

## PART I - FACE SHEET

<b>APPLICATION FOR FEDERAL ASSISTANCE</b>		1. TYPE OF SUBMISSION: Application <input checked="" type="checkbox"/> Non-Construction														
Modified Standard Form 424 (Rev.02/07 to confirm to the Corporation's eGrants System)																
2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS): 10/18/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 13SR142702	4. DATE RECEIVED BY FEDERAL AGENCY: 10/18/12	FEDERAL IDENTIFIER:														
<b>5. APPLICATION INFORMATION</b>																
LEGAL NAME: C.E.F.S. Economic Opportunity Corporation DUNS NUMBER: 037349263	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Debbie Weber															
ADDRESS (give street address, city, state, zip code and county): PO Box 928 1805 South Banker Street Effingham IL 62401 - 0928 County: Effingham	TELEPHONE NUMBER: (217) 342-2193 119 FAX NUMBER: (217) 342-4701 INTERNET E-MAIL ADDRESS: dweber@cefseoc.org															
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 376053117	7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Community-Based Organization															
8. TYPE OF APPLICATION (Check appropriate box). <input checked="" type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION      B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below):	9. NAME OF FEDERAL AGENCY: <b>Corporation for National and Community Service</b>															
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002 10b. TITLE: Retired and Senior Volunteer Program	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: RSVP of Clay, Effingham, Moultrie & Shelby Counties															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): ILLINOIS Opportunity #2 Clay County, Effingham County, Moultrie County, Shelby County in Illinois	11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
13. PROPOSED PROJECT: START DATE: 04/01/13      END DATE: 03/31/16	14. CONGRESSIONAL DISTRICT OF:    a.Applicant <input type="text" value="IL019"/> b.Program <input type="text" value="IL019"/>															
15. ESTIMATED FUNDING: Year #: 1	16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS? <input type="checkbox"/> YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON: DATE: <input checked="" type="checkbox"/> NO. PROGRAM IS NOT COVERED BY E.O. 12372															
<table border="1" style="width: 100%; border-collapse: collapse; font-size: small;"> <tr><td style="width: 20%;">a. FEDERAL</td><td style="text-align: right;">\$ 40,544.00</td></tr> <tr><td>b. APPLICANT</td><td style="text-align: right;">\$ 26,544.00</td></tr> <tr><td>c. STATE</td><td style="text-align: right;">\$ 26,544.00</td></tr> <tr><td>d. LOCAL</td><td style="text-align: right;">\$ 0.00</td></tr> <tr><td>e. OTHER</td><td style="text-align: right;">\$ 0.00</td></tr> <tr><td>f. PROGRAM INCOME</td><td style="text-align: right;">\$ 0.00</td></tr> <tr><td>g. TOTAL</td><td style="text-align: right;">\$ 67,088.00</td></tr> </table>	a. FEDERAL	\$ 40,544.00	b. APPLICANT	\$ 26,544.00	c. STATE	\$ 26,544.00	d. LOCAL	\$ 0.00	e. OTHER	\$ 0.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 67,088.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO	
a. FEDERAL	\$ 40,544.00															
b. APPLICANT	\$ 26,544.00															
c. STATE	\$ 26,544.00															
d. LOCAL	\$ 0.00															
e. OTHER	\$ 0.00															
f. PROGRAM INCOME	\$ 0.00															
g. TOTAL	\$ 67,088.00															
18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT, THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.																
a. TYPED NAME OF AUTHORIZED REPRESENTATIVE: Paul D. White	b. TITLE:	c. TELEPHONE NUMBER: (217) 342-2193 121														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/18/12														

## **Narratives**

### **Executive Summary**

C.E.F.S. Economic Opportunity Corporation, sponsoring agency for the Retired Senior Volunteer Program (RSVP), is a Community Action Agency (CAA) that is a 501 (c) 3 not-for-profit corporation striving to meet the needs of the economically disadvantaged by developing, implementing and evaluating social service programs designed to meet the needs of the people in the service delivery area. Our mission is to provide opportunities for people through education and support to achieve and maintain self-sufficiency. The agency motto is "Helping People. Changing Lives."

