

Agency Assessment Committee's Report of RSVP's Driver Services Program



Agency Assessment Committee:

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INTRODUCTION

RSVP's Driver Services Program was established 40 years ago when Dane County asked RSVP to develop a transportation program for older adults. Since 1975, RSVP of Dane County's volunteer drivers have provided over 300,000 rides and delivered 1,400,000 meals to seniors in communities across the county. This program is administered by RSVP of Dane County and coordinated through a network of 21 senior center/focal points partners throughout the county. Today, the program has grown to include three distinct but closely related services:

Driver Escort

The Driver Escort Program provides rides to medical appointments for Dane County residents primarily age 60 and older who don't have access to other transportation such as a car, bus, family or friends. There is no charge for the service, but donations are gratefully accepted. Volunteer drivers not only provide rides, but also assist passengers door-to-door to ensure they get to their medical appointments. In some areas of rural Dane County, the Driver Escort Program is the only viable public transportation option for seniors.

Home Delivered Meals

Volunteer drivers deliver meals to seniors in Dane County communities, with the exception of Madison. Meals are prepared at the local senior focal points and are delivered by RSVP drivers. Drivers also serve as a daily contact for homebound seniors and provide important feedback to case managers regarding the welfare of their clients.

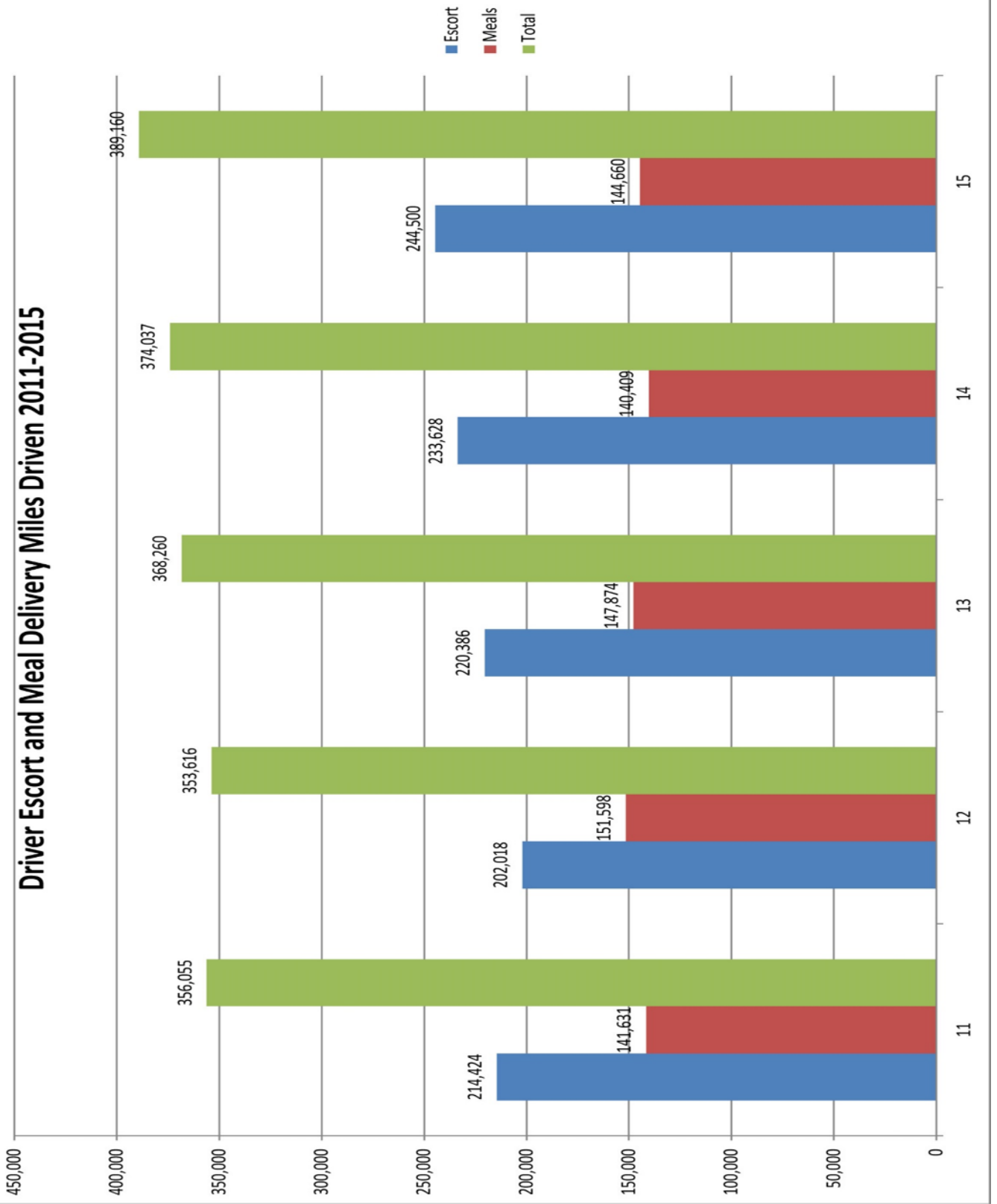
Vets Helping Vets

In 2011, The Vets Helping Vets service was added to transport veterans of all ages and their immediate family members to medical appointments and other important meetings. Drivers for this program are also veterans, so they can relate well to the experiences of their passengers. Many Vets Helping Vets drivers also serve as Driver Escorts and/or meal delivery drivers.

Volunteer drivers in all three services use their own vehicles but receive additional insurance and mileage reimbursement at the rate of 51 cents per mile. Many drivers donate their reimbursement money to the program resulting in a typical savings of over \$30,000 per year.

In 2015, 649 RSVP volunteers drove some 400,000 miles providing rides and delivering meals to help over 2,000 older adults remain independent in their homes. Driver Escorts provided 8,898 rides for 1,148 passengers. Of these 3,998 were for 490 veterans of all ages and their family members. RSVP volunteer drivers delivered 71,534 meals to 898 senior citizens in 2015.

Driver Escort and Meal Delivery Miles Driven 2011-2015



METHODOLOGY

The Agency Assessment Committee constructed and administered separate questionnaires for each of the three program constituencies: Passengers, Drivers, and Site Coordinators. In each instance respondents were asked to indicate the degree to which they agreed or disagreed with a general statement about their experience with the Driver Services program using the five-point Likert scale. Those questions were followed by general, open-ended questions providing our passengers, volunteers, and coordinators with the opportunity to respond in more detail and in their own words.

