The following project proposal was created by a community partner of the Upstate Institute to describe the way they would like to engage with a Colgate student this summer. The research project proposed will be a full-time research project conducted by a Field School Fellow this summer. Below, the partner describes their organization and the research project, as well as a statement of benefit derived by the community for this project. The proposal also mentions logistical considerations and required skills for a student interested in doing this work.

Chenango United Way, 83 North Broad Street, Front Suite, Norwich, NY 13815
www.chenangouw.org

Name of our Project
Greater Chenango Cares Innovative Readiness Training (GCC IRT) is a collaborative effort of many organizations in the Chenango community that will bring approximately 100 active duty and reserve service men and women to Norwich to provide no-cost medical, dental, vision and veterinary care to approximately 1,000 un-insured and under-insured adults and children needing these services in our region. The event will occur from July 9-19, 2018 and will be held at the Norwich High School. This “medical mission” is one of nine being held across the United States in 2019 to benefit rural communities in need of medical services and to provide training to military reservists. The members of GCC IRT include Chenango United Way, Chenango Health Network, Chenango Memorial Hospital, Bassett Hospital, Chenango County Emergency Management, Chenango County Planning Dept., Chenango County SPCA, Southern Tier 8 and many others. The Chenango United Way serves as the fiscal conduit, volunteer manager and lead local agency for this effort.

Description of our organization:
The Chenango United Way builds partnership and maximizes resources to improve the quality of life for local residents by focusing on three areas of local impact-education, income and health. (June 2013)

The Chenango United Way’s vision is to engage the community on a community agenda that focuses on identifying local issues and enables the United Way and its partners to take action on these key community issues. (June 2013)

The Chenango United Way serves the Chenango community-at-large and a portion of southern Madison County as a fundraiser, fund grantor and as a community convener around identified critical needs. For the 2017 annual campaign, the Chenango United Way raised $421,433 in local funds from payroll deduction campaigns and individual, business and corporate gifts, almost meeting its goal of $419,000. Based on this campaign total, we were able to provide more than $314,691 in funding to 23 local health and human service programs as well as 14 food pantries and soup kitchens and more than four community impact initiatives in Chenango County for 2018. The fall 2018 campaign is currently in progress and will end January 15, 2019.

The Chenango United Way also plays a key role in facilitating and participating in local collaborations, including the Chenango County Emergency Food and Shelter Program (national...
FEMA funds), the FamilyWize Prescription Discount Program, the Dolly Parton Imagination Library, the Chenango Substance Abuse Task Force, the Chenango County Building a Healthy Community Coalition and the Chenango Housing Council. The Chenango United Way also played a lead role in disaster relief and recovery after the devastating floods of June 2006, November 2006 and September 2011. And, the Chenango United Way was the lead agency for the Greater Chenango Cares IRT project that provided no-cost basic dental, vision, veterinary and medical services to over 1,850 people in 2015 and 2016, in collaboration with US active-duty service members and reservists.

The Chenango United Way is also the convener of three volunteer led Community Impact Teams (CIT’s) around the critical community issues of income stability, education and healthy living. Each CIT is responsible for developing a shared knowledge and understanding of its impact area, identifying and prioritizing community issues into a community impact agenda, analyzing various program strategies relative to these issues and developing innovative and collaborative initiatives to address them. To date, one of the largest accomplishments of these collaborations was the 2017 creation of the Chenango Dental Task Force - a partnership convened and facilitated by the Chenango United Way to address the un-met dental needs of the uninsured and underinsured families of our community. The group is currently working on increasing education and awareness around child dental health in the schools by providing all 4,000 elementary school students in Chenango County with toothbrushes, toothpaste and floss and piloting classroom tooth brushing in several schools around the county. We have also started a project to begin tooth brushing in all the elementary school classrooms in the County.

2. Project Description

Research Question: What are the biggest challenges faced when working with event volunteers? How can the expectations and responsibilities of a large number of volunteers be managed so that each feels that their individual role/contribution is meaningful within the larger event?

Aside from the military personnel who provide the medical services at the event, civilian volunteers are responsible for all of the functions necessary to ensure that the IRT event occurs. At our last IRT in 2016, we recruited and trained almost 400 volunteers to assist with the event.

Prior to the IRT, the summer fellow will be working with the IRT Executive Committee to help oversee the planning and preparation details for the July event. The Executive Committee will use the Dept. of Homeland Security/FEMA Incident Command System (ICS), a standardized approach to incident management that: enables a coordinated response among various jurisdictions and agencies, establishes common processes for planning and managing resources, and allows for the integration of resources within a common organizational structure. This system will help the group to establish a chain of command at the event and ensure that the event’s critical functions occur as smoothly as possible. The Upstate fellow will need to learn about the Incident Command System
and understand each collaborative partner’s role in the effort. The ICS system will be used to manage volunteers serving in leadership roles in the IRT Command Center.