RSVP serves Clay, Effingham, Moultrie and Shelby counties in rural central Illinois. An estimated 320 volunteers will serve in the communities in which they live. RSVP volunteers will deliver meals to home-bound seniors, collect canned goods, stock shelves and serve consumers at food pantries, provide senior companionship, offer transportation services for seniors who no longer drive and assist them with errands and medical appointments so that they may continue to live independently. Additional activities that RSVP volunteers will participate in are tutoring elementary students through the reading program, tutoring adults through the Literacy Center, and other miscellaneous activities through a network of 99 stations such as senior nutrition sites, schools, churches, food pantries, and outreach offices. RSVP volunteers will serve frail seniors, children, low income families, mentally and physically disabled persons and veterans.

The primary focus area of this project is Healthy Futures. At the end of the 3 year performance period, an anticipated 150 volunteers will deliver meals to 200 unduplicated home-bound seniors within the four county service area through 13 stations. The CNCS federal investment of \$40,052 will be supplemented by \$26,544. 00.

### **Strengthening Communities**

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The Retired and Senior Volunteer Program, RSVP, sponsored by C.E.F.S. Economic Opportunity Corporation is located in Effingham, Illinois. The program serves four rural counties in South Central Illinois: Clay, Effingham, Moultrie, and Shelby. RSVP has been established in Effingham, Moultrie, and Shelby Counties for thirty-eight (38) years, while Clay County has supported RSVP for twenty-seven (27) years. The 2011 estimated population of the area is approximately 85,044 people.

All four counties have a high percentage rate of the total population who are 65 years of age or older. According to the 2010 State and County Quickfacts from the U.S. Census Bureau, 17.6% of Clay County's population is 65 years of age or older. Effingham County has 15.3%, Moultrie County has 17.4%, and Shelby County has 19.0% of their populations that are age 65 or older. 12.7% of the total population for the state of Illinois is 65 years of age or older. In addition, 795,806 veterans live in the state of Illinois. 1,244 veterans live in Clay County, 2,934 in Effingham County, 1,354 in Moultrie County and 2,249 in Shelby County. (US Census Bureau. State and County QuickFacts. 2010. Retrieved September 11, 2012 <http://quickfacts.census.gov/>.)

Clay County, the smallest and southern most county of the service area, has a 2011 estimated population of 13,728 according to the U.S. Census Bureau. It is a sparsely populated area covering 468.32 square miles. The 2010 U.S. Census Bureau reports, 16.3% of persons living in Clay County were below the poverty line. According to the 2011 Illinois Interactive report card, approximately 48% of the students in Clay County were considered low income. 49.9% received free or reduced rate lunches during the 2010-2011 school year. (Social Impact Research Center. 2011 Report on Illinois Poverty. Retrieved September 11, 2012. [www.ilpovertyreport.org](http://www.ilpovertyreport.org)) Clay County has been placed on the "Poverty Warning List" according to the 2010 Report on Illinois Poverty due to indicators of economic well-being such as high school graduation rates, unemployment, teen births, and extreme poverty.

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(Social Impact Research Center. 2011 Report on Illinois Poverty. Retrieved September 11, 2012. [www.ilpovertyreport.org](http://www.ilpovertyreport.org)) In addition, the unemployment rate for Clay County is 11.1%. It is the twelfth highest unemployment rate for counties in the state of Illinois. (Illinois Department of Employment Security. Illinois County Unemployment Rate Rankings. Retrieved October 9, 2012. <http://www.ides.illinois.gov>) Flora (population 5,070), Louisville (county seat, population 1,139), Clay City (population 959) and Xenia (population 391) all have RSVP members who provide services. (American Fact Finder. 2010. September 11, 2012. <http://factfinder2.census.gov>) One hundred and seventy-four (174) volunteers provided 25,871 hours of service in 2011.

