



# Narratives

## Executive Summary

**Mission:** The Richland County Health Department is dedicated to cultivating individual and community involvement in all aspects of our health, safety and wellness by empowering people to capitalize on available resources to achieve our highest quality of life.

The Richland County Health Department (RCHD) has sponsored RSVP for eight years. Established in 2002, the program covers the counties of Richland and McCone in eastern Montana. RSVP of Richland and McCone County has 10 years of experience providing programs and services centered on impact-based programming. RSVP supports Richland and McCone County by addressing the community needs identified through community assessment and strategic planning: independent living, mentoring of youth, disaster preparedness.

Last year alone, 320 elderly and or disabled individuals were able to remain living independently in their own homes with the assistance of 119 RSVP volunteers through weekly phone calls, home visits, and referral to needed services. We are requesting \$105,000 to increase the counties' ability to address community needs of independent living, and other community and economic development. The quality of life of residents of Roosevelt, Daniels, and Sheridan Counties in Montana will be greatly improved by the efforts of local RSVP volunteers.

## Strengthening Communities

Our proposed service area is comprised of Roosevelt, Daniels, and Sheridan Counties in Northeastern Montana. This area is equivalent to the size of the state of Connecticut, at 5,458 square miles and is considered to be frontier as there are less than 5 people per square mile.

The most recent data from the U.S. Census Bureau Quick Facts is from 2010. Below is a list statistics for the three counties in our proposed service area:

Roosevelt County: Population- 10,425; % of Persons Under 5 Years- 9.6%; Person Under 18 Years- 31.8%; Person 65 Years and Over- 10.8%; Per Capita Income- \$17,821; Median Household Income- \$37,451; Persons Below Poverty Level- 21.5%; % White Persons- 35.8%; % American Indian & Alaska

## Narratives

Native- 60.4%; % Person Reporting Two or More Races- 3%; % High School Graduates- 89.1% ; %

Bachelor's Degree or Higher- 17.3%; # of Veterans Living in County- 690

Daniels County: Population- 1,751; % of Persons Under 5 Years- 5.6%; Person Under 18 Years- 21%;

Person 65 Years and Over- 24.8%; Per Capita Income- \$24,737; Median Household Income- \$38,125;

Persons Below Poverty Level- 14.1%; % White Persons- 95.7%; % American Indian & Alaska Native-

2.1%; % Person Reporting Two or More Races- 1.7%; % High School Graduates- 94.6% ; % Bachelor's

Degree or Higher- 19.7%; # of Veterans Living in County- 184

Sheridan County: Population- 3,384; % of Persons Under 5 Years- 4.5%; Person Under 18 Years- 19.4%;

Person 65 Years and Over- 23.1%; Per Capita Income- \$26,537; Median Household Income- \$39,578;

Persons Below Poverty Level- 14.5%; % White Persons- 95.4%; % American Indian & Alaska Native-

1.7%; % Person Reporting Two or More Races- 2%; % High School Graduates- 85.3% ; % Bachelor's

Degree or Higher- 15.7%; # of Veterans Living in County- 385

What the U.S. Census Bureau statistics cannot show or reflect is that Roosevelt County is located in the heart of the Bakken Oil Formation. This is the current hotspot for oil activity/production in the United States; while Daniels and Sheridan Counties border the Canadian Oil Sands where Canadian oil production is currently being focused.

Oil activity has literally moved 1,000's of people to this area in a relatively short amount of time. This has raised many issues within the proposed service area. The first being lack of housing and infrastructure. There is nowhere for people moving here to live. A large number of them are living in temporary housing: tents, campers, cars, hotels, and man camps. These people are not being counted in the census because they do not live in permanent dwellings.

The large increase of people migrating here for work has dramatically increased the cost of living in the region. Housing is now a precious commodity. Sadly, many people who have lived in these counties their entire lives are now being forced to move out of the area because they can no longer afford their rent. Landlords are doubling, tripling, and in some instances quadrupling their rents because oil companies

## Narratives

can afford to lease them for their employees at that rate. Unfortunately, a good number of the displaced renters are elderly.

