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Executive Summary

Executive Summary (SB)

Florida Senior Programs (FSP) is committed to operating programs that meet critical needs in the Central Florida community and to providing meaningful volunteer opportunities for caring adults 55 or better. For the past 37 years, FSP has successfully operated the Retired & Senior Volunteer Program (RSVP) of Orange County and the Foster Grandparent Program (FGP) in five (5) Central Florida counties (Osceola, Orange, Seminole, Volusia and Flagler). FSP is recognized as a leader in the recruitment and management of volunteers because its volunteer program is a priority at every level of the organization. FSP's long-term success is a result of its ability to track trends and assess needs within our community through collaborative relationships with other agencies, including Heart of Florida United Way and Volusia County Head Start. FSP programs comply with the Corporation for National and Community Service (CNCS) strategic initiatives, regulations and guidelines.

FSP is strategically aligned with CNCS service categories, performance measures and current initiatives. RSVP and FGP have joined forces and no longer work in "silos" under the umbrella of FSP. The result of this transition is the sharing of programmatic resources.

The proposal focuses on three critical needs in our community: educational success, school readiness through literacy, and disaster preparedness. The work plans address educational success through mentoring, school readiness through developing literacy skills by reading with 3 and 4 year old pre-school children, and disaster preparedness through developing crisis management plans for small non-profit organizations and small businesses.

Research-based methodologies used to implement the work plan goals include: Mentoring -- recruitment and development of mentors, matching mentors with youth and length of mentoring assignments (Mentor, Inc., Public/Private Ventures, AARP studies); Literacy -- curriculum (which meets Florida Sunshine State requirements), reading with children, and vocabulary development (ELLM

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studies, University of North Florida); and Disaster Preparedness (American Red Cross Emergency Response Teams, Liberty Mutual Insurance Company). FSP will utilize its current partnerships to build strong relationships for the RSVP program, including Public School Boards in Orange, Seminole, Volusia and Osceola counties, Orange County Head Start, Mid-Florida Services, Inc. (Volusia Head Start), 4-C (Head Start Osceola and Seminole), Early Learning Coalition and Adult Literacy League, and local chapters of national civic organizations (Kiwanis, Rotary, Chambers of Commerce).

Florida Senior Programs is requesting \$105,000 to recruit, sustain and retain 300 RSVP volunteers. These volunteers will (1) provide literacy development to 500 three and four year-old children by reading with them; (2) mentor 350 students age 7 to 15 to improve GPAs, decrease school drop-out rates, improve attendance and classroom behavior; (3) assist 150 small business owners and non-profit organizations by developing disaster preparedness plans. The long-term impact of these efforts will be an improvement in school readiness for pre-kindergarten children, an increase in graduation rates for middle and high school students, and a reduction in the cost and havoc that results when non-profit and small business operations are interrupted by devastating disasters.

Strengthening Communities

Volusia County is made up of 1,432 square miles and has 16 incorporated cities and towns. According to their website, "...Situated on the east coast of Central Florida, our 47 miles of Atlantic Ocean beaches are a world-class playground...the racing tradition continues today at Daytona International Speedway."

According to the 2010 Census, the total population is 494,593, 107,174 or 22% are under 18, and 35% (174,975) are 55 or older. 86.8% speak English, with the remaining 13.2% speaking another language, and 4.8% speak English "less than very well." 9.1% speak Spanish.

87.1% of the population has a high school diploma or higher, of which 20.9% have a Bachelors degree. Of this, 12,332 have less than a 9th grade education level, and 33,567 have a 9-12th education level, but no diploma. Throughout Volusia County: 82.5% are White, 10.5% are African American, .4% as American Indian, and 1.5% Asian. 11.2% identified themselves as Latino. The poverty rate is 16.5% and

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average income is \$54,329.

Of the 107,174 children, 3,285 students were not promoted to the next grade in the 2008-2009 year.

More than 9,803 students were enrolled in ESE which includes speech impairment, and language impairment.

In the 2010-2011 fiscal year, 3,966 reports of juvenile delinquency were reported, 20% of which occurred in school-- which is high proportionally to the size of the Volusia County School District.

Throughout the State of Florida, of the referrals, disorderly conduct and assault and battery accounted for 37%, drug and weapon offenses accounted for 24% of all school; related delinquency referrals; misdemeanors accounting for 68%. Of youth that were referred from schools, 83% had at least one previous out-of-school suspension and 34% were identified as ESE students.

Florida Senior Programs is well established and recognized throughout Volusia County through its Foster Grandparent Program which has 57 volunteers in 32 volunteer stations. Because of this we are able to stay abreast of where in the community our services are needed due to the changing nature of our area.

An example of such is the Heart of Florida United Way Tri-County Needs Assessment. This Assessment highlighted problematic issues in Central Florida such as: Youth Violence, High School Dropout Rates, and Affordable Child Care.