Effingham County has the largest population out of the four county service area. It has a total area of 478.78 square miles and a 2011 estimated population of 34,280 according to the U.S. Census Bureau. In the 2010 U.S. Census Bureau report, 10.5 % of persons were below the poverty line. The 2011 Illinois Interactive report card reports that approximately 35% of students enrolled in Effingham County schools were considered low income. 33.2% of students received free or reduced lunches during the 2010-2011 school year. (Social Impact Research Center. 2011 Report on Illinois Poverty. Retrieved September 11, 2012. [www.ilpovertyreport.org](http://www.ilpovertyreport.org)) In addition, Effingham county has a 7.1% unemployment rate. (Illinois Department of Employment Security. Illinois County Unemployment Rate Rankings. Retrieved October 9, 2012. <http://www.ides.illinois.gov>) However, Effingham has a greater diversity in employment than most communities in the service area because it is located at the intersection of Interstates 57 and 70. In addition, three rail lines and three state highways pass through the city of Effingham. In Effingham County, the primary focus for RSVP activities has been in the City of Effingham (county seat, population 12,328). RSVP has expanded in the county to the outlying communities of Altamont (population 2,319), Beecher City (population 463), Dieterich (population 617), and Teutopolis (population 1,530). (American Fact Finder. 2010. Retrieved

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September 11, 2012. <http://factfinder2.census.gov>) Two hundred and twenty-seven (227) volunteers in Effingham County provided 33,109 hours of service in 2011.

Moultrie County, the northern most county in the service area, covers a geographic area of 335.94 square miles. Moultrie County's population was approximately 14,824 in 2011. According to the 2010 U.S. Census Bureau report, the percent of persons below poverty was 11.0%. Approximately 39% of students enrolled in a Moultrie County School District were considered low income according to the 2011 Illinois Interactive report card. Furthermore, 42.6% of students received free or reduced lunches during the 2010-2011 school year. (Social Impact Research Center. 2011 Report on Illinois Poverty. Retrieved September 11, 2012. [www.ilpovertyreport.org](http://www.ilpovertyreport.org)) Unemployment rates in Moultrie County have dropped from 9.4% in August of 2011 to 7.6% in August of 2012. (Illinois Department of Employment Security. Illinois County Unemployment Rate Rankings. Retrieved October 9, 2012. <http://www.ides.illinois.gov>) Despite the small population in Moultrie County, RSVP receives an abundance of community support. Communities in Moultrie County with RSVP members include Sullivan (county seat, population 4,440), Bethany (population 1,352), Lovington (population 1,130), Arthur (population 2,288), and Gays (population 281). (American Fact Finder. 2010. Retrieved September 11, 2012. <http://factfinder2.census.gov>) One hundred five (105) RSVP members provided 25,975 hours of service in 2011.

Shelby County has a 2011 estimated population of 22,212. It is the largest county of the service area, covering 758.52 square miles. In the 2010 U.S. Census Bureau report, the percent of persons below poverty was 11.3%. The 2011 Illinois Interactive report card states that approximately 37% of students enrolled in a Shelby County School District were considered low income. 37.5% of the students received free or reduced lunches during the 2010-2011 school year. (Social Impact Research Center.

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2011 Report on Illinois Poverty. Retrieved September 11, 2012. [www.ilpovertyreport.org](http://www.ilpovertyreport.org)) Shelby County has an unemployment rate of 9.4%. (Illinois Department of Employment Security. Illinois County Unemployment Rate Rankings. Retrieved October 9, 2012. <http://www.ides.illinois.gov>) The City of Shelbyville, (county seat, population 4,700), is located at the dam of Lake Shelbyville which provides attractive recreation opportunities to residents and visitors. Stewardson (population 734), Strasburg (population 467), Cowden (population 629), Herrick (population 436), and Findlay (population 683) all have RSVP volunteers who are active members in their communities. (American Fact Finder. 2010. Retrieved September 11, 2012. <http://factfinder2.census.gov>) Seventy-four (74) RSVP volunteers in Shelby County provided 10,664 hours of service in 2011.

Due to the federal and Illinois state budget crisis's which currently face our nation and state, our service area has been affected. The area has already been a traditionally low income area. The average household income for Clay County from 2006 to 2010 was \$38,016 which is the lowest of the four counties. (United States Census Bureau. State and County Quickfacts. 2010. Retrieved September 11, 2012. <http://quickfacts.census.gov>) Several businesses in the service area have closed causing many families to be out of work. Many individuals have received temporary layoffs which resulted in permanent layoffs. As a result, some families are moving out of the area to pursue new/better employment opportunities. Thus leaving behind elderly parents and family members who are finding themselves without the support systems they once relied upon. Since resources at non-profit organizations are also reduced and very limited, they are not able to provide the same level of assistance that they once had.

