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### **Executive Summary**

An estimated 80 Retired and Senior Volunteer Program (RSVP) trained, unduplicated volunteers will serve youth, all community members including seniors and veterans, in the primary focus area. After School Adventures Program (ASAP) is a cost FREE service provided to parents and children in the Northern Panhandle of WV. Volunteers will provide one-on-one or group mentoring to 100 youth 1:3, 6 hours per week for 25 weeks. Volunteers will greet youth, provide snacks, encourage homework, and assistance with any problem areas. If child has no homework, volunteer will encourage participation in grade appropriate educational exercises. Volunteers will implement various enrichment activities that include science, math, fitness, health, art, and literacy, in order to engage children to help them have an increased attachment to school and education aspirations. Service learning projects will be geared to help veterans and their families have a higher quality of life. They will serve a healthy, balanced hot meal in a family style environment. Volunteers will be available to advise youth and parents and receive insight. They will assist youth with cleanup, and then social time will be given. Schools, parents, and stations will refer youth of working parents. Through a network of 15 stations/sites located in four counties, such as veterans centers, military missions, work force center, emergency service offices, senior centers, libraries, housing authorities, primary schools, Catholic diocese, colleges, universities, chapels, middle schools, and Christian centers. The primary focus area of this project is community-based mentoring. At the end of the three-year grant, 80 volunteers will serve 6,000 hours mentoring 100 youth in grades K-12 that participate in the after-school program and three service projects of which 60 youth will improve in academic engagement, defined as increased attachment to school. The CNCS federal investment of \$98,638 will be supplemented by \$52,383.

### **Strengthening Communities**

The urgent need to be met is in the Primary Focus Area of Education in community-based mentoring.

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RSVP will improve academic engagement and service learning in an area of low education levels, economic decline, decreased job force, budget crisis, and economic development due to low-income, decreasing population, aging, and high unemployment. Example: Last year a family of 5 had a choice to pay rent or electric bill due to mom losing her job for six months; they paid rent. Warm weather turned cold. Mom resorted to burning cardboard in a charcoal grill outside to keep family warm. ASAP provided a place for her children to have a hot meal through the week and provided some warmth until community members helped. The ASAP extended dignity until they got back on their feet. Census 2008/2010 reports the primary industries percentage of total employed and median income as; educational health care 26% at \$29,486, health care and social assistance 18% at \$25,321, arts, entertainment, and recreation 13% at \$13,140, retail trade 12% at \$16,255, and manufacturing 10% at \$38,945. Manufacturing production has the greatest decrease of 2% since 2005 eliminating 229 employed positions, despite the decrease, a significant number of people continue to earn a living through manufacturing related activities. The Northern Panhandle is an urban-industrial region. The manufactured products include sheet steel, tin, sheet metal, coal, tar, and chemicals. Farm production in the rural areas, is at 3%, and focused on dairy related commodities, the production and distribution of whole milk. Main employers are: RG Steel Corp. (in bankruptcy), Arcelor Steel Corp., Wheeling-Nisshin, Inc., Unites States Can Co., Graphic Packaging Holding Company, PPG Industries, Inc., Weirton Medical Center, Genesis Eldercare Resources Corp., Mountaineer Casino Racetrack & Resort, Wheeling Hospital, Inc., Ohio Valley Medical Center, Wheeling Island Hotel-Casino Racetrack, Wheeling Park Commission, Northwood Health Systems, McElroy Coal Company, Reynolds Memorial Hospital, Inc., Bayer Material Science LLC, Mound View Health Care, Inc., and most recent Chesapeake and Consol Energy. Primary non-profit organizations are social welfare, educational, and charitable trusts. These private foundations address needs of health, education, fire prevention, animal care, religious, burial, fraternal, military, and veterans as listed by

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TaxExemptWorld.com. The area serviced by RSVP, consists of 583 square miles (1,169 persons per square mile), and Census.gov shows the est. population to be 132,295 (7.13% of WV) which declined 7,503 in all four counties since 2000 due to job loss in manufacturing. Census.gov (2006-2010) shows of 55,967 households, 8.6% earn less than \$10,000 per year. Unemployment is reported rising to 9.8%, high above statewide average of 3.9%, showing only an increase of total 46 employment opportunities since 2005 due to downsizing. In 2011, 313 RSVP volunteers served 75,649 hours saving local non-profit agencies and communities an est. \$548,448 in areas such as ASAP and veteran programs showing RSVP as a vital resource of wealth used to facilitate local community volunteerism. WV Center on Budget and Policy reports 2013 budget cuts as: \$250,000 in each health and human services, \$11.4 million in state aid, \$8,000 in state police, and \$410,000 in development. On August 2, 2011, the House Redistricting Committee approved a proposal for House of Delegates districts. The bill, which moved to the full house, increased the number of single-member districts around the state from 36 to 47. The redistricting will reduce 1 delegate in Brooke County, cutting access to dollars in half. Delegates are a vital source to the Brooke County Committee on Aging (BCCOA). Brooke County Commission has proposed to cut 50% matching funds to BCCOA also affecting RSVP. WV showed a debt of 23 billion dollars in 2012. Debt services and retirement are the only 2 non-profit classification areas not affected by budget cuts as listed in sunshinereview.org. Two major problems facing WV today are budget crisis and economic development. Budget crisis may start at the national level by states not getting enough funds from the government and therefore not having enough money for its many divisions. Many times, a state will continue to develop a "maxed out" budget plan that does not allow any room for surprise costs. WV is no exception. Often WV's budget shows huge amounts of debt, \$6 billion as of 2007, and there is not a surefire way of improving it. The answer to a budget crisis seems to be tax increases, but because of WV's poverty and unemployment rate, this does not seem possible. Economic development is another problem facing