The Passenger and Driver Surveys were mailed to all 2015 passengers and drivers with known addresses in the spring of 2016. The survey response rates were 34% and 39% respectively. The Site Coordinator Survey was e-mailed to our senior center / focal-point partners using Constant Contact, an on-line service. Follow-up reminders by Executive Director, Margie Zutter, resulted in the participation of coordinators from 20 of the 21 sites.

PASSENGER SURVEY

The Assessment Committee surveyed the 1,039 passengers with known addresses who utilized RSVP's Driver Services for transportation assistance in 2015. Three hundred fifty-three (353) of those individuals completed and returned the Passenger Survey by April 9, 2016.

The Driver Services program is utilized by the more senior segments of the Dane County population. In 2015 the average age of our passengers was 74.6 years with 28% over the age of eighty-five (85). Sixty-seven percent (67%) of all RSVP Driver Service passengers in 2015 live alone.

Findings from the passenger survey included the following:

- + The Driver Escort survey respondents are strongly supportive of the program. Ninety-eight percent (98%) of the passengers responding "strongly agree" or "agree" that they are satisfied with the Driver Services program. All but one of the respondents agree that the service helps them get to their medical appointments - perhaps the principal objective of the program. (Appendix P1)
- + Of those responding to the question, 81% "strongly agree" and another 17% "agree" that the Driver Escort Service helps them to remain living in their own homes. All but one respondent believe it helps them "be more independent." (Appendix P2)
- + Some of the passengers report that their interaction with their RSVP Driver Escort is frequently the only personal interaction they have all day. The committee chose to explore this aspect further with a separate question. While fewer passengers responded to this question, 97% of those who did, "agree" that having a Driver Escort helps them develop "ties to more people."

Similarly, 94% either strongly agree or agree that their Driver Escort helps them “feel less alone.” Eighty-seven percent (87%) of those responding answered that the program helps them “feel more connected and less lonely.” (Appendix P3)

- + Not only are the Driver Services passengers pleased with the program’s outcomes, they also have some very positive things to say about the way the program is administered. Virtually all (99.4%) of our passenger respondents agree that their Driver Escort provides them with safe transportation. (Chart 2, page 5)
- + Ninety-seven percent (97%) of the passenger respondents believe that the service is available when they need it. Some have difficulty providing the required four-day notice. Others note the difficulty obtaining rides for late appointments in Madison. (Chart 3, page 6)
- + Eighty-seven percent (87%) “strongly agree” and another 11% “agree” that “RSVP Driver Escorts are friendly and helpful.” (Chart 2, page 5) (Appendix P4)

If you and I owned a for-profit taxi business that catered to seniors, we would go to great lengths to ensure that our drivers were safe, reliable, and friendly. That a free, volunteer-driven transportation service is able to provide such a high level of quality service is remarkable.

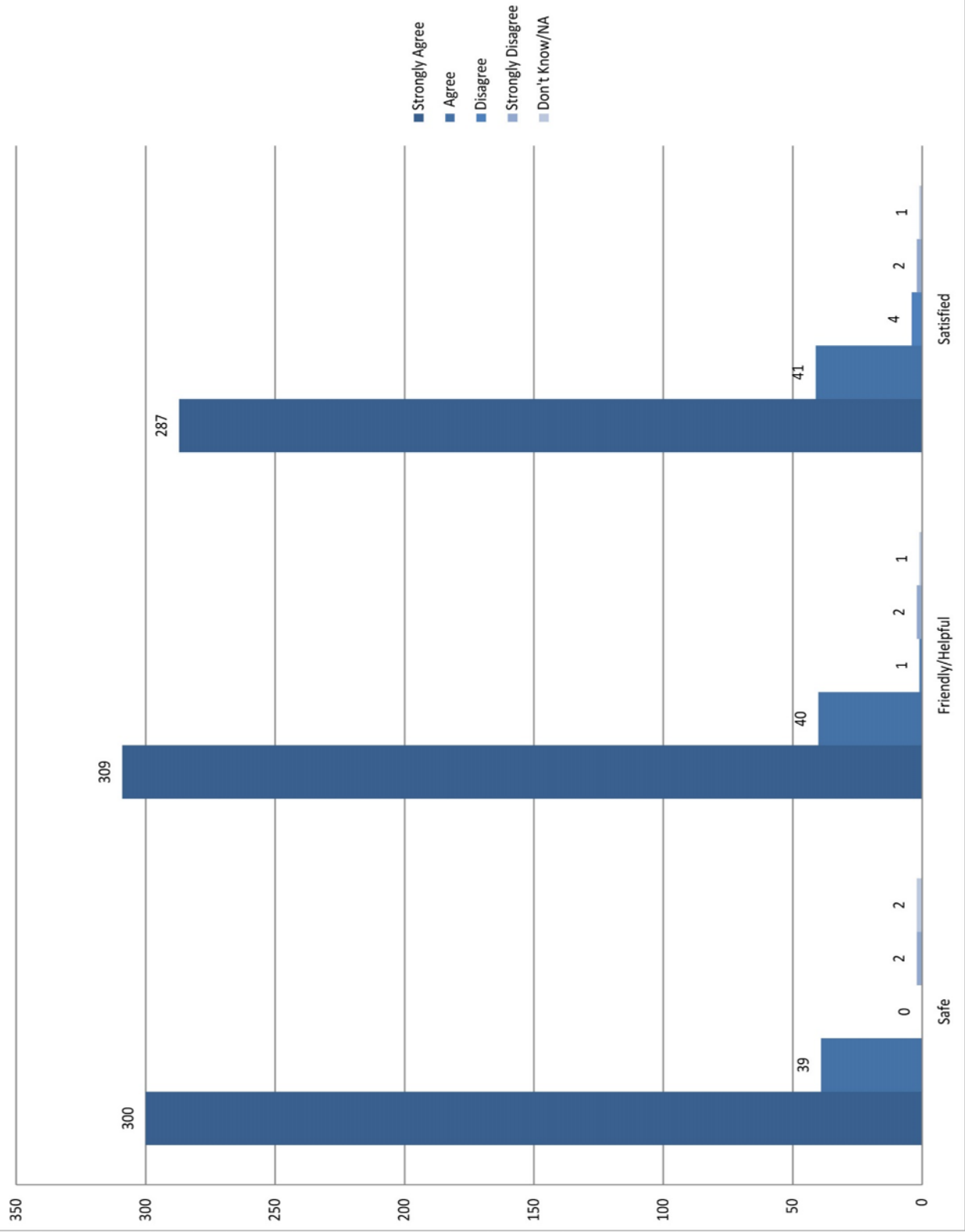
VOLUNTEER DRIVER SURVEY

The Assessment Committee mailed surveys to the 600 volunteer drivers serving in 2015. It’s an older group: Eighty-five percent (85%) of RSVP’s active drivers are sixty years of age and over. Half of them (50%) are 70 years of age and over. But only 12% are still driving for RSVP into their eighties. And, as one might expect, age-related inability is the single biggest reason volunteers cease driving for RSVP. (Chart 4, page 7)