A prime example of this was illustrated in an article in the Williston Herald, the largest regional paper serving the region, entitled "Rising rent raises anger: Senior citizens are not happy with rent jumping from \$700 to \$2,000". The article is about 92 year old Ardis Mortensen. Mortensen had lived in the same apartment for 20 years, and received the following letter in the mail from her apartment manager, "Dear Tenant,

We are giving you notice that the apartments will have a rent increase. We know that this will be a hardship for some of you so we are putting out this notice to give you some time to make other arrangements if you need to. It is going to raise the first of December 2011 to \$1,000.00. It will raise on April 1st, 2012 to \$2,000.00. The deposit will be \$2,000.00 now also.

The management will be following up with a new contract.

Sincerely,

Western Apartment Management"

Property in Roosevelt County is listed with Bekk's Realty in Williston, ND, or Beagle Properties, Inc. in Sidney, MT. When asked about the housing situation in Sidney, Leif Anderson, real estate agent and owner of Beagle Properties said, "It's not that there's a shortage of rentals, it's that there are absolutely zero rentals. A lot of times we have people come to the area, they come in our office and they have a hard time believing that there's literally not one, single apartment to rent."

Along with astronomical increases in rental units, the price of purchasing a home, if you can find one, has increased to the point where they are no longer affordable for the average person. There are very few homes for sale and while subdivisions are being planned and built, the average person travelling here for work cannot afford to purchase these homes. A quick search online of the current homes available in the area showed that there were 8 homes for sale. The cheapest one was a 1976 trailer house for \$110,000. The price then jumped to \$175,000, all the way up to \$790,000. When all 8 home prices

## Narratives

are averaged out, the median price of a home in this region is now \$319,000. The same house that is selling for \$790,000 today, had sold for \$342,000 4 years ago.

Another sad circumstance for people moving here is a low credit rating because so many of them been out of work for an extended period of time. Even if there were apartments and homes available, their credit rating would and does exclude them from obtaining a place to live. This has left them with the option of living in campers and tents, not a good scenario for families. Our winters are brutal. It is not uncommon for temperature to dip below -40 degrees. No matter how much you try to insulate a camper, it is not safe to live in one during our winters. Along with the exposure dangers associated with living a camper, there are also space and sanitary issues. Lack of shower facilities and living space is also becoming an issue, especially for school children.

Local Input & Mobilizing Community Resources- The oil boom in this region has adversely affected people's quality of life. Public Health Department's functions are to improve the quality of life for the public at large, so this proposed project will be working heavily with a group called the Northeastern Montana Public Health Partners (NMPHP). This group is comprised of representatives from the Daniels, Roosevelt, and Sheridan Counties, the counties in our proposed service area, as well as the Fort Peck Tribes, Richland , and Valley Counties.

NMPHP, which meets quarterly, will be used as the initial starting point for local contacts as the county health departments work with every local demographic. Stakeholders in this group are: area hospitals and clinics; medical service providers; sanitarians; Indian Health Services; local schools; Montana Department of Public Health and Human Services; Primary Care Association; Boards of Health; tribes; Veteran's Administration; and Aging Services. These agencies encompass all areas of our proposed work plans. Representatives from these agencies will be able to introduce us to people who will be interested in volunteering on issue-specific work plans, as well as potential RSVP Advisory Board Members.

### Recruitment and Development

## Narratives

RSVP will work hard to ensure that each volunteer has a positive experience while volunteering. Knowing the volunteer's preferences and skills, as well as past volunteer experiences is essential in ensuring that outcome. It is imperative that work stations have a friendly and engaging atmosphere where volunteers feel they are being utilized in the best possible manner.

As this is a new grant, RSVP is in a unique position to recruit volunteers for the counties in the proposed service area. The Richland County RSVP has several volunteers that grew up in the counties in our proposed service area and they have agreed to help recruit RSVP volunteers in these counties due to their familiarity of the area. This will make the initial recruitment of volunteers much easier since people in the proposed service area will already be familiar with the recruiters.

