving a \$335,227 grant to continue helping new mothers across Texas get their children immunized.

The grant, from the Texas Department of Health's Immunization division, was awarded to the Texas Institute for Research and Education on Aging (TIREA) at UNT, which administers the program.

Since 1993, SVCI, in conjunction with the Retired Senior and Volunteer Program (RSVP), uses volunteers to encourage mothers to be responsible about their children's immunizations - a task that involves more than a simple message.

"The most efficient model is to be proactive," said Stan Ingman, TIREA director. "The volunteers meet the new mother and then stay connected by postcards or telephones."

The volunteers, most of whom are retired, are organized by local divisions of RSVP. Nine RSVP groups receive \$7,000 to \$25,000 each per year from TIREA, money that is used to reach more new mothers.

RSVP chapters rely upon state funding, as well as private and corporate donations, to continue funding volunteer programs.

Diana Corona, executive director of the Chisholm Trail RSVP in Denton County, said the partnership with UNT facilitates volunteer involvement.

"It is natural to have a fit like this," she said. "RSVP has a credibility of producing volunteers."

Denton County now has volunteer's at all four hospitals in the county, and SVCI volunteers have produced positive results since beginning work in 1992.

Dr. Ingman said 90 percent of preschool children in the Denton area are immunized now, compared with approximately 40 percent of Texas preschoolers in 1990. Those numbers mean that diseases are being prevented earlier and children are entering school healthier than before.

"By school age, it's a little late to correct the situation if children haven't been immunized," Dr. Ingman said. He added that Texas has lowered the recommended age for immunizations from 2 years to 12 months.

Denton hospitals were the first to incorporate a volunteer immunization awareness program, and SVCI is looked to as a model by hospitals in Texas, Oklahoma, Arkansas, New Mexico and Louisiana. Six other Texas cities are currently part of SVCI, and five more areas are developing plans to begin the program.

The new state money will be used to subcontract various projects around the state, while supporting current immunization programs. In addition, UNT will use some of the money for support and technical assistance programs.

Dr. Ingman said establishing personal relationships with the new mothers is important in the process of encouraging proper immunizations.

"You need to let them know you care about them," he said. Ms. Corona added that Denton County mothers may be visited by one of almost 60 RSVP volunteers, all of whom are devoted to the program.

"The seniors are very committed," she said. "They really believe what this program is about."



**Amarillo Globe News**  
**July 17, 1997**

**Immunization program seeks volunteers.**

Amarillo's Seniors for Childhood Immunization Program needs more volunteers to expand its services to Baptist St. Anthony's Health System – Baptist Campus.

Melba Speir, coordinator of the Retired Senior Volunteer Program outreach, said the program uses volunteers 55 and older to combat the state's low childhood immunization rate.

Since Feb. 1, volunteers have been visiting new mothers at Northwest Texas Hospital to encourage timely immunizations.

Training takes about four hours, and the volunteer commitment is for two hours, one day a week, Speir said. RSVP and the Texas Commission on Aging at the University of North Texas in Denton coordinate the program. Children's Miracle Network provides local funding.

To volunteer, call Speir at RSVP at 373-8389.

**Denton Record-Chronicle**  
**Got A Shot?**  
**Students must get immunized**  
**July 26, 1997**

By Staff Writer: Susan Budilovsky

It'll take a shot in the arm before some students will make the grade this year. That's because before students are allowed to go to head to the classroom, school officials have to make sure children are properly immunized against preventable diseases.

Although it's best to immunize children as early as possible, it's never too late to get the necessary shots. Elaine Wilson, director of the Denton County Coalition of the Shots Across Texas program, said many parents don't understand some diseases are preventable.

To get as many children immunized as possible, the program aims to pair seniors with newborns and small children to make sure they are properly immunized. The goal of the program is to educate parents on the importance of early immunization. "We don't give shots, but we tell them where they can go to get the shots," she said. That includes information packets in English and Spanish on how to go about getting a child in Denton County immunized.

They even send out reminder cards for when a child is scheduled to receive the next shot. "We found that it's not that parents don't want to get their children immunizations shots, it's just that they forget," Ms. Wilson said.