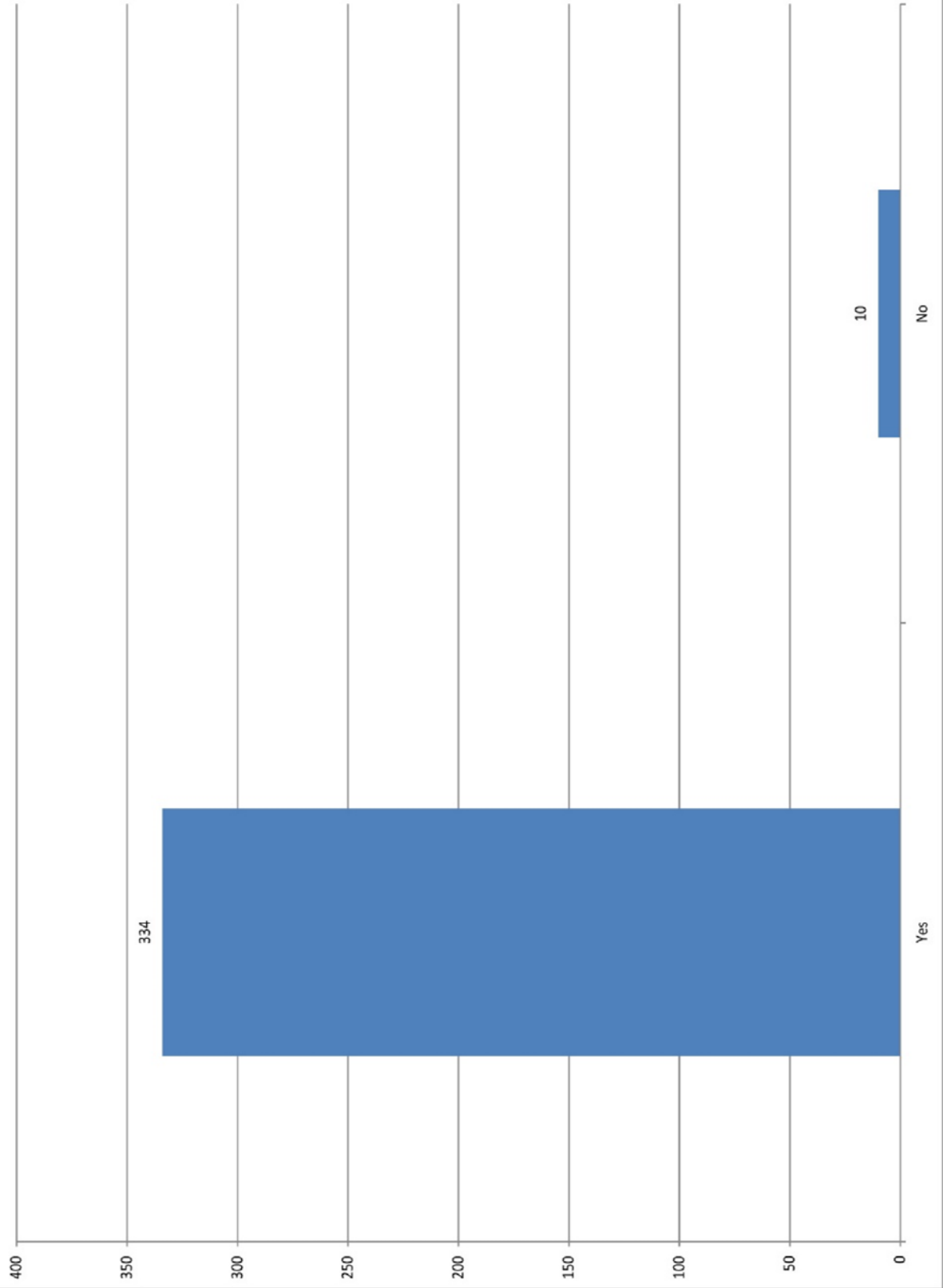
Our RSVP volunteer drivers are also a relatively inexperienced group from a volunteer perspective. Half (49.7%) of the 232 drivers responding have only one-to-five years of volunteer experience. Ten percent (10%) have less than a year of volunteer driving experience.