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WV's government and it ties in with budget crisis. Problems with WV's economic development are its poor infrastructure, low education levels, less job force (younger people leaving with older people retiring), and outsourcing jobs to list a few. The poor infrastructure (lack of large airports, etc.) is partly to blame on the lack of port cities and ports in WV and partly on the lack of money to maintain roadways in sometimes harsh winters and floods. WV's low education levels contribute to its low economic development. If WV had more skilled people in the workforce, then more companies would be interested in relocating here and less outsourcing would occur-meaning more tax revenue for the state and fewer young people leaving to get jobs. If the governor and the legislature can get through to the next generation, WV might be able to remain at its current beauty (less outsourcing, mining, etc.) and become an economically developed place where people want to live. Reported by Jonna Windon <http://voices.yahoo.com/problems-facing-west-virginia-budget-crises-economic-382652.html>.

Statistics show 33% are above the age of 50 and 8% are seniors living below poverty level. About 10.6% of families and 13.8% of the population are below poverty line, including 19.2% of those under age 18 and 9.5% over age 65. Disability income for 4,682 citizens from age 16 to 65 shows income just above poverty at \$15,198 according to Census.gov (2006-2010). Consumers News and Business Channel (CNBC) ranked "America's Top States for Business 2012", and WV showed up near the end at 48. CNBC study looks at education levels, number of available workers, effective training programs, and union membership. For many types of business, particularly technology-based companies, those are critical factors. Companies may look at WV and decide that their companies would struggle to find workers with skills needed to start up quickly and efficiently. State Education Ranking shows WV as 50 of 51 in student performance K-12 (<http://www.alec.org/2012/01/national-education-report-card-ranks-massachusetts-first-west-virginia-last/>). Census.gov (2007-2009) shows three of the four counties in the Northern Panhandle average ranking is 6.0% under the state ranking of 10.5%, and all four counties are under national ranking of 17.6% of persons with BA Degree or higher. This

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illustrates the need to prepare youth for higher education by improving their academic engagement at an early age. This engagement is defined as increased attachment to school and increased educational aspirations. Students and volunteers are also encouraged to serve their communities through service learning activities and to be prepared for emergencies with first aid, AED, and CPR training. RSVP of 40 years serves the Northern Panhandle of WV geographically bordering Pennsylvania to the east and Ohio to the west and is considered part of Appalachia. Residents have access to large metropolitan areas of Pittsburgh, PA, (50 miles to the east) and Columbus, OH, (100 miles to the west). The four counties are situated in the Kanawha Section of the Allegheny Plateau's physiographic province. Highest elevation is 1,430 feet with steep hills that slope into narrow valleys, containing many small streams, and several creeks that drain into the Ohio River and are prone to flooding during periods of heavy rainfall. The Ohio River forms the western boundary of these four counties. Major highways are (US 22, 30, 40, 250) (WV Route 2, 8, 27, 67, 86, 88, 891) (I70-I470) that can be impacted by travel due to flooding and icy roads making RSVP volunteers a great resource for emergency preparedness and safe driving instruction. In the past, disaster preparedness relative to community need meant knowing what to do in case of flood, tornado, fire, or other such disaster that can cripple a community. Today, that preparedness extends to mass evacuations, terrorism, nuclear and chemical warfare, and various other degrees of disaster that pose real threats. WV by nature is mountainous and rural, which makes it unique to other parts of the country. Four counties combined population of over 132,295 persons creates an even more distinct image of unusual territory with its close proximity to the Washington, DC metropolitan area. Facing disaster or threats thereof, forces community to rely on local capabilities for response and potentially for the survival of many persons who flee to the mountains from the city. It could take days, even weeks, for adequate assistance to arrive. Community leaders have begun the process for building awareness and implementing policy to guide citizens through the survival and recovery process. RSVP programs have identified disaster