Several seniors age 65 and older, many of which are veterans, are living independently in their own homes within the four county service area. However, due to medical or physical reasons, they are

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unable to perform some basic actions for themselves such as cooking, cleaning, or doing laundry. In addition, they have limited access to transportation which makes it difficult to run errands and visit the doctor. Many of these seniors do not have family members living nearby to assist them with activities that many others take for granted. Oftentimes, they spend the majority of the week alone and isolated from the outside world. As a result, the isolated homebound seniors require some basic assistance to remain living independently in their own homes and increase their sense of social support.

Therefore, C.E.F.S.'s/RSVP will focus senior service primarily in the Healthy Futures Focus Area. RSVP volunteers are encouraged to participate in service activities in their local community such as Meals on Wheels, transportation services, senior companionship, senior assistance, errand assistance and food pantry support. The Meals on Wheels program depends on volunteers to deliver meals to homebound senior citizens. Funding for this program has become stagnant and therefore would not function if not for the volunteers that graciously give of their time and resources to deliver meals to the homebound seniors. Volunteers will also provide transportation for home bound seniors to attend doctor's appointments, do weekly banking, grocery shopping and other such errands. RSVP volunteers will also assist seniors in their homes with basic tasks such as cleaning, cooking, laundry and minor maintenance or may simply "check in" with them daily and offer companionship. In addition, volunteers will conduct community food drives, stock the shelves at the local food pantries and distribute food to individuals in need.

The Meals on Wheels program has been a long running successful program within the four counties that RSVP serves. The cooperation between the RSVP volunteers and the Meals on Wheels Program is what has kept this vital program available to the rural isolated homebound seniors. Through the

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activities of the RSVP volunteers, qualifying homebound seniors in the rural Illinois counties of Clay, Effingham, Moultrie and Shelby receive hot nutritious meals delivered five days a week right to their home. The hot meal that is delivered to the seniors meets one third of the recommended daily allowance of nutrients. Many meal recipients have commented that they receive enough food in the one meal they receive each day to be able to save a portion of the meal and consume the remainder for their evening meal. This service along with transportation services, senior assistance, companionship and other services the volunteers provide allow seniors remain in their own homes for as long as possible. Not to mention, the friendly smile and kind words of the volunteers help the senior to feel more connected socially to the outside world. These friendly visits help to fight off feelings of isolation, loneliness and depression and give them something to look forward to each day. The services provided to individuals through the efforts of volunteers helping the food pantries will increase the level of food security for those who need the extra help. Volunteers do make an impact in the lives of others through their efforts.

The RSVP Director's and RSVP Specialist's offices are located at the C.E.F.S. Central Office in Effingham, while the Moultrie County Coordinator's office is located within the Moultrie County C.E.F.S. Outreach Office. The RSVP Specialist is responsible for Clay, Effingham, and Shelby counties. Offices for Clay County RSVP and Shelby County RSVP are housed within the Clay County C.E.F.S. Outreach Office in Flora and the Shelby County C.E.F.S. Outreach Office in Shelbyville. The RSVP staff members are directly involved in their communities and help ensure local input into the program's design and planning is made. The RSVP Advisory Council is also directly involved with the program's planning and design. They ensure recognition banquets are planned, submit ideas for volunteer recruitment and retention, assist with a year end evaluation of the programs, and more. The RSVP staff actively recruits new volunteers, especially new members in the community, because it

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can be difficult for new persons to assimilate in close knit communities, such as the four counties served by RSVP. When new members of the community are recruited, people of diverse backgrounds are brought together. While the service area is predominately white, we encourage persons of any ethnicity, sex, income and/or educational level to become a volunteer. We promote volunteer service in diverse backgrounds and respect the uniqueness of each individual. Recruiting new volunteers encourages persons to develop new skills and talents and teaches them how to give back to their community.

A quarterly newsletter will be distributed to the volunteers either by email or by the U.S. mail system. The intent of the newsletter is to inform volunteers of new volunteer opportunities, successful volunteer efforts and recognition of those who have gone above and beyond. In addition, regular visits will be made to RSVP stations to ensure the volunteers receive proper training, the needs of the station are being met and that both the station and volunteers are communicating their needs and concerns to each other. The RSVP Specialist and Moultrie County Coordinator will communicate regularly to develop programs and discuss ideas on different ways to recruit and retain volunteers. They will also collaborate to plan events designed to recognize the volunteers for their service.