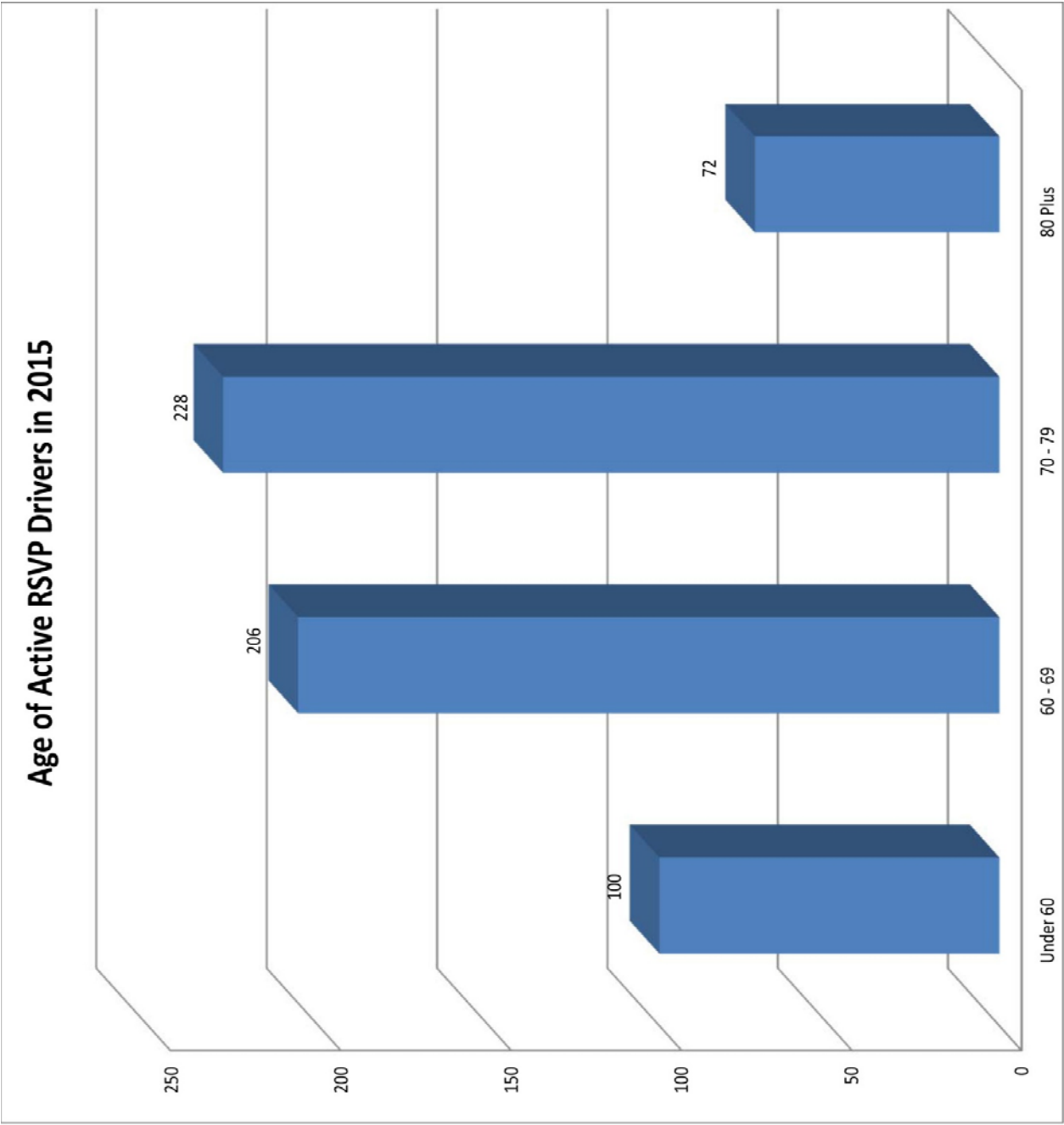
Recruiting and training new drivers is a never-ending and labor-intensive struggle. Potential volunteers are thoroughly screened by Gene Kundert, RSVP’s Driver Services Coordinator, utilizing the State of Wisconsin and Dane County crime check systems, the National Sex Offender list, and the Department of Transportation’s driving records data base. Kundert also requires two character references and checks to make sure the potential driver volunteer has adequate vehicular insurance. Once everything is in order, Kundert meets with the new volunteer driver for a personalized training session – typically 30 minutes with Meal Drivers and 60 minutes with Driver Escorts.

Passenger Satisfaction with RSVP Drivers



RSVP's Driver Escort Service is available when I want it.





Under 60
60 - 69
70 - 79
80 Plus

100
206
228
72

The volunteer respondents are complimentary of the level of training they receive. Ninety-eight percent (98%) of the volunteer drivers responding to the survey agreed that they had received “sufficient orientation and training.” (Appendix D1)

Ninety-six percent (96%) of the responding drivers believe they “receive sufficient volunteer support and feedback.” (Appendix D2)

The motivation for volunteer drivers is clear. All drivers responding to the survey indicated that they “receive satisfaction from helping people through driving and/or delivering meals,” and all but one respondent believe that their volunteer service is appreciated. All agreed that they have a more positive outlook because they volunteer. A number of volunteers responded that volunteering has made a difference in their lives. (Appendix D3)

A number of drivers, when asked how the program might be improved, emphasized their level of satisfaction. Others suggested getting together to exchange ideas. (Appendix D4)

The drivers had numerous suggestions for increasing awareness of the program. (Appendix D5)

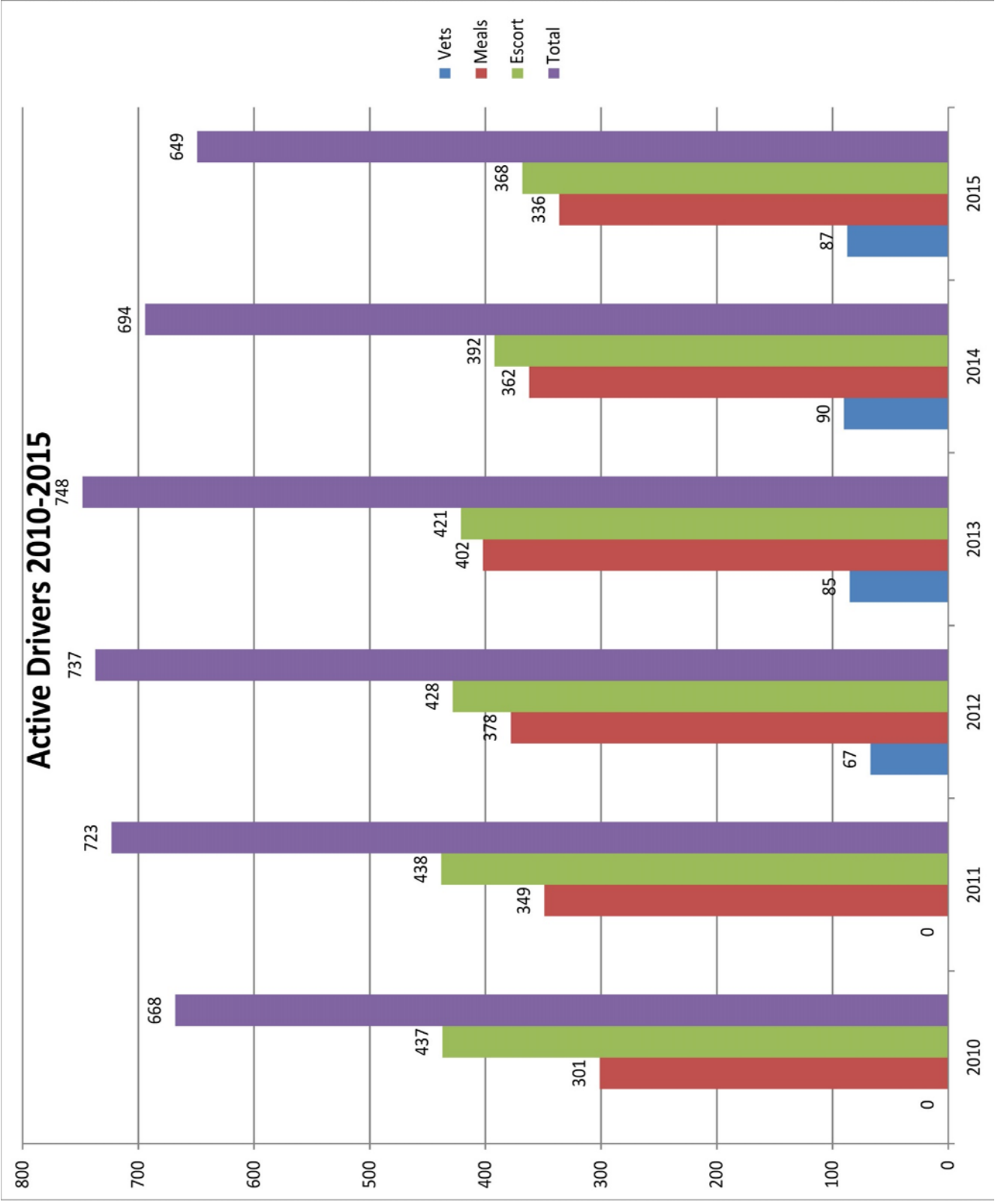
There were also suggestions relating to the logistics of the program. (Appendix D6)