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preparedness as a statewide community need and have developed a statewide plan to address disaster preparedness through a universal capacity building plan. An anticipated impact statewide output over the three year grant cycle of 38 stations, 1,075 volunteers with at least 2 hours of training, will serve 211,500 persons of all ages. Service will be tracked using the WV Senior Corps Directors Association (WVSCDA) database PREVNET. Part of RSVP's foundation for over forty years has been the effective involvement of the RSVP Advisory Council who are businessmen, professionals, city council members, retired mayors, volunteer stations' staff, senior citizens, persons in the field of aging or volunteerism, private non-profit agencies, churches, and active community members. Council provides input into the program from varying views and diverse backgrounds, and it will be made up of not less than 12 and no more than 20 representatives from all four counties with at least 25% over age 55. Members will meet 10 months a year and will be referred by word of mouth from current council members, BCCOA board members, and RSVP staff. Recruitment with focus on new program emphasis areas such as creating job skills training that will include veterans and teaching first aid classes to encompass a statewide work plan. They keep abreast of accomplishments by RSVP via monthly staff reports, and assist director and BCCOA in matters that affect planning and community interest, developing goals, and projecting changes. Members provide an organized system of obtaining information, and assist on budgeting and procuring/increasing support in dollars/in-kind. Roles include grant application assistance, volunteer station personnel coordination, significant program and personnel staffing decisions and practices, including the formation of basic policies for the project. They advocate in the community at large and make needs known so they may be addressed by programming, providing constructive relationships with key individuals, agencies in the community, and with other National Senior Corps Programs. Members contribute to tasks such as annual program evaluation grant requirement, recognition events, ad hoc and subcommittee assignments, annual bi-laws and orientation updates, nominations, elections according to bi-laws, and assist with

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grievance procedures for volunteer/station complaints

<http://www.rsvpww.org/RSVP%20Handbook.pdf>. They review senior volunteer appeals of decisions by the sponsor, project staff or volunteer station staff, and recommend BCCOA executive director as to what action to take. RSVP director is hired by BCCOA with due consideration for recommendation from the council. Seniors, 55 and older, who vary in gender, income, culture, and education, manage and assist intergenerational projects. There are no barriers addressing diversity because all aspects of RSVP are non-biased to incorporate volunteer opportunities for any age, intergenerational, economical, educational, and gender challenged volunteers to assist clients with equally diverse backgrounds. RSVP's primary focus area, ASAP, was initiated by council seeing a need for a safe place for children after school in primary and middle schools and will be expanded to high schools in 2013. As reported by Bob Fowler, Office of Emergency Management (OEM), in Brooke County to Advisory Council chairperson, Mary Schwertfeger, "Brooke County and surrounding area is losing one resident a week to drug overdose." In 2011-2012, 92 Senior Corps volunteers aged 55 and over served 2,945 hours and 52 volunteers under age 55 served 3,741 hours to assist and provide mentoring to 109 students in Brooke and Marshall Counties meeting both volunteer and student goals. Of these 92 volunteers 20 assisted in recruiting and 44 were used in fundraising events to help sustain ASAP by raising \$3,497 cash and \$16,393 in-kind donations. Marshall County VISTA was established and RSVP's coordinator was replaced once. Benwood/McMechen Housing Authority provided RSVP with rent free unit including utilities, paper products, snacks, maintenance, and supplies left from prior afterschool. CHANGE, Inc. and Marshall County Schools supplied hot meals which allowed RSVP to keep the program FREE. Volunteer and student meals valued \$12,808. BCCOA supplied background checks to all volunteers associated directly with youth. No accidents were reported, showing a safe place for youth. 91% surveyed students, volunteers and parents felt program had positive effects. Strongest perceptions were abilities to see his or her strength and excitement at success. Weakest

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perception was volunteers helping student to organize work. One unsatisfactory perception was noted in the area of signing in and signing out. Parents cited activities child enjoyed most: games, gym, talent show, and Wheeling Nailers. Activities least enjoyed were homework and not being able to hang with friends. Four notes of thanks were received. Report cards were collected from 20 ASAP students and tracked throughout the 2011-2012. Grades were compared to grades from the prior year. Eighty-five percent of students remained the same or showed improvement in grades in at least two subjects. Student goal was met for 2011-2012 with 109 total students signed in, who were provided group mentoring, hot meals, exercise and art programs. RSVP had no students on waiting lists. Council reviewed the annual Program Progress Report to ascertain project performance, including impact on community priority needs. Yearly program evaluation was done by the committee who interviewed 30% of program volunteers and 50% of stations including ASAP. The committee consisted of at least two (2) people, who performed a yearly evaluation, using Project Star Survey tool, and was encouraged to make necessary changes to take ownership of evaluation according to need. Committee gathered information and reported to advisory council for review; results of impact were submitted with grant progress report. Information provided feedback that was used in correcting problems that may have existed within the program. RSVP staff maintained contact with volunteers and stations to insure local input into program design and evaluation. Monthly volunteer meetings were held by ASAP coordinator/supervisors such as AmeriCorps VISTA, NCOA participant, and volunteer chairpersons that monitored monthly progress and solved immediate problems. One coordinator and two VISTA supervisors represented ASAP monthly on the advisory council, and one council member reported to the BCCOA board. Coordinator supervised AmeriCorps VISTA service. Parents of children were given opportunity to attend quarterly meetings and complete surveys with volunteers that ensured open communication and assistance with planning and implementation of child activities such as plays, performances, and exhibits open to the public. Local professionals,