In order to meet the expectations of volunteers and the RSVP program, there are criteria that prospective RSVP work stations must meet. The organization must be non-profit, not discriminate against people based on age, nationality, or religion, and be handicap accessible or be willing to make reasonable accommodations for a disabled person wishing to volunteer with that organization. Once it has been determined that prospective work stations meet these initial criteria, they are required to sign a Memorandum of Understanding (MOU) with RSVP. The basic provisions of our MOU are RSVP will: recruit, interview, enroll RSVP volunteers and refer volunteers to the volunteer station; instruct RSVP volunteers in proper use of monthly reports, reimbursement guidance and program procedures; provide orientation to volunteer station staff prior to placement of volunteers and at other times, as the need arises; specify, either by written information or verbally, that RSVP volunteers are participants of RSVP publicity- radio, TV, print, or verbal presentations; furnish accident, personal liability and excess automobile insurance coverage as required by program policies- insurance is secondary and is not primary insurance; periodically monitor volunteer activities at volunteer station to assess and/or discuss needs of volunteers and volunteer station; and reimburse RSVP volunteers for transportation cost between their home and volunteer station in accordance with RSVP policies. Volunteer Work Station will: implement orientation, in-service or special training of volunteers; interview and make final

## Narratives

decision on assignment of volunteers; furnish volunteers with materials required for assignment; for programming for impact assignments, complete the appended Impact Programming Addendum to assess volunteer impact on community needs; provide adequate safety measures for volunteers; collect and validate appropriate volunteer reports for submission to RSVP office on a monthly basis; investigate and report any accidents and injuries involving RSVP volunteers immediately to the RSVP office. All reports will be submitted in writing.

Other Provisions in the MOU's deal with: separation from volunteer service; letters of agreement for in-home assignments; exclusion of religious and political activities; not displacing employees of work stations; accessibility and reasonable accommodation; prohibition of discrimination; and supplying statistical data on volunteer impact.

RSVP staff meets with each work station monthly to collect volunteer timesheets, and visit with work station supervisors and volunteers. These visits are a time to discuss the level of satisfaction and needs of both parties. The day of the week on which the site visits happen is rotated for work stations in which volunteers have the same schedule. This ensures that the RSVP staff visits with a variety of volunteers, not just those who always work on Tuesdays or Wednesdays, etc...

Building a Corps of Volunteers, including recruiting, retaining, and recognizing volunteers will be particularly important with this grant cycle and much of our resources will be put into this effort as it will be a new service area. We will use the following methods to build our corps of volunteers: articles in local newspapers pertaining to program promotion, volunteer recruitment, and volunteer recognition; quarterly newsletters distributed to active RSVP volunteers, work stations, local businesses, senior centers, and service organizations; working with other volunteer agencies to promote community involvement and to encourage existing volunteers to help with recruitment efforts; speaking engagements with local civic organizations, LIONS, Kiwanis, Jaycees, Elks, and faith based organizations to promote the importance of volunteering and its positive impact on our communities; recruitment of Baby Boomers to engage and instill the impact volunteering has on them and the

## Narratives

community; and RSVP will make a volunteer recruitment video featuring volunteers and work stations and run it on our local public access channel.

Training and technical support of project staff, volunteers, work station supervisors, and community partners is a necessity for the successful operation of RSVP. Train-the-trainer programs will be used to allow for sustainability of the program and provide leadership opportunities for RSVP volunteers. Our training and technical assistance priorities for RSVP Staff is as follows: project staff will be encouraged to take advantage of all training/technical assistance opportunities available through program and community partners such as the Community and Emergency Response Team (CERT), the Job Service of Montana, Disaster and Emergency Services (DES), and the Northeastern Montana Public Health Partners (NMPHP); RCHD will encourage the RSVP staff to take advantage of all interagency workshops and in-service trainings; RSVP staff will be required to take advantage of the Corporation for National and Community Service (CNCS) trainings that pertain to Senior Corps.

Volunteer training is a necessary piece of retention as well. New volunteers must receive an adequate amount of training for their new volunteer positions so they feel comfortable enough in what their position entails to enjoy what they are doing. It is equally important to offer experienced volunteers ongoing training so they do not feel bored or uninterested in their longtime volunteer positions. The following steps will be taken to ensure that volunteers are adequately trained: new volunteers will participate in program and workstation orientation before beginning their volunteer service; volunteer orientation, team meetings, and program newsletters will provide information on training opportunities that develop new skills and provide leadership roles in emergency preparedness and community safety; and trainings will be developed and sponsored by partners such as DES, CERT, NMPHP, and area hospitals.