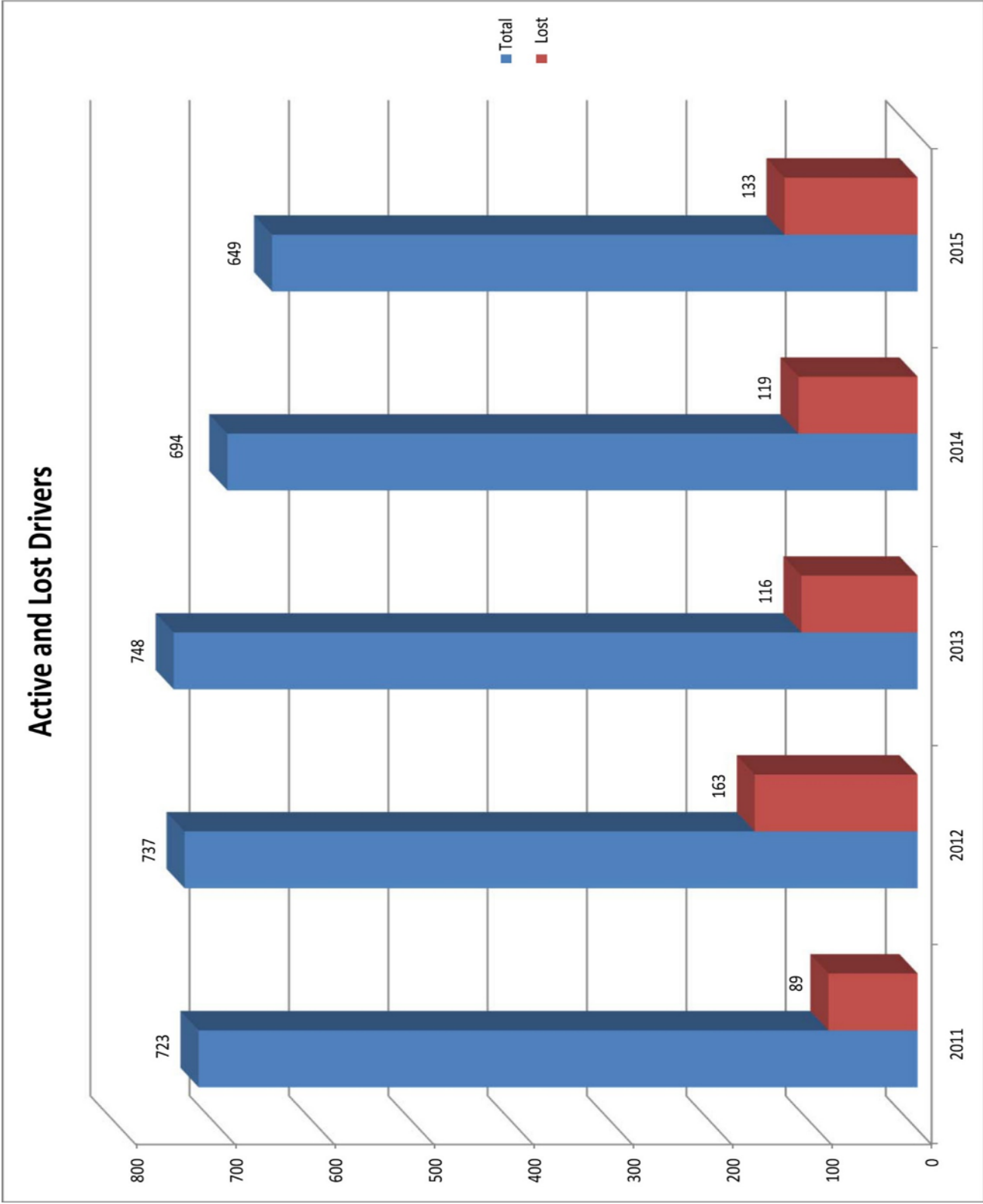
Maintaining Sufficient Numbers of Volunteer Drivers