C.E.F.S.'s mission is to provide opportunities for people to overcome obstacles in obtaining or maintaining self-sufficiency. Volunteers help accomplish this mission by serving in the community. Their input is valuable and helps to enhance the capacity of organizations in the four county service area. Without the help of the volunteers, many nonprofit organizations would not be able to operate. The RSVP Advisory Council, composed of members from each of the four counties, assists with the mobilization of resources. They are important individuals in making the RSVP staff members aware of the communities' assets, communities' needs, new members in the community, etc... Further, each

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county has representation on the C.E.F.S. Board of Directors which oversees the agency and program. A broad array of partnerships include human services, ministerial associations, housing authorities, rehabilitation services, health departments, family and children services, villages and townships, emergency services, employment and training services, probation, senior services, hospitals, university extensions, businesses, school districts, and many more. RSVP will continue to develop and implement volunteer assignments to enhance the capacity of many of these organizations meeting critical community needs with limited resources.

### **Recruitment and Development**

As the program continues to grow and address critical community needs identified on federal, state, and local levels, new result-oriented volunteer opportunities are being developed to provide new, challenging avenues for volunteers to both contribute and build upon their own skills. We will have a variety of work stations with diverse opportunities (both short and long term assignments) available for volunteers to serve, and we will help members find services that are appropriate for their interests and commitment level. As a shift in age, lifestyle, education, and experience of volunteers begins to occur, we will utilize the wealth of resources offered by Baby Boomers to develop and enhance meaningful volunteer opportunities. We will be exploring new areas of volunteerism for our program and encourage greater involvement in areas such as healthy futures, veterans, education, environmental stewardship, economic opportunity, disaster services, capacity building, mobilizing volunteers, independent living services for seniors, and engaging students in their communities. These areas of interest provide volunteers an opportunity to build new skills and develop leadership potential. Not only will volunteers be making a difference in someone's life, but they will also enhance the quality of their own lives by sharing their skills and talents with others.

The program will continue to utilize valuable research and information available regarding the Baby

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Boomer generation to help develop strategies for recruitment and retention of this population.

Recruitment and volunteer support activities are ongoing and are bolstered throughout the year by program events, media, and community involvement. The RSVP Director, Specialist and Coordinator will speak to organizations, such as the Retired Teachers Association and Rotary Groups, to recruit volunteers that bring a variety of skills and talents to our program. We are in the process of gathering volunteers' emails so we can stay in touch with volunteers through online newsletters and email messages. When short term volunteer assignments become available, keeping in touch through email is an economical means of sharing information with active baby boomers. Volunteer recognition is provided not only by the RSVP program, but also by the sponsoring agency and by many of the stations who are so grateful for the assistance provided by the volunteers. Volunteers receive recognition for their contributions and achievements at annual volunteer celebrations.

Training opportunities and community educational opportunities are regularly offered to the RSVP staff as well as the RSVP Advisory Council members. Volunteers are also encouraged to engage in leadership roles of the Advisory Council such as committee chairs, officers, and participation in special projects. Training and technical assistance to project staff, volunteers, and station supervisors is supported by opportunities offered by C.E.F.S., the grant funding sources (CNCS and Illinois Department on Aging (IDOA)), and other volunteer affiliations (e.g. the annual IDOA & CNCS Senior Corps State Conference, and Southern Illinois Volunteerism Conference).

Volunteer training will be provided by the RSVP stations for the specific jobs each volunteer will do. Most stations have specific procedures and wish to train volunteers themselves in order to meet the specific needs of each job within the volunteer station. The RSVP Director, Specialist and Coordinator will assist in securing volunteers and placing them in volunteer opportunities that not only utilizes

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past work experience, but also engages their areas of interest. By considering their experience and interests, volunteers will have a fulfilling volunteer experience. A volunteer that enjoys their volunteer assignment is more likely to feel a personal connection and will give their best effort while volunteering.