A few years ago, only 39 percent of children under age 2 in Denton County were immunized. Now that number is up to about 80 percent, she said. Parents of students new to the district must provide the district with immunization records to enroll their children in the Denton school district. Those shots must reflect the day, the month and the year of each dose of vaccination. If the records do not reflect the date of the shot, parents should contact the child's doctor to find out that information.

Those who have moved to Denton from out of state have 20 school days to provide the school with their child's immunization records. State law requires children to be immunized in order to attend schools and since 1971, parents have been required to furnish school districts with proof of immunization against diphtheria/tetanus, polio, measles, rubella, mumps and haemophilus influenza type B for students who are enrolling in a district for the first time.

Students who have immigrated from the Middle East, Southeast Asia, Latin America, or Africa must provide the district with proof of a negative tuberculosis test administered by a U.S. doctor. Questions regarding immunization or shots can be directed to Teresa Grant, director of health services, for the Denton school district at 387-6025. The first day of school in Denton is Aug. 18.

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## **Immunization Info**

Here are some places where parents can take their children for immunizations. Shots are also available at local doctors' offices.

- Denton County Health Department, 307 N. Loop 288, from 8 to 11 a.m. and 1 to 4:30 p.m. Monday through Friday. The fees are on a sliding scale depending on a family's income. If the child is on Medicaid, there is no out-of-pocket charge. Parents or guardians must accompany the child and bring their child's shot records with them. For more information, call 565-8569.
- Cook's Community Clinic, 505 S. Locust St., is open Monday, Tuesday and Wednesday's from 8 a.m. to 8 p.m., on Thursday s it's open from 8 a.m. to 6 p.m. and on Friday s it's open from 8 a.m. to 5 p.m. Immunizations are given only in conjunction with physicals and are by appointment only. The cost is based on a sliding scale that starts at \$30 for a physical with immunizations. Shot records should be brought to appointments. To schedule an appointment, call 382-5005.
- TWU Cares Health Center, 100 S. Ruddell St., from 9 a.m. to 5 p.m. Monday through Thursday and 9 a.m. to noon Friday. The cost if \$3 for clients of the Denton Housing Authority or a \$10 maximum per child. Shot records should be brought to appointments. For more information or to schedule an appointment, call 382-4794.
- Seniors who are interested in helping immunize children or parents who need help immunizing their children can contact Seniors for Childhood Immunizations at 383-1508.

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## **State Law**

### **Denton Independent School District's Immunization Requirements:**

- **Polio:** All students under age 18 must have received at least three doses, including one received on or after the 4<sup>th</sup> birthday.
- **Diphtheria/Tetanus/Pertussis(DTP/DTaP):** All 5 to 6 year-olds must have received at least four doses, including one received on or after the 4<sup>th</sup> birthday. Children age 7 and older must have received three doses, including one on or after the 4<sup>th</sup> birthday and one within the last 10 years (Note: Proof of pertussis vaccination is not required for children five or over).
- **Measles/Mumps/Rubella (MMR):** All students must have received one dose on or after the first birthday. If student had first birthday prior to 09/01/90, vaccine may have been administered in the calendar month of the first birthday. For measles, children born on or after 09/02/91 must have two doses of vaccine upon entering school. Any student born before 09/02/91 must show proof of two doses of measles vaccine not later than 30 days after their 12<sup>th</sup> birthday. (The second measles dose may be part of a second MMR). For any of these, a blood test showing that the student has had the disease or is immune will be accepted if the vaccine has not been given.
- **HIB:** One dose after 15 months of age but before the 5<sup>th</sup> birthday.
- **TB:** Students coming from outside the United States must show proof of a negative TB test done in the U.S. within the previous six months.

## Amarillo Sunday News-Globe

### Senior Volunteers Help New Mothers Keep Up With Shots

August, 24, 1997

By – Jason Baker

**Globe News Feature Writer** of North Texas in Denton in an attempt to increase the immunization rate among Texas newborns. Texas ranks 49<sup>th</sup> in the United States in childhood immunization rates, she said.