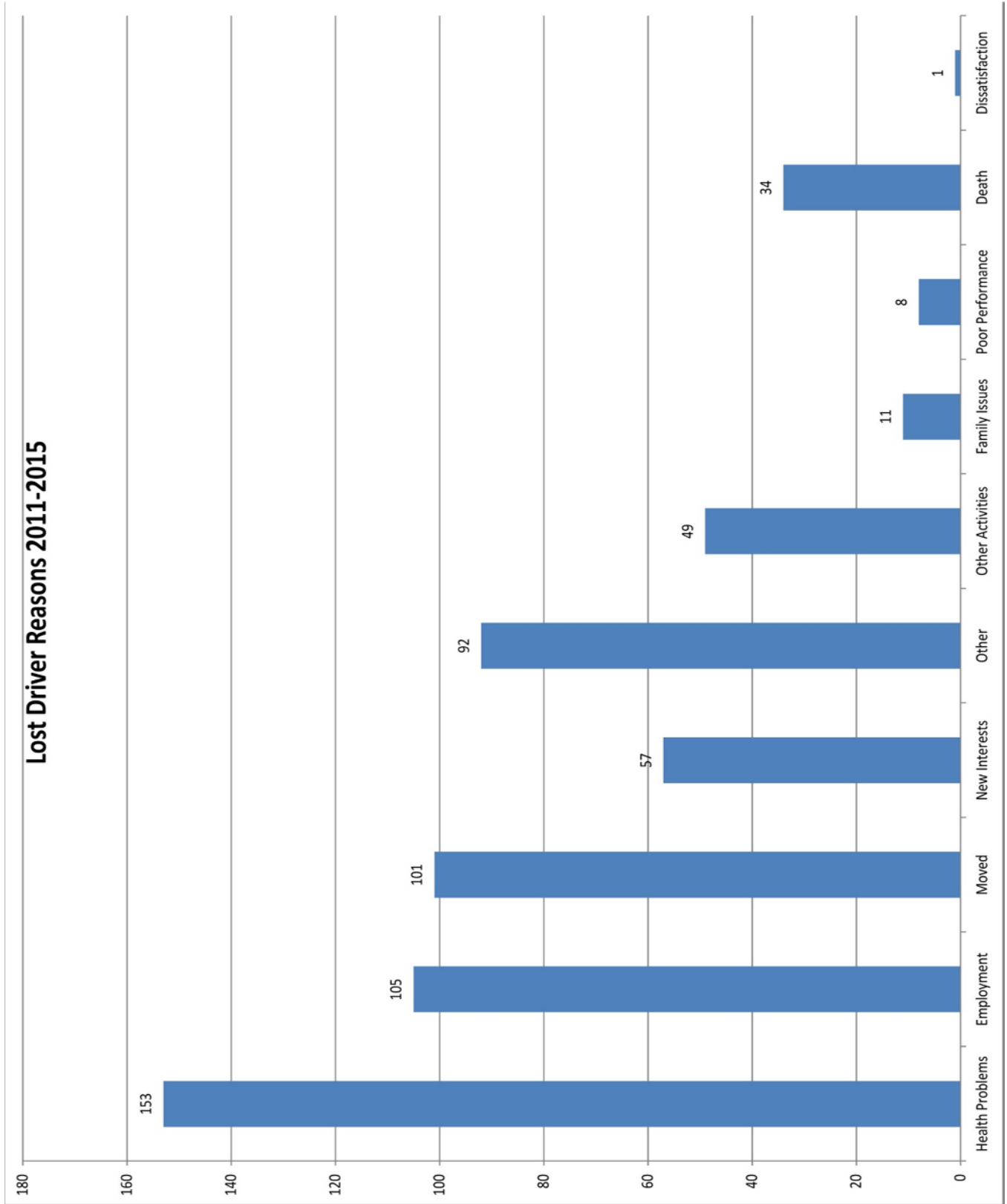
The most pressing challenge facing RSVP’s Driver Services program is recruiting sufficient numbers of volunteer drivers. The number of drivers has declined a bit over the last five years – from 723 in 2011 to 649 in 2015. The decline is somewhat surprising given additional outstanding recruitment efforts and the addition of the Vets Helping Vets program. (Chart 5, page 9)

Gene Kundert and his staff add 100 or so new volunteer drivers to the rolls every year. Unfortunately, the program loses that many or more drivers each year. A few volunteers tire of the role or move on to something more satisfying, but the vast majority stop driving for reasons beyond their control: Over the last five years, 153 volunteers stopped driving for health reasons, while 105 felt it necessary to go back to work. Still another 101 drivers moved out of Dane County. Another 34 died. All told 393 or 63% of the 620 volunteers who stopped driving in the last five years did so for those four very legitimate reasons that are beyond anyone’s ability to control. These numbers highlight the importance of an active, ongoing recruitment and training program to sustain this vital service. (Chart 6, page 10) (Chart 7, page 11)

The above analysis also suggests that today’s fleet of volunteer drivers is virtually an entirely new group of individuals compared to the one of five years ago. To achieve and maintain the previously documented high levels of quality service over the years, given such high rates of volunteer driver turnover, is a testament to the expertise and dedication of the professional and volunteer staff directing RSVP’s Driver Services program.







SITE COORDINATOR SURVEY

RSVP's Meal-Delivery and Driver Services program is administered through local senior and community centers across Dane County. Representatives from 20 of those 21 coordinating sites responded to the on-line Site Coordinator Survey in the spring of 2016.

Seventeen (17) site coordinators "strongly agreed" and three (3) "agreed" that "contact with RSVP staff has been good." (Appendix C1)

Nineteen (19) of the twenty (20) respondents "strongly agreed" and the other respondent "agreed" that "RSVP drivers perform their tasks in a competent and cooperative manner."

Nineteen (19) of the twenty (20) respondents "strongly agreed" and the other respondent "agreed" that RSVP drivers "make an important contribution" to the services they provide. (Appendix C2)

All but one of the site coordinators responding agreed that RSVP drivers "are an important source of feedback on the condition of our clients." (Appendix C3)

Ninety-four percent (94%) of the site coordinators responding "strongly agreed" that "RSVP drivers are providing services that help our clients remain independent." (Appendix C4)

All but one of the site coordinators responding "strongly agreed" or "agreed" that "the need for RSVP volunteers is even more critical today with the reduction in public funding."

COMMENDATIONS

1. RSVP of Dane County's Agency Assessment Committee commends RSVP's Driver Services volunteers, senior center/focal point coordinators, and professional staff for providing the citizens of Dane Country with the safe, timely, and courteous transportation and meal delivery services so enthusiastically endorsed by the seniors it serves.
2. The committee commends the 600 plus Driver Services volunteers and coordinators for their outstanding service, courtesy, and dedication to the people they serve.
3. The Assessment Committee salutes Gene Kundert for his outstanding leadership of RSVP's Driver Services program over the years and commends him for his tireless efforts to recruit, screen, train and support volunteer drivers.

4. The committee commends Andrea Beaster for the exemplary leadership and support she provided to Senior Center volunteers and professionals and to Driver Service volunteers and passengers.
5. The committee commends Robin Heilprin for the great relationships she has built with drivers and passengers in coordinating an expanding number of rides in Madison and Monona.
6. The Committee commends Tom Poppe for his leadership of RSVP's Vets Helping Vets, taking it from the early recruiting stages to an established program with expanded opportunities for veterans to serve other veterans.
7. The committee commends Mary Schmelzer and members of RSVP's Marketing Committee for their recent, outstanding efforts in recruiting additional volunteer drivers.