### Program Management

Participation in community groups and associations such as the County Association of Service Providers and U of I Extension Diversity Coalition provides opportunities to develop new volunteer stations and meaningful placements for volunteers. Management of volunteer assignments is primarily accomplished by monthly contacts between the RSVP staff members and station supervisors. Annual confidential evaluations are also used to collect information from stations and measure program performance and accomplishments. In addition, face to face evaluations between the RSVP coordinators and the station supervisors are performed every three years or as often as necessary. In order to assure goals and objectives are met, RSVP staff members will meet at least four times each year. This allows staff members the opportunity to review progress, address upcoming issues, and discuss changes which may need to be made to improve the program. Each coordinator reports, on a monthly basis, the following information to the director: volunteer hours, acknowledgement forms, in-kind forms, new volunteers, new stations, volunteer changes, and monthly highlights/public relations. The monthly reports provided by the county coordinators are evaluated by the director and are compared to the previous year's performance. Changes are then recommended based on the assessment of evaluations from stations and monthly reports from RSVP staff. This systematic reporting of volunteer data and accomplishments provides information needed to assess the project on a monthly basis, track progress towards goals, and demonstrate impacts of volunteers.

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The number of volunteers has been reduced to reflect a more realistic snapshot our volunteer program. The program has deleted volunteers from the roster that have not provided volunteer service in the last 6 months. This was done for programmatic and financial reasons. In addition, new volunteers will not be recruited for or placed at stations that do not align with CNCS Focus Areas. When the Memorandums of Understanding are up for renewal, the RSVP Specialist will assess station activities and those stations that do not have active volunteers or align with CNCS Focus Areas will not be renewed. We do not wish to disrupt volunteers or stations that are operating viable programs and still have a need for volunteers. Therefore, we propose to let stations that do not align with CNCS Focus Areas to close as current volunteers lose interest, are no longer able to serve due to health reasons or as there is no longer a need for the service they had been providing.

The RSVP Specialist will closely monitor all volunteer stations and will ensure that the activities being performed at each station align with the goals set forth in the work plans. The Specialist will also work closely with the Moultrie County Coordinator to collect data from activity logs, data bases and volunteer time sheets. Together they will assure that station personnel receive surveys to be completed by clients and report the results as required.

The RSVP program follows agency policies, guidelines and principles applicable to non-profit federal grantees to manage financial and in-kind resources and ensure fiscal accountability. Other forms of cash have been awarded through grants from the United Way Agencies of Effingham and Moultrie Counties. C.E.F.S. believes in the mission of RSVP and does not charge for the use of office space at the C.E.F.S. Outreach Offices. Cash donations and other gifts are collected from area businesses, by staff, to be used for annual recognitions. These generous donations ensure the continuation of other programs through RSVP, such as the Pencil Pal and the Welcome to Kindergarten programs.

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Collaborative initiatives will continue to maximize resources necessary to sustain and expand the program.

C.E.F.S. ensures agency policies and procedures relevant to program management are adhered to. The RSVP Advisory Council provides instruction regarding program management as a way to keep the program on task. One of the Advisory Council members' roles is to ensure the RSVP program is operated effectively and efficiently.

### Organizational Capability

C.E.F.S. Economic Opportunity Corporation is Community Action Agency which is a 501 (c) 3 not-for-profit corporation that strives to meet the needs of the economically and socially disadvantaged by developing, implementing and evaluating social service programs designed to improve the quality of life of the impoverished. C.E.F.S. has experience which includes forty-seven (47) years as a grantee and the administration of many state and federal grants.

The Retired and Senior Volunteer Program is one of 15 separate programs, within C.E.F.S., that provides a variety of services within the seven counties. C.E.F.S. established the Retired and Senior Volunteer Program in 1974 in Effingham, Moultrie and Shelby Counties and added Clay in 1985. C.E.F.S. also sponsors the Senior Nutrition Program, the Literacy Program, Head Start, LIHEAP, CSBG, Workforce Investment Act and other outreach programs in various counties within the umbrella of services. All of these programs operate independently but explore any opportunity to support other programs. There is a very close cooperation between the RSVP Program and the C.E.F.S. Outreach Offices where RSVP staff are housed. This fosters excellent opportunities for coordination of services and provides benefits in planning and placement of volunteers in food pantries, thrift shops, schools, health care facilities, senior centers, and other community

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organizations.

The C.E.F.S./RSVP Program currently employs three (3) staff members. Debbie Weber, RSVP Project Director, has been with the agency for more than 34 years and with the RSVP program for 5 years.