Due to our strong presence in the community, we are able to form relationships. Each partner is selected based on need, funding, and mutual benefit. Florida Senior Programs partners with organizations such as the Volusia County Public Schools and HUD sites. Our primary partners, however, are our over 200 volunteer stations in the five-county area. The volunteer stations provide the volunteers with supervision, training, public awareness, and support. Our stations include public schools, Boys and Girls Clubs, and American Red Cross.

We continue to create our image through our involvement in community programs and events. Florida Senior Programs' staff, volunteers, and Board members participate in community events, task forces,

agency fairs, neighborhood and civic groups, through the Heart of Florida United Way's campaign, and most recently, through our social networking pages on Volunteer Match, Facebook, Twitter, Wordpress, and YouTube. We continue to search for resources. We receive support both financially and in-kind from many organizations, individuals, and corporations.

Volunteers help work with children and serve as an extra set of eyes, ears, and hands to the children and the organizations and citizens of the communities they serve, allowing station staff to focus on their programming. Florida Senior Programs volunteers allow organizations to build capacity.

Because of the strength of our many relationships, we are able to assist organizations to include seniors when addressing their mission and needs. We believe seniors are the solution. This is apparent in the inclusion of our seniors in Spellbinders, CERA, and other outside organizations.

Recruitment and Development

To harness the power of volunteerism, recruitment will begin with identifying non-profit agencies in Volusia County whose work includes one or more of the targeted service areas. Selection will be based on their volunteer needs, the beneficiaries of their programs, potential funding and mutual benefit. Prospective volunteers will be recruited through Recruitment Cafes which will be held at volunteer stations, faith-based organizations and local senior centers. The agenda will include the station's mission, activities and volunteer needs, a testimonial from a current RSVP volunteer (the most effective recruiter) about their experience providing impact service, and a video that outlines our service areas. Volunteer information packets will be distributed and include registration forms and job descriptions which have been written to encompass the service area goals and meet the needs of the volunteer station.

RSVP staff will be available to conduct an in-depth interview with each volunteer to further explore their interests, talents and availability. Those who are unable to schedule an interview at that time will be contacted by phone or e-mail within 24 hours. Our goal is to conduct interviews within 5 business days following Recruitment Cafe.

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Within 10 days, volunteers will be matched with an impact assignment which will offer opportunities to build new skills, develop leadership potential, and enhance the quality of their lives. Volunteer profiles will mirror the ethnicity and cultural diversity of the communities in which they serve. Volunteers will have opportunities to provide impact service to children, non-profit managers and small business owners. FSP's history of best practices to match volunteer skills and desires with appropriate opportunities has resulted in a high success rate of placement.

All volunteers will receive training specific to their assignment. Cross program training will be available to all FSP volunteers, e.g. RSVP mentors will be included in the Foster Grandparent Program (FGP) mentoring training. Volunteers selected to serve in the literacy development service area will be trained by FSP's Literacy Coordinator and the Adult Literacy League/Early Learning Coalition. Those selected for disaster preparedness will be trained utilizing resources from utility companies, insurance companies, American Red Cross, emergency response teams and local government.

Once placed, RSVP staff will maintain regular contact with volunteers, including a phone call and/or an e-mail at least once a month to ensure that the volunteer is satisfied with the experience. Volunteers will be encouraged to consider additional opportunities. All volunteer stations will receive orientation and ongoing support, including site visits.

We will seek volunteers through newsletters, e-mail announcements, participation in Senior Expo events, health fairs, and community events. We will respond to requests from non-profit organizations for volunteer help and invitations from faith-based organizations and civic groups to give presentations about RSVP volunteer opportunities.

Recognition of the gift of time and talent that RSVP volunteers give to the community is also of paramount importance and will be done year-round, e.g. our annual event that formally recognizes volunteers, individual birthday cards, phone calls, site visits, pictures on the website, thank you notes, and spotlight articles in the newsletter. A Facebook page will allow volunteers to respond to posts and talk about their own volunteer work which spreads the word beyond our immediate area and provides a

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forum that recognizes the value of impact service in the community.

Program Management

Volunteer stations will be developed based on critical community needs as identified in the Work Plan. RSVP volunteer stations will be evaluated according to the requirements of our impact service areas. MOUs will be developed to strengthen station responsibilities in the supervision of volunteers and data reporting. Volunteer stations will be routinely visited to ensure that volunteer assignments are appropriate and that stations are making progress toward defined goals and reporting requirements. RSVP will convene an annual meeting with volunteer stations to obtain input and insight into program development, strengthen partnerships and provide guidance in volunteer service activities. Annual evaluations of volunteer stations will be conducted.

All volunteers will serve in one of RSVP's three impact assignments. FSP uses specific software to manage volunteer data that demonstrates the concrete impact of volunteers in our service areas. Outputs/outcomes will be measured using the OTTER Matrix, Assignment Plans, surveys and log sheets.

