

**COVID-19 Final Report for Parkinson's Resources of Oregon (Non-RHIP)  
"Vulnerable Senior Outreach"****Summary of Results:**

- With 142 households included, we are confident that together we improved lives. Without exception, the folks we spoke with were grateful for the outreach and quite eager for conversation.
- In some calls we learned of a recent (or unknown to us) death, which opened the door for possible grief support referrals.
- Everyone of course wanted to discuss covid and the prospect of a vaccine, but also the data support that at least a third wanted help to become engaged with zoom support groups and other Parkinson's Disease-specific programs.
- The personal connection made the participation seem more possible.
- We also learned that for some, telephone truly is the lifeline for that home. Limited or no internet. No computer or broken computer at home, etc.
- We are working to leverage our existing programs and volunteers to continue support especially to these folks with technology barriers.
- We are actively making plans to continue some form of this initiative. We have had some success with key volunteers, including one just for Central Oregon.
- The challenge is that the needs are so varied, it is difficult to provide sufficient training for a volunteer.
- Even our highly experienced staff needed to lean upon our social worker for some cases. We will utilize the call log and topics discussed data to help inform the need for future education programs.

**Learning:**

Lessons learned for us was how eager our constituents are for the connection. Even post pandemic/quarantine we envision an ongoing need for some form of telephone outreach and connection. Too many folks aren't tech savvy, aren't driving, or don't have the initiative to reach out - yet without exception - people we reached were grateful and appreciative of the connection and open to learning about resources.