SCI volunteer coordinator Melba Spier said the program is divided into three phases. "During phase one, our volunteers go to the hospital and visit with the new moms. They stress the importance of immunization and invite them to sign up for the program," she said. Spier said the new mothers receive a packet of immunization information, a list of clinics that offer immunizations and cards to fill out that will be mailed to them as a reminder to schedule their baby for immunization. "Returning the cards to the mothers is phase two," Spier said. "We have volunteers who come in and make phone calls, along with mailing the reminder cards." Prigmore said RSVP inputs registration information about the program and sends it to UNT, which handles membership tracking and makes any needed changes. Since the program's inception in February, more than 1,000 babies have been enrolled in the program, she said.

Hope Ledesma, and Amarillo mother who registered with the program when her now 4-month-old son was born, said the volunteers at SCI have been a great help to her. Ledesma, who has four children, said this was the first child she registered with SCI. "With the

Mothers of newborn babies face any number of challenges, from doctor bills to midnight feedings. Sometimes, in the bustle of bringing up baby, things may slip a mother's mind, like remembering to schedule the child for immunizations. Seniors for Childhood Immunization, coordinated by the Amarillo Retired Senior Volunteer program, is designed to aid new mothers in the task of having their babies immunized against childhood diseases. The SCI program is locally funded through the Children's Health Foundation. RSVP Director Bonnie Prigmore said the SCI program has 18 volunteers, 13 of whom visit with new mothers at Northwest Texas Hospital six days a week. Four of the volunteers mail immunization reminder cards and make phone calls, and one handles the program's computing and data input. Prigmore said the SCI program was modeled after a similar program created by the University first baby, (remembering to schedule immunizations) was easy," she said. "But with four children, I get very busy, and it's sometimes easy to forget." Ledesma said a volunteer registered her with the program while she was in the hospital. She said she recently received both a card and a phone call reminding her to schedule her son's vaccinations. Ledesma said she definitely thinks the program could be beneficial to other area mothers. "They've been a real help to me," she said.

Margaret Howard, a volunteer with RSVP, said she has helped the SCI program by making reminder calls to new mothers. "All of the mothers I spoke with said they are real pleased with the program," she said. "One mother told me, 'I believe this is the best program I've ever gotten into.'" Howard, who has been an RSVP volunteer for almost two years, said she thinks the SCI program is a good one. "I rather enjoyed talking to the mothers," she said. "It was nice."

Spier said the third phase of the program is checking with health clinics to see if mothers were actually having their babies immunized. Drue Kohler, coordinator of public health services for Nwth, said the hospital supports and program that can keep babies well and out of the hospital. "The program is a great way to help with illness prevention," she said.

Spier and Prigmore both said that they believe lack of education is the number one factor contributing to the state's low immunization rate. "We have a lot of babies who are dying due to (childhood) illness," Spier said. "Many parents don't realize the importance of these vaccines. Also, with today's busy lifestyle, it's easy to forget important things."

Prigmore said the SCI program is always in need of more volunteers. "Right now, we only provide service to Nwth. We would like to go to Baptist St. Anthony's, but we just don't have enough volunteers," she said. "But we are recruiting." She said the SCI program would like to be able to serve BSA by Sept. 1.

Seniors interested in helping with the SCI program, or any of the RSVP volunteer programs, can contact Nova Neuhaus, RSVP volunteer coordinator, at 373-8389.

## AMARILLO SUNDAY NEWS-GLOBE

Photo by David McDonnall

March 25, 1998



LaRue Johnson (Senior/Volunteers for Childhood Immunization)

Judy Michels (North West Texas Hospital Auxiliary)

Michel Callahan (North West Texas Hospital CEO)

First Lady, Barbara Bush

“Mother” Machel Funtek and son Ryan Hunter Funtek.

# **Spring Training for "Seniors/Volunteers for Childhood Immunization" Program Held at UNT.**

**July 15, 1998  
News Release**

Training for the SVCI (Seniors/Volunteers for Childhood Immunization) program was held on June 4-5, 1998, at the University of North Texas. The training provided information about the SVCI program to community members from San Antonio, Sherman, Big Springs, Levelland, Corpus Christi and Paris who are interested in beginning an SVCI program. Also, staff members at sites currently operating the program received updated information and provided tips to first year trainees through panel discussions on issues relevant to the operation of an SVCI program. As part of their training, staff, new to the model, traveled to a local hospital to shadow an experienced SVCI volunteer visiting new mothers. Back on campus they learned to operate the SVCI database through hands-on experience.