RSVP staff will consistently make themselves available to work stations for technical assistance and help them with any training needs they have in the following ways: review of MOU's and station handbook updates will be completed by RSVP staff and work station supervisors annually; and RSVP

## Narratives

staff will visit active work stations every month to see if the work station supervisor or RSVP volunteers have any needs or concerns with their volunteers or work stations. These monthly visits will also serve as a time to assess and measure whether or not RSVP work plan goals are being met.

### Program Management

Volunteer work stations will be developed with collaboration from local agencies, organizations and businesses to address community needs and provide a meaningful experience for the volunteers and work stations. Memorandums of Understanding (MOU's) are updated annually to ensure that workstation supervisors and RSVP staff are meeting yearly and to coordinate efforts to meet program goals. Annual evaluations and assessments of workstations, volunteers and RSVP staff will be conducted to assist with program planning. During orientation, volunteers are informed that if the work station they are assigned to is not meeting their expectations they need to contact the RSVP office. Upon doing so, arrangements will be made to place them at a different work station that is more suitable for them. It is this program's goal to recruit 300 active volunteers serving 26,000 hours in its initial year of operation.

Project performance will be assessed using the RSVP Project Self Assessment Checklist which will be completed yearly. The assessment checklist will be instrumental to the RSVP Advisory Board and staff to validate the impacts of RSVP and help set new goals for the program. The following is our Self Assessment Checklist: compare beginning and end of the year data for performance management; ensure the data collected pertaining to volunteer performance is mirroring work plan outcomes; survey work station supervisors to determine if work station needs are met; and survey community members to determine if priority community needs are being met.

RSVP uses the software, Volunteer Reporter, which is specifically designed for managing volunteer programs. This software tracks volunteer hours, interests, and work station placement. RSVP staff meets monthly to review data and project goals. Individual work stations are able to contact RSVP at any time to find out any statistical data for their work station that they may need, such as how many

## **Narratives**

hours a particular volunteer has worked in a year, or how many hours their volunteers have collectively served for any period of time.

A program within the Richland County Health Department (RCHD) since 2003, RSVP will continue to use the system in place for all county programs to manage project resources for accountability and effective use of resources. The RSVP advisory Board and RCHD Administrator oversee resources within the program including financial resources, in-kind contributions, equipment, supplies and personnel management. RCHD has a long history of making connections between agencies, organizations, and community members in addressing community issues. As a leader in eastern Montana, RCHD has the history, experience, knowledge and dedication to the communities served by RSVP. Additionally, RCHD has the tools necessary to develop community awareness and response to the identified needs in our community and region that will strengthen and sustain the outcomes derived from the efforts of the RSVP program.

Securing Project Resources- The program is expected to raise 10% of the total budget locally. This amount will be raised in cash and in-kind donations in the following ways: corporate grants; documented in-kind contributions such as meals for volunteers, contracted services, and work station volunteer recognition; the RSVP advisory Council will help determine new potential funding sources; engagement of RSVP volunteers, other Senior Corps programs, and staff in fundraising efforts; exploring new grant sources within the community that targets the program's set goals.

### **Organizational Capability**

The Richland County Health Department (RCHD) has been the sponsoring agency of RSVP since 2003. RCHD currently operates and manages 12 grants that range from private foundations to state and federal grants. RCHD's budget is approximately \$900,000 annually. In 2004, RCHD received an additional grant under the Corporation for National and Community Service (CNCS) to start the Communities In Action (CIA) Program. This program recruits Volunteers in Service to America (VISTA's) to help in the healthy community building process. RSVP and CIA have directly worked

## Narratives

together to fulfill both program's work plan goals and fulfill the requirements of national days of service.

In addition to RSVP, the Richland County Health Department (RCHD) sponsors several other programs that have a focus on those over the age of 55. They are medication set-up assistance, monthly senior center visits by a public health nurse, and diabetic foot care. In addition to these programs, the Richland County Commission on Aging is also located within RCHD.

### Key Staff

1. Sponsor Administrator provides leadership, supervision, and overall support of the program staff to maximize job performance. The administrator also provides direction in the development and implementation of the program, advisory board, reporting and financial requirements. The current Administrator of the Richland County Health Department (RCHD), sponsoring agency of the Richland and McCone County RSVP, has held that position for the past 14 years, starting in December, 1997.