The RSVP Project Director has more than nineteen (19) years experience as the director of the Golden Circle Nutrition Program which includes the recruitment and retention of volunteers and management of grants. The Director understands the importance and impact volunteers have on the continuation of essential programs. The Director has ample experience in managing programs and providing growth within the programs. The Director also has experience with the aging population and managing volunteers. The RSVP Director position is currently staffed at 25% time. C.E.F.S. on behalf of the RSVP had requested and was approved for a waiver by CNCS of a full time Director. The RSVP Program will continue to staff the RSVP Program Director position at 25% time. Amy Ellis fills the position of RSVP Specialist. The Specialist has a degree in elementary education and has worked for 20 years in retail holding a variety of positions ranging from cashier to management. She also volunteers for a variety of organizations within her community. Norma Piper, RSVP Coordinator for Moultrie County, has been with the agency for eleven (11) years. The Coordinator has much experience with the RSVP program and knows her volunteers well. The Coordinator is well represented in the community and understands what it takes to serve the community. The Specialist will represent Clay, Effingham and Shelby Counties while the Coordinator will represent Moultrie County. The RSVP staff will communicate often and work collaboratively to manage the program. The three RSVP staff members will work together to increase and maintain volunteers. The RSVP staff will offer meaningful experiences for our volunteers that make a huge impact on their community.

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In 2012, our RSVP program is celebrating its 38th year of recruiting and managing senior volunteers, matching them with community non-profit partners. Our volunteers have been working within our Primary Focus Area, Healthy Futures, for all 38 of our years. RSVP volunteers have been working in Food Pantries providing food to low-income individuals and seniors. Nearly 9% of our volunteers will serve this program in the grant year. Nearly 59% of our volunteers will continue to transport home-bound seniors to doctor's appointments; will also continue to visit with the rural isolated home-bound senior helping them to remain socially connected and will deliver meals to the rural, isolated, home-bound senior helping them to remain independent in their own home. Performance measurements have always been an important part of our process as our funders, volunteers and local communities expect it. We have in place performance measures to reflect seniors remaining more socially connected through the above volunteer opportunities and how many will receive a hot nutritious well-balanced meal.

The C.E.F.S. Economic Opportunity Corporation administrative team includes a full-time CEO, COO, and CFO, in addition to Program Directors. The Administrative Team and the agency's Board of Directors are responsible for review and revision of agency policies and procedures to manage tangible assets such as facilities, equipment and supplies. The Procurement Policy outlines policies regarding the acquisition, maintenance, accountability and disposition of real property, vehicles and equipment. A physical inventory is conducted annually. Program supplies are inventoried and accounted for at the local program level. C.E.F.S. has over 55 locations throughout their service area and has assets of \$1,342,964.44.

C.E.F.S. has written policies and procedures that are reviewed by the Administration of C.E.F.S. and the Board of Directors. Written policies and procedures are reviewed and revised on a regular basis by

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the Administrative Staff and the C.E.F.S. Board of Directors. Policies include but not limited to: Financial Policies and Procedures, Code of Conduct Policy, Confidentiality Policy, Procurement and Management Property Policy, Whistle Blower Policy, Personnel Employee Policy and Procedures. Each new staff member receives an orientation and is given a Personnel Employee Policy and Procedure. To assure RSVP runs efficiently and effectively, staff members are responsible for ensuring they have adequate supplies to operate the program. Supplies will be given to staff on an as needed basis and as they request supplies. Staff must adhere to all policies in the C.E.F.S.'s policy and procedure manual in regards to internal policies, supplies, and travel. The C.E.F.S. Board of Directors is governed by a set of by-Laws.

The 12-member RSVP Advisory Council includes RSVP members and local business people. They are governed by a set of by-Laws. The council meets quarterly on the 4th Wednesday at 10:00 A.M. The Program Director, RSVP Specialist and County Coordinator each give a report on activities that they are working on. In order to improve our services, we ask every member at our volunteer recognition banquets to complete a survey. Based on the results of the survey, we can assess how we as a project are doing. In addition, we periodically ask station representatives to evaluate the program. Based on the results, we see improvements which need to be made whether it is additional timesheets, additional training for the volunteers, or additional volunteers at the station. All of the information that is gathered is used to update the Volunteer Handbook as needed. When the Volunteer Handbook is updated, the new information will be sent to each volunteer and provided at every station. RSVP staff members and advisory council members also complete an annual self-assessment survey. The assessment will measure the accomplishments and improvements needed to be made within the service area.