The annual awards luncheon took place on Friday, June 5. Bonnie Prigmore, Director of the Amarillo RSVP received an award for operating as an SVCI site without receipt of funds from TDH/UNT. Elsie B. Wiley was also recognized for her work as the SVCI data entry trainer, as well as her dedication to the SVCI program. Lupe Mandujano Garcia, Director of Communications and Training, and Robert Crider, Director of the Immunization Program, both from the Texas Department of Health, were awarded for their commitment and support of the SVCI program. During the awards luncheon, Ann Reban and Kathy Pettiford (Dreyer) presented information about a mini-study they conducted. Dr. Keith Turner, Associate Professor, Department of Applied Gerontology, gave a presentation about evaluation and its role in the SVCI program. He also gave a report on a four month evaluation study he conducted.

The SVCI program takes a proactive approach to childhood immunization by providing one-on-one contact with new mothers in the hospital. With the mother's permission, seniors or other volunteers provide information about immunizations and the importance of timely completion. To follow up on that initial interaction, volunteers send reminder postcards and place phone calls to mothers to insure that the immunizations are received in a timely manner. The SVCI program also operates at local health clinics. Volunteers scan records to determine if a child participating in the program has received all immunizations for the first twelve to fifteen months of his/her life. If any gaps are evident, the volunteer calls the mother or sends a reminder postcard.

The Senior/Volunteers for Childhood Immunization program currently operation eleven sites across Texas. For a one year period ending 12/31/97, the SVCI program had 13,067 mothers/babies enrolled in the reminder system. This program began at UNT and is supported under an agreement with the Texas Department of Health and Shots Across Texas. If your community is interested in learning more about the program, please contact Ann Reban at (940) 565-4430, or by E-mail: [reban@scs.unt.edu](mailto:reban@scs.unt.edu)

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**“Seniors/Volunteers for Childhood Immunization” Workshops held at the  
University of North Texas.**

By Ann S. Reban and Kathy Pettiford

A two-day workshop introducing the Senior/Volunteers for Childhood Immunization (SVCI) Model to new project participants was held at the University of North Texas (UNT) on October 30 and 31, 1997. Representatives from Dallas, Edinburg, El Paso, Longview and Tulia attended the hands-on training.

The Seniors/Volunteers for Childhood Immunization program utilizes the talents of seniors and other volunteers to proactively address the problem of timely completion of immunizations among preschool age children. The program is designed to be used in both hospital and clinic settings. In the hospital, a trained volunteer interacts with a new mother and informs her about the program and the importance of timely immunization. The hospital volunteer also solicits the mother's participation in the postcard/telephone reminder system. Additionally, the volunteers keep updated immunization records, as well as send reminder cards and make reminder phone calls to mothers in an effort to keep the children immunized in a timely manner. In the clinic, the volunteers scan immunization records to follow-up on children participating in the program. When a record is incomplete, the volunteers will either call the mother via telephone or send a reminder card. Through this process the project ensures the children are appropriately immunized.

Ann Reban, Project Director of the SVCI project conducted the training workshop in collaboration with the Chisholm Trail RSVP, Office of the Dean of Students UNT, and TDH Immunization Division in Arlington. Representatives from these organizations trained participants in recognizing childhood vaccine-preventable diseases, cultural competency, and data entry.

The Seniors/Volunteers for Childhood Immunization program began at UNT and is supported under an agreement with the Texas Department of Health Immunization Division. If your community is interested in learning more about the program, please contact Ann Reban at (940) 565-4430, or by e-mail: [reban@scs.unt.edu](mailto:reban@scs.unt.edu).