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elected officials, and business leaders assisted with skills training and education of youth and volunteers. RSVP's main community partners in the Primary Focus area were local businesses, city, county, and state agencies, Weirton United Way, United Way of Upper Ohio Valley, United Way of Central WV, Economic Development Committee, Brooke County School District, Brooke County Solid Waste Authority, Benwood/McMechen Housing Authority, Business Volunteer Council, Weirton Christian Center, Energy Express, CHANGE, Inc., WV University Extension Office, Diocese of Wheeling-Charleston, National Senior Corps Association, and WVSCDA. Because of the programs many past successes, and in light of continuing current needs, it is vital to the community. The program continues to meet current needs for volunteer. Stations refer the RSVP resource to their partners. Staff, advisory council members, and volunteers maintain contact, participate in planning initiatives, collaborate, and network with other area service projects such as MLK Day, 911, and AmeriCorps Week that complement the mission of BCCOA. This contact allows RSVP to integrate older adult volunteer service into their plans for meeting community needs to build public awareness and support. Partners are selected by networking opportunities, legislative/local government briefings, and community surveys. RSVP aligns local priorities with that of national funders such as CNCS's strategic planning objectives. Local staff will meet weekly to discuss and outline projects to determine progress of primary focus, community priorities, other focus areas, and capacity building. A planning session was held statewide with WVSCDA RSVP directors to discuss and outline intentions to allocate Senior Corps Project resources on a statewide level and will continue to report quarterly on PREVNET database. The above partners assist RSVP with funding, in-kind donations, staff, and volunteer opportunities to participate in their mission. Grant writing assistance, networking, state and national reporting, and volunteer recruitment are also a role of community partners. They offer training and director-to-director support such as nssctalk. RSVP builds public awareness through publicity campaigns. The campaign consists of: 1. Web site, news releases, emails, monthly hard copy

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and electronic newsletters, solicitations, periodic shout out calls using Voice Shot, flyers, and social media such as TV (Comcast Newsmakers), radio, bill board, facebook, and twitter. The group includes veterans, potential funders, business community, educators, older residents, persons with disabilities, minority individuals, isolated seniors to serve as volunteers, and community organizations, senior groups, and elected officials. 2. Working with local media to report on accomplishments of RSVP volunteers, the impact of service, and tracking individual volunteer success from registration to current accomplishments. 3. Speaking to community groups, churches, civic or senior clubs, veterans groups, council meetings, and one-on-one recruitment within community members. Example: BCCOA executive director meets with county commissions to request funding divided evenly among four programs. RSVP Director attends Weirton United Way allocations meeting to request funding and solicit funding via mass mailings. VISTA, program director, staff, and council members seek grant opportunities and submit proposals for funding as well as seeking in-kind contributions to help provide needed supplies and door prizes for ASAP and Recognition Luncheon. Public notifications have resulted in Senior Corps volunteers doubling since 2005, showing efforts have made a difference. Senior Corps plans to use free public service announcements, submit more press releases to offset program cuts, and request more in-kind matching due to limited cash funding. 4. Exhibiting at senior health fairs, community fairs, and local fundraising events. 5. Inviting local and state officials to participate in volunteer recognition event by presenting governor, state, congressional, delegate, state auditor, and state attorney general awards to volunteers who receive the presidential lifetime service award for over 4,000 hours of service. Seniors are contacted based on interests, skill level, time, location, and experiences. RSVP enhances capacity of organizations and institutions in the community through fundraising, recruitment, and data collection, which allows for paid staff to dedicate time to the organization's mission. Impact statements collaborated between agency and RSVP staff record nature and duration of services. Other community activities that provide a resource

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for mobilizing seniors are providing food for the homeless and hungry, helping local law enforcement make communities safer, beautifying parks and neighborhoods, and changing lives by managing afterschool programs, mentoring young people, and providing companionship to help keep seniors in their home. Needs are identified by community partner requests for volunteers' assistance. Focus groups organized by RSVP volunteers helped form Veterans for Veterans Group. Community resources are mobilized through community service projects by partnering with others. A station refers to a place where volunteers serve. Stations have written agreement with RSVP regarding assignments called Memorandum of Understanding (MOU). The MOU lists expectations for both RSVP and station to guarantee a positive and quality experience for the volunteers. Upon registration, a work plan with expected impact is requested. Work plan includes assignments, number of volunteers, expected outcomes and activity. Self-evaluations administered yearly concern safety. A handicapped self-evaluation is performed every three years and kept on file to insure safety and accessibility for volunteers. The number of volunteers/clients and hours served are gathered by monthly activity sheets, and station feedback is requested annually. Results are reported for local and national assessment to indicate program effectiveness. Upon receipt of activity sheet, hours are verified manually by director to eliminate duplication until data base is updated. RSVP enhances capacity and helps to sustain organizations and institutions in the community by volunteer support, experience, recruitment, CIMA insurance, resource development, and data collection for all ages of community members. Volunteers are encouraged to take responsibility for programs about which they are passionate. Using service learning techniques, volunteers mold their ideal experience. Senior service integrated to programs by current volunteers nurturing new volunteers in area of interests is called shadowing. Example: One existing RSVP volunteer program assisted the Brooke County Fair that originally did not include seniors. Senior Corps volunteers provided necessary safe, reliable, and handicapped accessible transportation to seniors and disabled citizens from parking area to fair