2. Program Director will manage the day to day activity and operation of the program including staff management, contract management, financial and reporting requirements, program evaluation/assessment, advisory board development, and oversight of recruitment, retention and recognition efforts. The program director will work with the program coordinator on volunteer assignments and work station development. The current RSVP Program Director has worked for RCHD since May, 2005, starting as the RSVP Program Director in February of 2007.

3. Volunteer Coordinator will work with program promotion, volunteer recruitment, placement, work site development, volunteer orientation, recognition and retention. The coordinator provides support to volunteers and all RSVP projects, assisting the project director to carry out activities and operations of the program. The current RSVP Volunteer Coordinator has held that position since December, 2006.

4. Administrative Support Staff performs clerical duties such as office organization, data collection, and financial reporting function. The support staff will assist with other duties including program

## Narratives

promotion, volunteer recruitment and recognition on an as needed basis with direction from the program director.

Financial Management/Past Experience- The Richland County Health Department (RCHD), RSVP's sponsoring agency, has a yearly budget of \$900,000 and is subject to yearly A-133 audits. Through RCHD, RSVP has adequate facilities, equipment, supplies, purchasing procedures, and personnel management support. RSVP staff are considered employees of the sponsor and are subject to its personnel policies and procedures. This includes annual evaluation and as such must follow the Richland County Health Department's policy to track department expenditures on a consistent basis for all department programs. The purpose of this policy is to put in place a system that ensures that the budget is managed in the most effective manner. The system incorporates checks and balances that ensure accuracy. The County only pays expenditures one time per month. Bills are paid on or around the 15th of the month following the month in which the expenses were incurred.

RCHD's reimbursement procedure is as follows: office manager ensures that all forms are completed, signed and delivered to the Courthouse in a timely manner; when an expense is charged, the receipt must be completed with employee's name and the department number you wish the expense to be charged to; purchases over \$200.00 must be pre-approved by the department administrator; the expenditures should be done weekly or at the time the expense is incurred; the associated receipts must accompany every claim and the receipts and claim form must match, every claim must have some form of documentation and travel vouchers/forms must accompany claims with travel expenditures; claims shall be completed and submitted to the office manager at which time the administrator or designee will sign the claims and send them to the clerk and recorder's office weekly.

To ensure that RSVP continually improves, RSVP staff will be evaluated by the RCHD Administrator and a training plan developed in accordance with the departments established procedure. The purpose is to provide guidelines to assure that all department employees are provided feedback and a training plan on a regular and consistent basis.

## Narratives

The procedure for the evaluation is as follows: the administrator/supervisor will make every attempt to evaluate each employee every calendar year; the administrator/supervisor will assist each employee in establishing his or her goals and outcome measures for the up-coming year; the evaluation tool will be used in addition to a review of goals and outcome measures; the results of the evaluation will not affect the cost of living increase, if the county commissioners give an increase; however, the results can affect the level of the step increase that may be given in addition to the cost of living increase; the administrator may delegate the evaluation process to a supervisor if he or she determines that the supervisor is the best person to complete the evaluation; the completed evaluation is placed in the employee's file, which is kept in the administrator's office, and a copy is given to the employee if he or she requests one; all evaluations are kept confidential.

The procedure for Training Plan development is based on core competencies and will be developed for each employee. This plan will be completed and filed in the employee's personnel file, reviewed at the employee's evaluation, and be confidential.

In addition to these two policies, RCHD has a stringent quality improvement evaluation tool that each program is required to complete for each program activity they complete during the year. The tool referred to as PDSA's (Plan, Do, Study, Act) is immensely helpful in determining what was successful and what needs to be improved with each project. It also helps determine if a community need has successfully been addressed to the point of not needing additional support, or whether action should be continued to complete the project more successfully.

### Other

Due to the close proximity of the proposed service area to our current RSVP grant (Richland and McCone Counties) and the participation of all the proposed counties in the Northeastern Montana Public Health Partners, our proposed work plans will be similar to the ones we created for Richland and McCone Counties. The following Corporation for National Service Focus Areas were deemed to be the most prominent needs in our service area: independent living for seniors/disabled, and other

## Narratives

community and economic development needs.