FOR MORE INFORMATION CALL:  
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# Dallas Morning News

Wednesday, July 7, 1999

## Retired nurse still calls for the shots - Giving moms inoculation information

By Linda K. Wertheimer - Staff writer of The Dallas Morning News

New mothers forget that their hair is mussed when Pat Gordon walks into their hospital room the morning after the delivery. Young fathers don't seem to mind, either, that the woman with the curly white hair sees them in a groggy state. She's a 77-year-old with a message that could save their brand-new child's life: Don't forget the shots. Plus, she always knocks first. "Good morning, I'm Pat Gordon," she says as she walks into Debra Hudson's room at Medical City Dallas. "I'm with a group of seniors doing an immunization program," Mrs. Hudson, who is breast-feeding baby Alyssa, smiles at the visitor. Her husband, Chad, who is sleeping on a cot, sits up. Mrs. Gordon smiles at the couple and coos at Alyssa. She signs up the couple to receive reminders about immunizations until Alyssa turns 1. "This is completely private. You're not going to get another visitor at dinnertime," says Mrs. Gordon and grins at the baby, who is still getting breakfast from mom.

Mrs. Hudson thanks her visitor and says she thinks the reminder program is great. Her father had polio as a child and has been disabled since. Every Tuesday morning, Mrs. Gordon makes identical visits at Medical City. She makes herself feel useful in her old territory: a hospital. She's a retired nurse with about 40 years' experience. She last worked in 1984 as the nursing director at Scottish Rite Hospital in Dallas.

One of the immunization program's first volunteers, the always-smiling Mrs. Gordon stands out, says Irma Bartlebaugh, a registered nurse who oversees the wards that the volunteers visit. Mrs. Gordon coaches new volunteers to be considerate so mothers don't see the visitors as intruders. She also puts the new families at ease and gets them to listen. "She's got that authoritative, grandmotherly look," Mrs. Bartlebaugh says. Nurses on the ward usually knock and walk in without waiting for an answer. Mrs. Gordon waits for permission. She also admires each baby even on her 14<sup>th</sup> visit of the morning. "Oh, you got your little fellow with you," Mrs. Gordon says to one mother, and her smile widens. The mother says she already has one child and knows about immunizations. Mrs. Gordon hangs on to her clipboard. "I don't think you need me," she says and walks on.

April Elizondo, 20, wants the advice. She just delivered her first, Jordan. "There are eight immunizations in the first year," Mrs. Gordon says. "Whoa, this is a lot," Ms. Elizondo says. The Senior Citizens of Greater Dallas, which oversees the program, later checks with each mother's pediatrician to see if the baby receives the shots. Volunteers have signed up more than 2,000 mothers since the program began in February 1998. For Mrs. Gordon, who was widowed two years ago, the hospital volunteering is a personal mission and more. "It keeps me off the streets and out of the pool halls," she quips. She also tapes books for the blind and coordinates Senior Net of Dallas, a program which helps the elderly learn how to use computers. Educating new mothers about vaccines, though, is especially important to the retired nurse. She knows how diseases like polio can ravage a child's body and linger forever. "It's the fact we're getting kids immunized against diseases they should never catch," she says.

She graduated from nursing school in 1944, about a decade before the polio vaccine was invented. In 1958, she nursed seven polio patients at one time. Some were paralyzed. During the same period, she and other nurses had a hard time getting parents to bring children in for the new polio vaccine. So the nurses went to baseball fields armed with vaccine-coated sugar cubes. "We'd follow them around the bases. When they got on base, we'd run up and pop a sugar cube in the mouths," Mrs. Gordon says. She also can't resist enjoying the babies on her weekly visits to Medical City. "I love the babies. I love to see them. I love to see them with the little caps like that last one with the little blue cap," she says. She stops in another room. A nurse brings in baby Claire to her mother, Brenda Kreiling. Ms. Kreiling beams. "Oh, look at her, there she is." "Aw," Mrs. Gordon gushes, like a proud grandmother. "She's a beautiful baby."

But like her days on the job years ago, she sees tragedy at times while volunteering. One day she walked into a room of a mother who had had twins. "I sailed into the room and I said, 'Congratulations, I understand you had twins.' She said 'Yes I did but they're in heaven.'" Mrs. Gordon backed out, making apologies all the while. She didn't know that a white carnation on the door meant the baby didn't survive. She remembers the incident with embarrassment.

Deby Lamb, the director of the Retired & Senior Volunteer Program, has a different recollection. "I heard how beautifully she handled it. She knew just what to say," Ms. Lamb says. The former nurse never lost her touch.