Once an assignment has been identified, volunteers will sign a Placement Agreement specific to their assignment which describes duties to be performed and information on where and when service activities will be performed; methods for proper performance; tasks NOT to be undertaken; dangers to be aware of and avoid; and procedures in an emergency. Prior to commencement of their service, each volunteer will receive a Volunteer Manual which has been developed by RSVP staff.

To sustain the effectiveness of RSVP's ability to meet outcomes, volunteer retention is critical. It is imperative that we understand how best to capture the volunteer's experience, energy and interests to ensure that those who volunteer one year continue to do so the next. First and foremost in achieving this goal is ongoing communication with volunteers and station managers. RSVP has developed an annual Evaluation and will ask volunteers to assess the effectiveness of RSVP and, more specifically, their assignment.

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Our independent auditor and bookkeeper makes sure we are accountable and properly utilizing all funds. Cost centering is used for major funders. On a monthly basis, administrative staff reviews budget variances, comparing expenses with the budget. We provide local funders with reports monthly, quarterly, or semi-annually as stated in grants and contracts.

We cost share with several of our stations, varying on the needs of the program and resources available from the stations. Most stations provide the cost of the annual Grandparent recognition luncheon, some provide a meal, space for training, or cash donations. Due to the economy, there has been a decline in community support including meals provided, mainly by public schools, although some sites have recently been able to reinstitute the lunches as part of their nutritional programs.

Other partners provide resources to the Program, such as CERA's Health Fair and Wal-Mart who provides cash and gift card donations. We also partner with our volunteer stations to secure additional local and national funds. All cash and in-kinds are documented and/or receipted.

Organizational Capability

Florida Senior Programs, Inc. has successfully managed the Foster Grandparent Program of Central Florida since 1972, the Retired and Senior Volunteer Program of Orange County since 1974, and the FGP of Volusia since 2008. We have grown from one site in one county to more than 1,000 volunteers serving 200+ locations in five counties. The Board is racially and ethnically diverse and includes representation from Orange, Seminole, and Volusia counties.

Rob Bridger, Florida Senior Programs Vice Chair, has been a resident of Volusia County for more than 40 years. He received his graduate degree from Stetson University and operated aging services programs in Volusia prior a lifelong career as the Executive Director of Children's Medical Services. The organizational structure of Florida Senior Programs does not include an Advisory Council. The Community Resource Partners and the FSP Program Committee fulfill responsibilities normally required of an Advisory Council. Community Resource Partners are identified to address specific areas. Community Resource Partners in Volusia County include: Volusia County Schools and Mid-Florida

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Community Services Head Start.

The Director has been affiliated with Foster Grandparents since 1985 and has extensive training and experience in volunteer management, outcome-based programming, fiscal management, strategic planning, team building and organizational development. The Assistant Director of the FGP has expertise in outcomes, volunteer training, and partnership development. The RSVP Program Manager has certifications in grant writing, fundraising and development, and volunteer management. The FSP Office Manager has over 15 years experience, serves as Human Resources and tracks expenditures according to FSP's policies. We also frequently utilize interns from the University of Central Florida and Stetson University.

Staff payroll is outsourced. Business checks are written in-house. Accounting, bank reconciliation and monthly financial statements are completed by a contracted bookkeeper who works in-house once a month. We have an independent auditor who conducts an A-133 each year. We have successfully and routinely produced our budgeted volunteer service years. 100% of our volunteers are placed in impact-based assignments.

Outcome-based programming has been the basis for measuring our performance for ten years with the Corporation for National Service and other funders. Our strategic plan is updated as needed (a 4 year plan last update November 2009) with input from the Board of Directors and staff. Florida Senior Programs is currently developing a new strategic plan. The plan addresses staffing, facilities, technology, growth and funding. Our Human Resource Policies were reviewed and revised in January 2006. We are a Drug Free Workplace and have a safety program in place. Jerry Girley, a former Florida Senior Program's Board member and attorney, provides legal advice. We have individual job descriptions for each staff and clearly defined roles that interfaces and supports our organizational structure.

Specific program areas are evaluated each year focused on an area that has generated interest. Our local funders also monitor and evaluate our program annually. FSP contracts with Thomas McGowan of McGowan and Associates to provide a comprehensive external evaluation, most recently completed in

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2010.

Additionally, the A-133 audit serves to check and monitor our compliance with federal regulations. We have a written technology plan to replace and upgrade computers, printers and copiers as needed. Purchasing procedures are in place and supplies are ordered based on the budget. We have internal procedures that are distributed to staff and updated as needed. Staff is reimbursed 45 cents per mile for local travel and long distance travel is planned and determined by the budget.

Other

N/A

PNS Amendment (if applicable)

N/A