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The C.E.F.S. Economic Opportunity Corporation Financial Policies and Procedures provide uniform standards and consistent procedures to control financial operations and comply with federal and state requirements in the administration of grants and agreements. Separate accounts are maintained for transactions in all grant funds received and expended. The Agency's system of internal control promotes compliance with grant conditions, regulations, and internal policies; prevents illegal or unauthorized transactions or acts; and provides proper accounting data and information with a minimum of human error.

The agency's Board of Directors formulates operational priorities and develops the fiscal, personnel, planning, evaluation, and equal opportunity policies of C.E.F.S. The board is composed of individuals, from each county, representing three sectors of the community public, private, and low-income. It is the responsibility of the agency staff to provide them with facts and advice as a basis for their making policy decisions. The Board ensures accountable and efficient administration of social programs to low-income, elderly, and persons with disabilities. The Chief Executive Officer adheres to the Board of Directors and takes responsibility to effectively oversee, direct, and administer agency operations. The Chief Operations Officer supervises the program operations ensuring performance achievement to the funders and adheres to the Chief Executive Officer. Program operations are also reviewed at monthly staff meetings and informally amongst the administrative staff.

An annual financial audit of the agency's accounting is conducted by an Independent Certified Public Accounting Firm yearly.

The agency has over 47 years experience in managing several federal grant funds such as HUD, Head- Start, CSBG, LIHEAP and the Workforce Investment Act.

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RSVP receives non-federal funding from the Illinois Department on Aging, local chapters of the United Way and local cash donations. Currently the Illinois Department on Aging recognizes the value of utilizing volunteers age 55 or older to enhance social service programs. The RSVP Program has tremendous local support through the United Way organization and through the kindness of generous donors. C.E.F.S./RSVP receives in-kind contributions for occupancy expenses. The RSVP Program has never had an issue with being able to raise funds for the non-federal share. However, if the Illinois Department on Aging ever found itself in a position where there was no longer funding available, we believe there would be no problem raising the funds locally either through the United Way or through other local cash support. While we are required to have a 30% match, our RSVP program enjoys community support over the mandated 30% match.

### Other

The C.E.F.S./RSVP has continued to harness the Baby Boomers' experiences by offering short term volunteer assignments per stations request. Research has shown that many of the Baby Boomers have valuable skills and talents but prefer short term volunteer assignments since they lead active lifestyles and do not want to be committed to a long term project. Many of the Baby Boomers have volunteered through such jobs as the delivery of meals to home-bound seniors, providing transportation to doctor appointments, providing medication reminders, and preparing meals for home-bound seniors.

Without these dedicated volunteers, many older adults would not be able to live independently in their own homes.

In addition to harnessing Baby Boomers, the CEFS/RSVP has aided in ensuring a brighter and healthier future for America's seniors. We are encouraging the RSVP members to volunteer at local elderly nutrition sites. In Clay and Effingham counties, many volunteers deliver meals to homebound

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seniors. The other counties served by RSVP also have established nutrition centers and the RSVP staff have established partnerships with those nutrition sites as well. Volunteering at local nutrition centers is a great opportunity to ensure our homebound seniors receive a high quality, nutritious meal which in part will help them to remain living independently in their homes. In addition, these sites offer activities designed to help keep the senior active and participating in society.

Additionally, we are planning activities for Martin Luther King Day of Service, 9/11 Day of Remembrance and Service, and Senior Corps Week. For the January 2013 Martin Luther King Day of Service, C.E.F.S./RSVP plans to collect letters and/or thank you cards for veterans in our four county service area. We will distribute the letters and/or thank you cards to the Central Illinois Honor Flight and/or other organizations that assist veterans. For 9/11 Day of Remembrance and Service, our volunteers are encouraged to be actively involved in their communities. They will assist at ceremonies and celebrations that recognize the selfless contributions of the veterans. Some will post flags along the streets. Others will assist with community celebration dinners. During Senior Corps Week, we will encourage our volunteers to be active in their communities. We will increase public awareness about RSVP and will recruit new volunteers. We will also encourage our volunteers to recruit others to join RSVP. Further planning will be completed for each of the above events.

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

N/A