- **How you can help**

If you're a senior citizen and want to volunteer in the immunization program or other projects, call the Senior Citizens of Greater Dallas at 214-823-5700

(Photo)



## "10,000th Baby Registered through SVCI Receives Immunization"

The Seniors and Volunteers for Childhood Immunization (SVCI) project has registered the 10,000th baby in the immunization reminder program as of Tuesday, August 3, 1999.

The project, designed to raise the immunization rates of preschoolers in Tarrant county, was launched in October 1997 through the Retired and Senior volunteer Program at Senior citizen services of Greater Tarrant County, Inc.

Volunteers have visited new mothers at three major area hospitals informing them of the importance of immunizations in the prevention of childhood diseases in their new babies. The program maintains a mail reminder system to help mothers remember the importance of remembering to complete their children's vaccinations on schedule.

The 10,000th baby was born in June and received her two-month immunization Tuesday, August 3, 1999 at the John Peter Smith

(JPS) Health Center Northeast.

The SVCI program of Senior Citizen Services of Greater Tarrant County, Inc., was recognized at a luncheon held at the Texas Institute for Research and Education on Aging at the University of North Texas recently.

It is the first SVCI program to operate in a large metropolitan city with both public and proprietary hospitals.

SVCI reached these milestones through the dedication of volunteers who prepared packets for distribution, visiting new mothers, entering data and mailing reminder cards.

Each volunteer adds to the success of the program which seeks to increase immunization awareness in Tarrant County.



Above, Arriving Tuesday, August 1999 at the JPS Health Center Northeast branch for the record-making 10,000th SVCI baby immunization was left to right, Joyce Hanstrom-Parlin, Volunteer Coordinator, SCS RSVP/SVCI, Deborah Evans-Young, SCS Volborderunteer Services Manager, immunization recipient, baby girl Jessica Grace, father Sam and Mother, Marsha Hikken.

**Big Spring Herald**  
**Monday, August 14, 2000**  
**by Lyndel Moody:**  
Staff writer

## **Earles helping new mothers, babies**



**April King, left, holding her newborn son, Scott, listens to Carol Earles explain the childhood immunization program that will help remind her when it is time for Scott's shots.**

**Earles enjoys visiting the new mothers and seeing the newborn babies. It is just one of the many ways in which she volunteers her time.**

# **Amarillo News Herald**

## **Unsung Heroes**

**By Melissa Stroud – Staff Writer.**

**Wednesday, May 16, 2001**

### **Elzora Cummings**

Just because Elzora Cummings is retired doesn't mean she spends her time relaxing. Cummings is a dedicated volunteer in many capacities. Whether she's reminding new mothers to get their babies immunized or volunteering at the hospital, Cummings is a busy woman.

Cummings, 78, has been a volunteer for Seniors for Childhood Immunization (SCI) since July 1999 and the Retired and the Senior Volunteer Program (RSVP) since 1995. Ginger Robertson, volunteer coordinator for SCI, nominated Cummings as an Unsung Hero and said that Cummings is very dedicated to the SCI program at the hospital in Borger. She said SCI volunteers visit new moms at the hospital to give them education on the importance of immunizations, and then also send out reminder notices when it is time for their child to have their immunization.

Cummings' other volunteer projects include being a volunteer ombudsman for Borger Healthcare Center and North Plains Care Center for five years, a Golden Plains Community Hospital auxiliary member for nine years, secretary for Treasury of Women's Missions for five years and a Sunday School teacher at Eternal Light Pentecostal, when needed. She has also been a volunteer for Helping Hand and TRIAD.

"Elzora, a dedicated Borger resident, has given unselfishly of her time to the Borger community," Robertson said. "She is truly and 'Unsung Hero.'"

# RSVP Immunization Program seeks baby blanket makers

The Texoma Retired and Senior Volunteer Program (RSVP) has a unique program called "Seniors for Childhood Immunization."

In the start of the program in 1998, research was conducted in the three counties of Grayson, Fannin and Cooke, which are covered under the Texoma RSVP program. It was found that 70 percent of the children beginning kindergarten were not fully immunized. Many parents were unaware of the high risk taken in not immunizing their babies and also found out that they could not start to school without them. Some were also unaware that free or low cost immunizations were available to them.