In preparation for the event, the Upstate fellow will also be working with the IRT Volunteer Committee at the Chenango United Way office to help with the recruitment and training of approximately 300+ volunteers to assist the military with the medical mission. The summer fellow will help us to utilize volunteer management software to register all interested community volunteers. The Upstate fellow will also need to design a volunteer training for all volunteers to participate in prior to the event. A general volunteer management process will then be used to oversee the 300+ volunteers working with the military and patients in the “hospital” setting. At the event, the Upstate fellow will assist United Way staff with volunteer oversight, training and coordination to ensure that the entire event runs smoothly.

3. Statement

According to the Community Health Assessment and Community Health Improvement Plan completed by the Chenango County Department of Public Health and UHS/Chenango Memorial Hospital in 2016, approximately 10.4% of Chenango County residents are uninsured. 7.4% are children under age 18 in our community (up from 5% in 2010). The largest group of uninsured are those between the ages of 19 and 25 years old at 21.9% uninsured. 18% of adults do not have a regular heath care provider. 29% of adults have not been to the dentist in the last year. 40% of Chenango County students and 68% of adults are classified as overweight or obese. Additionally, our only accepting provider of Medicaid dental services just closed its doors this past November 2018 (UHS/Chenango Memorial Hospital Dental Clinic), which now leaves 400+ Medicaid dependent families without local dental services in our community. Another disturbing piece of data in Chenango County shows that the 48% of Chenango County families are living below the ALICE threshold (Asset Limited, Income Constrained, Employed), meaning that these families are struggling to make ends meet every day (2016 NYS ALICE Report. In Chenango County, poverty and lack of affordable, quality healthcare go hand-in-hand.

The GCC IRT will provide our community with much needed no-cost medical care that families cannot provide for on their own. But, without the assistance of a volunteer “army” to help our military service men and women, we will not be able to hold this event. The military provides all of the medical services, but the volunteers provide all of the patient intake services, they make all of the initial appointments and follow up appointments, they move patients from one clinic to the next, they provide all of the meals and snacks to the other volunteers and service men and women, and they provide outtake and referral services. It is an overwhelming and exhausting job to be a volunteer. But, the benefit to the community and the service it provides to the military cannot are immeasurable.

4. Logistical considerations
The Upstate fellow will begin work at the Chenango United Way office, as the volunteer management software will be located there. The United Way office will be “home base”. However, prior to the GCC IRT event, we will also be working very closely with our partners (Chenango County Planning Dept, Chenango Health Network, Chenango County SPCA, Norwich High School and Chenango County Emergency Management) to work on the details of the event. We may often have meetings at those locations. We will also be working closely with two other communities who will be running simultaneous IRT events - Cortland and Tioga Counties - and we may have some meetings with them, as well, to coordinate services and resources. It will be very helpful for the Upstate fellow to have their own vehicle and their own laptop.

Once the GCC IRT event begins, we will “deploy” to the Norwich High School for approximately 10 straight days (July 9-19, 2019) of medical service to the community. We will be creating work shifts to try to avoid staff and volunteer burnout. The Upstate fellow will report to Elizabeth Monaco, Executive Director, Chenango United Way and to Victoria Mitchell, Business Manager, Chenango United Way.

5. Training & Skills
The GCC IRT event is like no other event. It is fast paced and requires a lot of quick thinking and multi-tasking. It is exhausting. Nevertheless, it is the most amazing event that the Chenango United Way has ever had the privilege to be a part of. To see a child get his teeth cleaned for the first time, to see an elderly man come into the clinic with two pairs of glasses taped together in the middle and leave with a brand new pair for the first time in 20 years, to see a woman in pain with cavities that she can’t afford to get fixed leave the clinic crying because she is pain free...that is why we do this event. Our Upstate fellow will learn so much from this event. He/she will learn about the mission of the United Way in our community, about the importance and true impact of multi-agency collaboration, about non-profit budgets and grant-writing to fund this event, about in-kind donations, about the health and human services needs of poor, rural America...but he/she will also learn about empathy and compassion for others, and teamwork, and a long, hard day of honest work for your community.

Our Upstate fellow must:
- Be proficient in Windows and Microsoft Office (including Word, PowerPoint and Excel) - he/she will need to develop a volunteer training manual and an “in-person” presentation, as well as comfort with working with a volunteer management database
- Comfortable with speaking in public and working with the general public
- Comfortable working with the military
- The ability to multi-task and work under pressure
- The ability to work well with others within a team/committee structure, but also the ability to work independently.

- Have an interest in pursuing a career or advanced education in Medicine, Psychology, Social Work, or Human Services.

6. Attachments
1. 2016 Roll-Up of Greater Chenango Cares IRT Patients Served (by clinic type)
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<tr>
<th>CLINIC</th>
<th>Daily Encounters</th>
<th>Daily Procedures</th>
<th>Daily Total $'s</th>
<th>Mission Total</th>
<th>Mission Total</th>
<th>Mission Total $'s</th>
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<td>Medical</td>
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<td>- Phys Therapy</td>
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Total Daily Patients: 78  
Total Mission Patients: 1850

Last Updated  Final  
24-Jul-16