RECOMMENDATIONS

1. RSVP of Dane County's Agency Assessment Committee recommends that the Driver Services staff consider instituting periodic local/area volunteer meetings with volunteer drivers to build camaraderie, to share tips, and to spur local recruiting efforts.
2. In order to maintain its very high level of service, the committee recommends that RSVP aggressively recruit new drivers:
 - (a.) The ongoing outreach could be supplemented with efforts to get additional publicity for the program.
 - (b.) Consideration could also be given to utilizing volunteer drivers at local events to maximize exposure for the program.
 - (c.) Since recruiting is labor intensive, we recognize the importance of securing financial resources for this function so critical to sustaining the Driver Services Program.
3. Providing rides for kidney dialysis patients is taxing the Driver Services Program's driver resources. Dialysis patients require treatment three times per week and often stay at the dialysis facility for three-to-five hours. The committee recommends that staff reach out to others in the community to explore supplemental resources to meet this growing need.
4. The committee urges RSVP staff and volunteer coordinators to explore volunteer driver suggestions for additional uses of technology (scheduling-reporting software, emails etc.) to enhance efficiency and reliability.

APPENDIX

The respondents to all three of our surveys (passengers, drivers and site coordinators) had very positive comments about RSVP's Driver Services Program. Below are just a few of them. There were many more.

Driver Escort Service Passenger Survey

P1: Passenger comments on getting to medical appointments

"It's so helpful. I'm sometimes too sick to take a cab – bus. My only other option is ambulance! Thank You!

"Our biggest worry was rides to doctors. No worries about that anymore."

"Without them, how would I get to my appointment? The only family member in the area works full-time and my friends no longer drive."

"I am no longer able to drive my car and I am able to see my doctors with this arrangement. Thank you, thank you!"

P2: Passenger comments on remaining in their own homes

"I could not afford taxi service to Madison where my primary doctor and specialists that I see have their offices. If not for RSVP, I would have to move to a facility in Madison."

"I would have to ask my family to take off from their work; just that makes me more independent."

"If I didn't have rides I would have to live in a facility where they could transport me."

"I am too old to drive and I don't know what I would do without RSVP. I want to be independent as long as I can."

"I needed to get to appointments for doctor and physical therapy. By getting to these appointments I was better able to take care of myself in my own home."

P3: Passenger comments on creating ties to more people

"Talking to other people keeps one alive and going."

"The RSVP 'wheels' get me out when it seems like the 4 walls of home are getting smaller."

"As a single senior, resources are absolutely critical for healthy survival of both mind and body. RSVP serves as a physical assistant and delivers peace of mind as well."

"The drivers are all helpful and friendly, helping me to feel more connected to my community."

"Talking with a driver is many days my only connection with another human."

"This was my only connection to the outside world besides my doctor and physical therapist."

P4: Passenger comments on friendly and helpful drivers

"The drivers that have taken me to the doctor have been super friendly and helpful! I look forward to riding with them. I can honestly say that I have never had a bad or grumpy driver."

"In 9 years, I have met only friendly drivers."

"It feels like a ride with a friend – not the unknown and uncaring public transport."

"They are my family."

Volunteer Driver Survey

D1: Driver comments on training

"Mr. Kundert came right to my home and oriented me at my kitchen table."

"My wife and I were thoroughly informed and trained on the do's and don'ts of meal delivery and checking on our recipients' health and well-being."

"I enjoy knowing what to do and then being allowed to do it without micromanaging."

"Gene Kundert does a wonderful job explaining the job and is always available for any questions. Sue at our Senior Center is also very helpful."

"RSVP drivers get periodic updates/refreshers sessions from Gene and his staff."

D2: Driver comments on support and feedback

"RSVP and staff at our Senior Center inform us of any feedback they have received and are very supportive to all volunteers. "

"I truly appreciate the flexibility of choosing dates that work for me."

"Driver coordinators are very helpful in working with my driving day/time limitations."

"I had many passengers tell me they don't know what they would do if it weren't for this RSVP service."

"Many feel that the meal deliverer is a bright spot on their day. They are so thankful!"

"Many people tell me they don't know how they could manage visits to doctors without RSVP's help."

D3: Driver comments on motivation for volunteering

"The more I keep doing this the more satisfaction I get from other people."

"I feel especially connected to several of the meal recipients and miss them when I'm not scheduled to deliver."

'It makes me feel useful and helps me not to dwell on my small problems.'

"It helps to show me how blessed I am!"

"I'm impressed with many of the riders who have challenging health or aging issues and still maintain a degree of independence and a wonderful spirit."

"It makes me happier. The folks are so appreciative."

"It opens my world to people from all walks of life and a myriad of experiences."

"It not only helps the elderly remain in their own homes longer, but gives some purpose to my existence as well. It feels good to be able to help others."

D4: Driver suggestions for improving the program

"I feel it is currently operating very well."

"It would be nice if the volunteers from the community I drive for could get together periodically to get to know each other."

"A get-together at local Senior Center for drivers to share experiences – any tips learned."

D5: Driver comments on increasing awareness of the program

"A brief article in all the local newspapers each month with the activity totals for the month – total # of RSVP rides, miles logged, number of drivers etc. If not monthly, then quarterly."

"The Driver Escort sign I have is difficult to see unless you are close to the car. I suggest the same info on a white 8 ½" x 5 ½" laminated sign."

"Place magnetic signs on the sides of the vehicles?"

"Place fliers at Senior Centers and libraries and coffee shops where seniors congregate."

“Send fliers or speak to service groups (Optimist, Rotary etc.) to encourage volunteers.”

“Be visible at Waunakee festivities – hand out brochures – chat with people or ask them to attend meetings at Rex’s or other places. There are a lot of people who COULD volunteer.”

“Give a short presentation at the Waunakee Romeo Breakfast.”

“Include in all senior publications.”

“Perhaps all clinics should have info pamphlets available.”

D6: Driver suggestions on program logistics

“Have experienced drivers participate in training newbies about their role.”

“Find out the size of the person . . . and no wheel chairs.”

“My vehicle makes it difficult for some people to hop up into. Every customer needs to be qualified as “mobile” by staff.”

“Have automated reports. Allow Senior Centers to send us driver requests in email just like Tom does for Vet rides.”

“It might help using email or text messages in addition or in place of phone calls.”

“During orientation offer a “what-to do” if a rider has an emergency. One of my riders was taken to the ER - I wasn’t sure what to do.”

“There should be a service to pick them up, take them to the senior center to mingle with others because they do not have a social life.”

Site Coordinator Survey

C1: Site coordinator’s comments on RSVP staff

“The staff has been wonderful, always return calls or messages promptly. Whenever needed they have been there to help.”

“Gene and Andrea have helped me with this program since I started here and are always there for guidance and help. Best group of people I have ever worked with.”

“The staff is very attentive and will do everything in their power to help us serve our clients.”

“I have a wonderful relationship with your staff people – great group of people.”

C2: Site coordinator comments on RSVP Drivers

“They show tremendous care and consideration”

“Our seniors comment on how nice, patient and helpful the volunteers are to them.”