### **PNS Amendment (if applicable)**

N/A

**Work Plan/Performance Measures**  
**Total Number of Unduplicated Volunteers: 300**

**Service Category:** Other Community and Economic Development

Total # Stations: 3

Total # Volunteers: 100

Total # Clients: 500

**Part 1: Need**

**Community Need**

While many areas of the United States are struggling economically with national unemployment rates hovering around 9%, our proposed service area has one of the lowest unemployment rates in the United States at 1-3%. There are literally 1000's of unfilled jobs in our area due to growth from oil exploration in the Baaken Oil Formation. We have many families moving to the region from all over the United States, but a large majority of them are from the southern states such as Georgia and Louisiana. In speaking to a mother of three who had moved to the area from Georgia nine months ago, she stated that she and her husband had been out of work for a year prior to moving here. They easily found jobs, but finding housing was another matter. They had to live in a fifth wheel camper for 6 months before they were able to find permanent housing. Living in a camper during the harsh, northern winters is a feat for someone from the southern United States who doesn't experience temperatures below the high 30's.

Due to the fact that many of the people moving here have been unemployed for quite some time and are unfamiliar with this area, it is imperative that they learn about and receive all the services in our area they are eligible to receive to help them get back on their feet. This includes housing and food assistance, as well as Veteran's benefits. The proposed counties of Roosevelt, Sheridan, and Daniels are very rural and isolated making finding services very difficult if you don't have someone who is familiar with the area to navigate you through the system. There is not a central location to find this information, and each service may be located in a different town in each county.

**Part 2: Action Plan**

**Service Activities**

One hundred RSVP volunteers will serve as mentors to new families moving to the area from other states. RSVP volunteers will provide information to the new families regarding where and what

## Work Plan/Performance Measures

resources are available to them in eastern Montana to make certain their new life in Montana is successful.

RSVP of Roosevelt, Sheridan, and Daniels Counties will identify and/or work with area agencies to identify services and direct the people in need of these services to these agencies.

Scope of service: 100 RSVP volunteers will serve as resource and referral guides for approximately 2 hours a week, for 52 weeks.

### Anticipated Input

Volunteer numbers/number of hours: 100 RSVP volunteers will serve a total of 10,400 hours over the program year.

Training/Supervision: RSVP volunteers will be oriented and trained for 4 hours by the Northeastern Montana Public Health Partners before beginning service. Training topics will include Montana Veteran's Benefits, Social Services, Public Health, Housing Authority, and Educational Services.

Anticipated Accomplishments/Outputs	Period of Accomplishment:	Performance Measure:
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Summary  
500 people moving to Roosevelt, Sheridan, or Daniels Counties will receive information on the services available in eastern Montana.

Indicator: Number of people who receive resource and referral information from RSVP volunteers.

Target: 500 recipients who will receive resource and referral information

How Measured: Record Logs

Anticipated Intermediate Impact/Outcome	Period of Accomplishment:	Performance Measure:
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Summary  
People moving to Roosevelt, Sheridan, or Daniels Counties from other states will report high satisfaction with the way in which RSVP volunteers referred them to needed services.

Indicator: The percent of resource and referral recipients who indicate they are satisfied with the resource and referral service.

Target: 75% of newcomers receiving assistance from RSVP volunteers indicate they are satisfied with the resource and referral services.

## Work Plan/Performance Measures

How Measured: Resource and Referral Satisfaction Survey

<b>Anticipated End Impact/Outcome</b>	<b>Period of Accomplishment:</b> 09/01/2012-08/31/2013	<b>Performance Measure:</b>
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Summary

The resource and referral service will contribute to the recipient's ability to successfully assimilate to their new life in eastern Montana.

Indicator: The percent of recipients who report that the resource and referral service is important and necessary to successfully assimilate to life in eastern Montana.

Target: 75% of recipients who report that the resource and referral service is both important and necessary to successfully assimilate to life in eastern Montana.

How Measured: Resource and Referral Satisfaction Survey

<b>Service Category:</b> Independent Living	Total # Stations: 3	Total # Volunteers: 200	Total # Clients: 300
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### Part 1: Need

#### Community Need

In recent years there has been a push in the region to have elderly residents sell their homes and move into apartments and senior housing. This was being encouraged to allow more housing for families wanting to relocate to the area for employment. This may have been fine in the beginning, but now that the housing situation has escalated to the point where there is no available housing, landlords are cashing in on the opportunity to raise rents to levels where the elderly on fixed incomes are no longer able to afford living in their apartments.