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grounds. New recruits shadowed volunteers while they drove the van. Staff members recruited, scheduled, and supervised the event. Director kept engaged as a Brooke County Fair Committee member to insure continued involvement. RSVP has volunteers who focus on helping elementary and secondary school students succeed in grades K-12. RSVP ASAP is a cost FREE service provided to parents and children in the Northern Panhandle of WV. Eighty trained, unduplicated volunteers will provide one-on-one or group mentoring to 100 students 1:3, 6 hours per week for 25 weeks. Volunteer will greet youth, provide snack, encourage children to do homework and provide assistance with any problem areas. If child has no homework, volunteer will encourage participation in grade appropriate educational exercises. Volunteers will implement various enrichment activities that include science, math, fitness, health, art, and literacy, in order to engage children to help them have an increased attachment to school and education aspirations. Service learning projects will be geared to help veterans and their families have a higher quality of life. They will serve a healthy, balanced hot meal in a family style environment. Volunteers will be available to advise youth and parents and receive insight. They will assist youth with cleanup, and then social time will be given. Schools, parents, and stations will refer youth of working parents. Volunteers will provide service at senior centers, churches, housing authority units, vacant or open school buildings, veteran's centers, Christian military missions, and WorkForceWV. Volunteers will be trained to recruit at local senior centers, area high rise apartment complexes, veteran's centers, military missions, and "Tell Your Neighbor Campaign". New recruits will be instructed by ASAP volunteer training developed by AmeriCorps VISTA in areas such as handling behaviors and learning styles. BCCOA, local businesses, non-profit agencies will assist with space, supplies, meals, and materials for local service projects. Example: 911 Service Project includes all four counties with various local agencies encompassing participation by state offices, non-profit agencies, local libraries, local schools, and AmeriCorps VISTAs. Contributions include fundraising for shipping, volunteer recruitment of all ages,

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management, and organizational skills. Community resources were enlisted by acquiring residential/federal property that was utilized in forming 1st community gardens. One garden that provided 300 lbs. fresh produce for approximately 100 local residents, encompassed participation from city council and local volunteer fire department for water, local businesses for supplies, and became a hub for volunteer recruitment. Safe Driving Program, local fraternal organizations, and area churches help generate support and public awareness. Resources, such as city mayors, retired mayors, and city councils provide community service projects to implement and support collaborative programs. The OEM of Brooke County and local nurses provide CPR, AED, and first aid training to volunteers. Primary Focus community need shown by Census.gov (2008/2010) shows an estimated 21% of families with related children under age 18 living below poverty, 34% poverty households with no husband present with 47% having children under age 18, an estimated 5,012 poverty status unemployed families, and 3,026 employed workers who commute 60+ minutes to work. There are 4,344 active and 1,956 unemployed military persons in the four county areas under retirement age that need assistance via service projects and youth mentoring. Poverty level, low employment, and high commute rates indicate dire need for afterschool programs such as ASAP to assist parents, contribute to a solution in reduction of budget crisis, and promote future economic development. Senior Corps will address needs such as afterschool programs because there is limited FREE programming for students K-12 on school days from 3-6 p.m. Volunteers will operate and expand a cost FREE afterschool program. RSVP will contribute to improvement of low education levels and low economic development by providing academic engagement and service learning to the next generation. Output is Priority ED4A: number of mentor matches sustained will be monitored via attendance log instrument, student, parent and volunteer sign in. Student data will be tracked using Excel, and volunteer data using Volunteer Reporter. Number of students participating in after-school program and volunteer hours of service will be measured. Period of accomplishment is April 2013 to

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March 2016. Outcome is ED27: number of students in mentoring programs with improved academic engagement monitored through the outcome instrument of student pre/post survey. Description of instrument is Out-Of-School Time Program Evaluation data collection and analysis through the Education, Career and Community program at the Northwest Regional Educational Laboratory. A pilot test will be initiated at school year end December 2012. Data sources measured will be student report cards and survey results. Data will be collected upon youth registration or at the start of school year to be used at baseline for comparison with end of school year data collection or upon student withdrawal. Number of K-12 students who demonstrated improved academic engagement will be measured. Sixty students will show academic engagement and/or improved report cards.