“They always wear a smile and go the extra mile.”

“Everybody does an excellent job and are genuinely helpful and understanding when it comes to our senior population. We couldn't do our job without their help.”

C3: Site coordinator comments on client feedback received from drivers

“With no public transportation available locally, RSVP Drivers who deliver meals see frail people in person daily. They have found people who have fallen or been injured, or who are disoriented. They have likely saved lives. “

“They provide a safety-check. There are many times seniors need assistance and a driver has been there to lend a hand.”

C4: Site coordinator comments on clients remaining more independence due to the Driver Services Program

“Providing medical transportation for frail elderly and delivering meals to people in their homes allows them to live in the community longer.”

“Our small towns in rural Dane County have no public transportation and the cost to get to the east side of Madison can be \$37-\$60 one way by taxi. This is impossible for many of our seniors. Without RSVP many of them could not even get from their homes to the clinic, if there is one in their town.”

“I have been told many times that if they did not have the RSVP service they would not be able to live independently.”

2016 Driver Services Site Coordinator Survey

RSVP is conducting a survey of those who utilize the Driver Services/Vets Helping Vets Program to help older adults with transportation and meal delivery. This information is very important to us in providing feedback to our funding sources. We also use this information for reporting/recognition purposes and to make improvements in the RSVP program. **Please help us by filling out this survey.** If you have questions, contact Gene Kundert at (608) 441-7896 or by email: gkundert@rsvpdane.org

Please indicate the extent to which you agree with the following statements by placing an **X** in the appropriate box:

Please place an X in only one box:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable
1. RSVP drivers perform their tasks in a competent and cooperative manner.					
2. RSVP drivers are an important source of feedback on the condition of our clients, thus helping our agency provide necessary services.					
3. RSVP drivers are providing services that help our clients remain independent.					
4. RSVP volunteers make an important contribution to the services we provide.					
5. Contact with RSVP staff has been good.					
6. The need for RSVP volunteers is even more critical today with the reduction in public funding.					

7. How have RSVP drivers made a difference to your clients? Examples would be welcome.

7. Please indicate how RSVP staff could be of more help to you.

PLEASE COMPLETE BOTH SIDES OF THIS FORM

8. Other comments and/or suggestions:

Name of Agency:_____

Your Name:_____

Your Title: _____

**Please complete both sides of this survey and return by March 11, 2016 to RSVP of Dane Co., Inc.,
517 N. Segoe Rd., Suite 300, Madison, WI 53705**

RSVP Passenger Survey

RSVP is conducting a survey of those who utilize our service for transportation assistance. This information is very important to us in providing feedback to our funding sources. We also use this information for publicity/recognition purposes and to make improvements to the RSVP program. If you have questions, contact Gene Kundert at (608) 441-7896 or by email: gkundert@rsvpdane.org

Please indicate the extent to which you agree with the following statements regarding your experience with the Driver Escort Program by placing an **X** in the boxes below:

Please place an X in only one box:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable
1. RSVP Driver Escorts provide me with safe transportation.					
2. RSVP Driver Escorts are friendly and helpful.					
3. The Driver Escort Coordinator who sets up my rides is friendly and helpful.					
4. I am satisfied with the RSVP Driver Escort Program.					
5. Having an RSVP Driver Escort helps me to:	XXX	XX	XXX	XXX	XXX
a. get to my medical appointments.					
b. remain living in my own home.					
c. be more independent.					
d. have ties to more people.					
e. feel less alone.					

6. The RSVP Driver Escort service is available when I need it ___Yes ___No

If "No" please explain.

7. Do you believe the RSVP Driver Escort Program helps keep you independent and in your home longer?

___Yes ___No

PLEASE COMPLETE BOTH SIDES OF THIS FORM

Please explain.

8. Do you believe the Driver Escort Program helps you feel more connected and less lonely?

☐ Yes ☐ No

Please explain.

9. Other comments and/or suggestions:

Your Name (optional) _____ What is your zip code? _____

Your age group: ☐ under 60 ☐ 60-69 ☐ 70-79 ☐ 80-84 ☐ 85+

Your gender: ☐ M ☐ F

Are you a veteran? ☐ Yes ☐ No

Are you the spouse of a veteran? ☐ Yes ☐ No

**Please complete both sides of this survey and return by March 11, 2016 to RSVP of Dane Co., Inc.,
517 N. Segoe Rd., Suite 300, Madison, WI 53705**

SURVEY OF RSVP VOLUNTEER DRIVERS

RSVP is conducting a survey of our volunteers in Driver Services/Vets Helping Vets assignments who help older adults by providing transportation and meal delivery. This information is very important to us in providing feedback to our funding sources. We also use this information for publicity/recognition purposes and to make improvements to the RSVP program. ***Please help us by filling out this survey.*** If you have questions, contact Gene Kundert at (608) 441-7896 or by email: gkundert@rsvpdane.org.

Please indicate the extent to which you agree with the following statements regarding your volunteer work by placing an **X** in the appropriate box:

Please place an X in only one box:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable
1. I receive satisfaction from helping people through driving and/or delivering meals.					
2. I feel my volunteer service is appreciated.					
3. I have a more positive outlook because I volunteer.					
4. I feel I have closer ties to more people because of this volunteer experience.					

PLEASE COMPLETE BOTH SIDES OF THIS FORM

5. I receive sufficient orientation and training ___ Yes ___ No ___
Please explain.

6. I receive sufficient volunteer support and feedback. ___ Yes ___ No ___
Please explain.

7. Do you have any comments or stories from passengers or meal recipients you'd like to share?

PLEASE COMPLETE BOTH SIDES OF THIS FORM

8. How has volunteering made a difference in your life? If yes, please tell us how.

9. How could this program be improved?

10. Do you have any suggestions for increasing awareness of this program?

11. Which category below includes your age? (Please check one)

☐ Under 55 ☐ 55-59 ☐ 60-69 ☐ 70-79 ☐ 80-84 ☐ 85+

12. What is your gender? ☐ Female ☐ Male

13. I am filling out this survey for the following: (Check all that apply.)

☐ Driver Escort ☐ Meal Delivery ☐ Vets Helping Vets

14. How many years have you been an RSVP volunteer?

☐ Less than 1 year ☐ 1-5 years ☐ 5-10 years ☐ 10+ years

Your name (optional): _____

Zip Code: _____

**Please complete both sides of this survey and return by March 11, 2016 to RSVP of Dane County, Inc.
517 N. Segoe Rd., Suite 300, Madison, WI 53705**