Recently, two RSVP volunteers who live in the region and who also happen to be Senior Companions, had their apartment rent increase from \$450 a month to \$850. She is 87 and her husband is 91. They both have lived well beyond their savings and rely on Social Security to live. With rent and medication, their monthly Social Security benefits are depleted. This is only one example of the many instances of the oil boom affecting the quality of life of our elderly residents. Anxiety increases depression, which in turn affects one's overall health. It is imperative that our elderly residents have all available resources at this time to help them with deal with their monetary and

## Work Plan/Performance Measures

housing situations.

### Part 2: Action Plan

#### Service Activities

RSVP will establish the Seniors Outreaching to Seniors Program in the proposed service area. This program pairs volunteers with elderly/disabled individuals to improve their overall well-being and make sure that their needs are being met through home visits and weekly calls. Volunteers will contact work station supervisors with any concerns or needs they have for their senior friends. Work station supervisors will follow up with the seniors and their point of contacts listed on their SOS enrollment forms to make sure every effort is made to align the seniors with the help that they need. Work station supervisors will contact the enrolled seniors every six months for quality assurance and personal information updates.

#### Anticipated Input

- 200 volunteers will serve a combined total of 300 hours a week for 52 weeks with the SOS Program for a total of 15,600 volunteer hours per year.
- To enable RSVP volunteers to use their own or work station phones, they will be matched with seniors whose phone numbers are local calls to them.
- Each SOS volunteer will be assigned 1-3 SOS enrolled seniors.
- SOS volunteers will be provided training on senior issues, especially health concerns like dementia and depression.
- SOS volunteers will receive log books to track telephone calls.

#### Anticipated Accomplishments/Outputs

Period of Accomplishment: 09/01/2012-08/31/2013

Performance Measure:

Summary  
300 frail seniors will receive weekly telephone calls to check on their needs.

Indicator:  
beneficiaries

Target 300#

How Measured: Activity log

Description:

## Work Plan/Performance Measures

Work stations will turn in SOS enrollment forms to RSVP. SOS volunteers will turn in their SOS contact logs to their work stations and RSVP will collect them.

<b>Anticipated Intermediate Impact/Outcome</b>	<b>Period of Accomplishment:</b> 09/01/2012-08/31/2013	<b>Performance Measure:</b> <input checked="" type="checkbox"/>
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**Summary**

Frail seniors will report that they feel safer, more secure, and less anxious about their future due to the telephone calls.

**Indicator:**

Number of frail seniors who indicate they feel less anxious and more confident that they will be able to continue living in their homes due to the contact with SOS volunteers.

Target 80%

How Measured: Interview

**Description:**

Work station supervisors will conduct satisfactions surveys with the SOS enrollees every six months.

<b>Anticipated End Impact/Outcome</b>	<b>Period of Accomplishment:</b> 09/01/2012-08/31/2013	<b>Performance Measure:</b> <input checked="" type="checkbox"/>
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**Summary**

Frail seniors will experience less anxiety and feel confident that they will be able to continue living in their homes due to the contact with SOS volunteers.

**Indicator:**

Number of frail seniors who indicate they feel less anxious and more confident that they will be able to continue living in their homes due to the contact with SOS volunteers.

Target 85%

How Measured: Interview

**Description:**

An SOS Satisfaction Survey will be completed between SOS work station supervisors and SOS enrollees every six months.

## Required Documents

<u>Document Name</u>	<u>Status</u>
Articles of Incorporation	Not Applicable
Board of Directors	Already on File at CNCS
CPA Certification	Already on File at CNCS
Certification of non-profit status	Already on File at CNCS
Organizational Chart	Already on File at CNCS
Project Director's Job Description	Already on File at CNCS
Community Advisory Group names and addresses	Already on File at CNCS
Negotiated Indirect Cost Agreement	Not Applicable
Statement of whether applicant is subject to A133 audit	Already on File at CNCS
Statement of date of last A133 audit	Already on File at CNCS
Roster of Volunteer Stations	Already on File at CNCS
Aggregate Dollar Amounts of funding	Already on File at CNCS
List of the names of any Funding Organizations/Sources	Not Applicable