### **Recruitment and Development**

RSVP assures a high quality experience for volunteers by creating meaningful opportunities in positive environments at local stations in the community that require specific skills and education. RSVP makes full use of the leadership skills of volunteers by placing them in key positions such as area coordinators/instructors for the AARP tax counseling, safe driving programs, and managing/recruiting for ASAP. These opportunities enhance leadership skills, broaden experience of senior volunteers, and allow them to reflect on their service and life in areas such as mentoring and provide input for educating station to improve assignments through evaluation participation. It will allow stations to utilize to their fullest potential. Volunteer satisfaction tools such as yearly program evaluation interview given by evaluation committee will measure volunteer/station satisfaction of retention objectives and attendance drop-off. Members will use the Project Star template for evaluation to strengthen the process and get greater results. Tracked results will gain perspective of progress and encourage flexibility within the program. Strategies for retention include, providing orientation to new members, welcoming new members in RSVP newsletter, conducting follow-up with volunteers one month after recruitment, reviewing hours monthly to identify and contact

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volunteers that are not reporting. Volunteers are contacted once a month via newsletter to stimulate interest in upcoming events, programs, and volunteer opportunities, developing educational, social, and cultural activities for members. RSVP staff will construct its hub of volunteers by recruiting through stations, word of mouth, website listings, emails, publicity in 2 senior center newsletters, flyers, and active volunteers. RSVP handbooks are presented to all volunteers at time of registration listing history, regulations, and volunteer opportunities to encourage future involvement.

Staff/VISTA/volunteers schedule speaking engagements with a diverse range of non-profit organizations, public agencies, faith-based groups, and senior centers for recruitment purposes. RSVP maintains contact in five senior centers to allow easy access to the program. Example: RSVP assists AARP with scheduling tax assistance and driver's safety training. This service allows RSVP to have direct contact with seniors and veterans that may be interested in the RSVP program. Flyers are on site to educate seniors on the benefits of Senior Corps programs. Five volunteers have been recruited through the service offered by AARP. Volunteers are recognized through an annual recognition luncheon. The free luncheon honors those serving and the many services they provide in the community. Special recognition is given to volunteers reaching significant hour or year milestones. Volunteer stations also hold special recognition events for their RSVP volunteers. Selected volunteer achievements are also highlighted in the newsletter. Birthdays are recognized through RSVPwv.org, RSVP Corner Newsletter, and personal phone calls. Recognition and recruitment is provided through press, TV, radio, website, Chambers of Commerce, and any other means possible. Example: RSVP since 2005 has doubled in volunteers showing the success of the recognition and recruitment. Upcoming "Tell your Neighbor" campaign will encourage volunteer assistance in recruitment and will provide recognition for incentive. With limited funding volunteers will be a vital one-on-one recruitment tool to offset the cost of local advertising. Training and technical assistance to staff, volunteers, station supervisors, and advisory council members is provided through volunteer

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experiences, community leaders, program information distribution, scheduled trainings such as national, cluster, state, cross-stream, and virtual conferences. Project Star, CNCS in-service, and webinars are used as a resource for technical assistance to implement work plans. Examples include: Two staff development opportunities per year and monthly assistance calls are provided by Corporation for National and Community Service (CNCS), and quarterly WVSCDA trainings are offered. Volunteers upon registration are provided orientation by RSVP and training by station supervisor at time of the first service. Volunteer provides personal information such as address, veteran status, medical and beneficiary information, understanding of CIMA benefits, volunteer confidentiality agreement, and permission for background check, and picture publication. Skill, volunteer experience and prior occupation help determine job placements. ASAP provides monthly training in areas such as CPR, first aid, and program evaluation to volunteers. Station supervisors are offered one-on-one orientation at the time of registration to clarify roles and responsibilities, and MOU assistance is presented every three years. Advisory members will be given training in partnership, collaboration development, and program development monthly. Plans to recruit and place individuals reflective of the demographics of the geographic community served include recruiting from the following pools: public housing authorities, National Council on Aging, VocWorks, Occupational Rehab, Department of Health and Human Resources, Veterans Center of Wheeling, Christian Center Military Missions, WorkForceWV, West Virginia Northern Community College, Bethany College, Brooke and Bishop Donahue High Schools, serve.gov, christianvolunteering.org, volunteermatch.org, volunteerwv.org, and iServe.org. Partnerships with above organizations have been formed; plans are being made to collaborate with organizations to recruit and place volunteers that align with the focus areas of Education, Healthy Futures, and Veterans and Military Families.

### **Program Management**

To ensure effective management of volunteer stations, RSVP staff stays connected through regular

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calls and visits to answer questions, offer technical assistance, provide testing and background checks when applicable, and checks in periodically with the volunteers to make sure they are happy.

Advisory council evaluation committee will perform station and volunteer evaluations and report to advisory council for review. Director will report yearly through Project Performance Measure to insure needs are met. Compliant with program regulations and laws, record keeping and reporting policies are in place to permit orderly collection, storage and retrieval of information relating to volunteer stations, project volunteers, and fiscal aspects of project operation. Volunteer/station records are kept in electronic (Volunteer Reporter) and hard copy form. All records are kept in secured files for confidentiality in director's office. Station file contains signed MOU, station information, job descriptions, and impact descriptions. MOU files are updated every three years. Station self-certifies by signature that they are 501(c)3, public agency, proprietary health care facility, conduit for in home placement, or faith based. Supporting documentation is then requested via fax or email. Handicapped self-evaluation is performed every 3 years and volunteer safety self-evaluation every year by staff. Listing of volunteers is filed with the station. Work plan with expected impact is requested from station that includes kinds of assignments and number of requested volunteers to be placed. Job description indicates name, supervisor, phone, job title, duties and responsibilities, basic skills/education needed for service, necessary training to be provided, trainer, time requirement, transportation if needed, and contact person to report for time off. Volunteer will sign and date to verify receipt and understanding at time of recruitment. Stations are responsible to validate all volunteer hours listed on the activity sheets, to be submitted to the RSVP office by 5th of each month. These sheets will display hours served, clients served, veteran status, meals when applicable, station supervisor signature, volunteer signature, and RSVP director verification. Hard copy group sign in sheets are acceptable as long as signatures are present. Sheets may be faxed, emailed, or signed electronically from volunteer/supervisor. Station maintains copy of all hours served for four months