Then program members attended training at the University of North Texas in Denton. They wrote a grant which the Texas Department of Health approved in partnership with UNT>

In the first phase of the project RSVP Director Betty Boone, contacted and visited the three local hospitals, finding the representatives to be receptive to the program, she said

Claudia McKinney was hired as the immunization coordinator on a 20 hour per week basis. Volunteers were solicited, reminder cards and an information packet for the new mothers were printed and schedules were set up with the nurses on the pediatric floors of local hospitals.

In the second phase of the project the volunteers started to work. Wilson N. Jones and Texoma medical centers are visited every day. The first thing each day, workers from the program call the hospitals to see how many babies have been born, Program participants forward a gift through a Hallmark grant to each new mother. As the volunteer visits, they present the new mothers with packets of information, and a shot record book.

Phase three began with all this information, with the written permission of the mother and father, being put into the computer. Reminder cards go out at intervals of two months, four months, six months, and 12 months. Then a follow-up is made about a month later to see if they did take the baby for its shot. Since the program's inception, 2,956 babies have been registered.

A new aspect of this program is the "Shot Blanket club".

We are looking for anyone who would be interested in making a small baby blanket once a month to donate to this program," said a press release from RSVP. "We want to present this gift to all the new babies who are visited in the hospitals so they may take this blanket with them as they receive their immunizations. If you are interested in this project please call Betty or Sue at 813-3587 or Claudia at 813-3566. If there is enough participation, the project will begin meeting once a month to "sew together."

RSVP's prime directive is to provide meaningful volunteer opportunities for seniors 55 years of age and over. This not only benefits the seniors by keeping them active physically and mentally, but presents a tremendous effect on the community as well.

RSVP now has more than 900 active senior volunteers. These caring individuals gave 156,000 hours of their time to non-profit organizations in our communities this past year. The monetary savings to the community is difficult to calculate but at only minimum wage, this is a savings of over \$500,000, the press release said. These volunteers will also testify they are happier and healthier because of this meaningful contribution to the community, RSVP National Service and the Department of Aging.

RSVP is a program of Texoma Area Agency on Aging and sponsored by the Texoma Council of Governments. The Immunization Program is funded by the Texas Department of Health, Wilson N. Jones Medical Center, Fannin County United Way, the Clara Blackford Smith and W. Aubrey Smith Charitable Foundation, and the Ellas and Hanna Regensburger Foundation.

June 17<sup>th</sup>, 2001

## **"SENIORS/VOLUNTEERS ENSURING TIMELY IMMUNIZATIONS FOR NEW BABIES"**

Quoting Governor Rick Perry "Children are our promise for the future, and ensuring their health is essential to the Texas of tomorrow. Infant immunizations, by protecting them from deadly and debilitating diseases, are an excellent way to start young Texans on the path of long, healthy lives".

The Seniors/Volunteers for Childhood Immunization Program (SVC I) has been operative for 10 years educating new mothers about the importance of having their infants immunized in a timely manner. Most of the credit for the program's success goes to ***Senior Volunteers*** with support from the respective hospitals, RSVP Directors and SVC I Coordinators. Senior Volunteers visit the new mothers in the hospital and enroll them in the SVC I Reminder Program. Other volunteers assemble new mother packets, enter data in the SVC I Web database, mail reminder cards and do follow-up.

The SVC I program is active in sixteen (16) Texas cities, Amarillo, Austin, Borger, Dallas, Denison, Denton, Colorado City, Carrollton, Fort Worth, Hereford, Levelland, Lewisville, Pampa, Perryton, Sherman and Temple under the auspices of Texas Department of Health (TDH) (financial support) The University of North Texas (UNT) (administrative and technical support) and Retired Senior Volunteer Program (RSVP) (volunteers). Since the program's inception, 250 plus senior volunteers have enrolled 141,648 babies and mailed 566,592 reminders.

SVC I coordinators and volunteers are kept up to date with (TDH) immunization information along with the quarterly SVC I Bulletin that is mailed to each coordinator and volunteer and the SVC I update training at the University of North Texas.

For more information visit our SVC I Web Site: <http://www.cps.unt.edu/svc i>