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to a year. Stay at home assignments, where no reimbursement is involved, requires documentation such as volunteer calendar record or verbal confirmation from volunteer/station attesting to service. Emails to director must also be verified by supervisor. Travel, meal time, and recognition events are not included in hours of service. RSVP volunteers can be assigned by project director/coordinators to various tasks that involve data collection and recordkeeping. Station may request the removal of a volunteer at any time. Volunteer may withdraw from service at the station. Station and volunteer need to clarify reasons, resolve conflicts, or take remedial action including placement with another volunteer station. Letter of request from station will verify other contributions such as in-kind, meals, insurance, transportation and recognition, or other costs. MOU states basic policies such as station will be responsible for supervision and orientation of volunteer. CIMA insurance will be provided by RSVP. Station will actively comply with provision of Title VI of Civil Rights Act of 1964. RSVP will not discriminate in the selection of volunteers or those to receive services based upon race, color, creed, belief, religion, sex, national origin, age, political affiliation, or past participation in the discrimination complaint process. Volunteers outside primary focus area will be recruited through community service projects, partnering with other service programs and local non-profit agencies by showing them the benefits of RSVP. Upon grant award, stations and volunteers will be notified by letter of the changing community needs. Stations at the time of MOU renewal can be reviewed and graduated if needed. Impact, job descriptions, and volunteer service will be reviewed in order to give stations a chance to address service in areas such as recruitment and fundraising for capacity building. If station chooses not to align with program design and becomes inactive, its volunteer list will be reviewed and volunteers will be given the RSVP handbook to choose other service areas. If they decide not to graduate, volunteers will be encouraged to remain in service and will be instructed not to report their hours for recognition to RSVP. Program performance is assessed through surveys and combined into a program evaluation by Advisory Council. This assessment evaluates performance and

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program quality, project accomplishment, and impact on priority community needs. Collection of relevant qualitative and quantitative data is used to support the evaluation. Results are utilized to assure National Performance Measures and submitted with the annual grant. RSVP maintains records of clients served on activity sheets to help measure impact along with feedback from station supervisors. Filed impact statements provide accomplishments to be recorded and measured. Database reports and impact statements are used to demonstrate concrete impacts of the program and its volunteers showing importance of data collection and then results are offered to stations to provide feedback. Resources, both financial and in-kind, are kept on record by RSVP director, Angela Kocher, using Excel. Fiscal officer, Judy Penrod, and her assistant, Bobbie Parsons, are given the original copy of all vouchers (cash, in-kind or bill) to manage the monetary portion of the program by writing checks and bank deposits/reconciliation. Fiscal officer uses accounting software Peach Tree to track and pay invoices and record contributions. Budget is managed by RSVP Director and fiscal officer. RSVP and BCCOA have engaged a 40 year fiduciary relationship. Advisory Council and BCCOA Board of Directors provide financial oversight. Funding for RSVP is provided by a federal grant, four United Way Agencies, Brooke County Commissioners, contributions from local businesses, banks, civic and community oriented groups, fundraising efforts, various smaller donations obtained by solicitations and word of mouth, and grant applications. BCCOA contributes space for ASAP. RSVP staff is active in the community, maintains contact with volunteer stations and community leaders to ascertain specific needs through word of mouth, website, email, and social media, and offers volunteer services whenever possible. This networking maintains a positive image which increases support for the program. Project Star and CNCS in-services are used as a resource for technical assistance to implement work plans. Outside resources have been instrumental in providing community service projects and implementing programs. CHANGE, Inc. and Meals-on-Wheels have provided free hot meals, recreational games, and computers for ASAP to assist with overall goal of having inter-

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generational activities. The program gives participating families more quality time on school evenings. Most ASAP volunteers are retired teachers who offer mentoring. Other volunteers are either Subject Matter Experts or positive youth development activists. Other partners are Brooke County Senior Center, Diocese of Wheeling-Charleston, Brooke County Board of Education, and Benwood/McMechen Housing Authority who assist with space from 3-6 p.m. There are restrictions due to senior center activities; St. Anthony's Former High School is accessed one day a week for gym use, and Jefferson Primary school is used on Fridays. However, monies must be raised to assist with promotion, healthy snacks, and office/project supplies. RSVP has met current goals of registered students. With additional space and growth into Marshall County, RSVP provided assistance to additional students. Enrolled youth were assisted in one or more of the following areas: safe place, improvement in school attendance, grade average, social skills, health, weight, self-image, and service learning activities that provide assistance, support, and recognition. Plans have been made to augment in Brooke County by adding an additional site. Partnerships are being made with local school teachers for their input by adding additional surveys. Team effort is made to obtain funding and expand resources. Example: BCCOA executive director meets with county commissions to request funding divided evenly among four programs. RSVP Director attends Weirton United Way allocations meeting to request funding and solicits funding via mass mailings. VISTA, program director, staff, and advisory council members seek grant opportunities and submit proposals for funding and in-kind contributions to help provide needed supplies and door prizes for volunteer programs such as RSVP Recognition Luncheon and ASAP

### **Organizational Capability**

BCCOA is a tax-exempt organization under IRS Code 501(c)3 Charitable Service Provider which operates 4 programs and their activities: 1. Brooke County Senior Center: Medical transportation, Socialization Activities such as bingo, SHIP (Senior Health Insurance Program) Counseling,

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Information and Referral, Advocacy (Silver Haired Legislature), Letter Writing/Reading and Greater Weirton Senior Center Administration. 2. Brooke-Hancock Nutrition Program for the Elderly: Congregate & Home Delivered Meals. 3. RSVP: mobilizing 320 volunteers serving 49 stations (placement opportunities). 4. In-Home Program Services: Medicaid Community Care, Medicaid Waiver, Lighthouse, FAIR (Family Alzheimer's In-Home Respite), Veterans, and Private Pay. The BCCOA has a governing Board of Directors whose function is that of establishing the policies encompassing its divisions to include all ongoing personnel, affirmative action, and overall planning and evaluation. The Executive Director, Joy Crawford, reports directly to the board and is accountable for all divisions within. Mrs. Crawford is responsible for all staff, resources, and day to day operations of the BCCOA programs and services. BCCOA Federal Funding sources include Title III of the Older Americans' ACT, which encompasses: IIIB - Senior Center Operations, IIIC - Nutrition Program, C-1 Congregate Meals, C-2 Home Delivered Meals, RSVP - Corporation for National and Community Service Grant, In-Home Medicaid Waiver State Funding, LIFE (Lottery Initiatives for Elderly), Transportation, Lighthouse Services, FAIR and Senior Center Services. State funding is provided as matching funds for IIIB AND IIIC Older Americans' Act programs by federal mandate. Funding by West Virginia Legislature to the Bureau of Senior Services and North West Area on Aging (NWAA) to local projects is based on 60+ population, minority population, and greatest economic need (those living under poverty levels and square miles of county). Local funding is provided by Brooke County Commission (excess levy funds), Hancock County Commission (assistance with nutrition in Hancock County), Upper Ohio Valley United Way, and Weirton United Way, bingo, fundraising events, project income generated from donations for services, and Veterans Administration of Pittsburgh. This funding is needed as a match for some state programs. BCCOA's purpose is to promote services that will enhance health, safety, and welfare of the senior population in its planning and service area, and serve as primary agency within the local government to provide services to the senior population.

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BCCOA's mission, in partnership with its provider network and federal, state, and local funding sources, is to establish a visible, interactive and competitive home care industry that will allow people suffering from chronic care conditions, and long term care disabilities to maintain personal dignity, involvement in their communities, and choice in service and program selection. An overall focus is on assuring older consumers and disabled adults an integrated system of programs and services designed to maximize customer involvement, commitment, and independence. The BCCOA provides an assertive agenda of advocacy, education, and coordination for the purpose of recognizing aging issues as a life span issue encompassing both the strengths and weaknesses that require attention for assuring quality of life in later years. Senior Corps RSVP mission, as one of BCCOA programs, is to promote volunteerism among adults 55 and older, while encouraging their interests, using their abilities, and mobilizing them to meet the most pressing needs of Brooke, Hancock, Ohio, and Marshall Counties. BCCOA staff experience with RSVP and non-profit agencies allow them to maintain and develop a successful program, to be the focal point of aging seniors for the service area, provide a comprehensive and coordinated delivery system of services and information, or be the engine to access the service. BCCOA plays a leadership role in community networking and coordination. Advisory council and BCCOA Board of Directors govern to provide financial oversight to the program's 320 registered volunteers and 49 stations that have increased 50% since 2005. Stations are managed through MOUs and station visits by director/coordinators via telephone/person. Open dialogue is kept to encourage communication if problems arise. RSVP provides open enrollment to new volunteers/stations and provides an RSVP handbook should additional interests arise. Advisory council evaluation committee, using Project Star, interviews 30% of volunteers and 50% of stations to assure performance, program quality, accomplishments, and impact on priority community needs. Committee chair reports findings to the council for implementation of needed changes for program improvement. Findings are reported through Program Progress Report. RSVP follows handbook and

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BCCOA personnel policy for recommended self-assessment, evaluation, and program improvement. Staff evaluations of attendance, quality/quantity of work, interpersonal relationships, interest, enthusiasm and problem solving are reported to BCCOA. The RSVP handbook is kept on file electronically updates are made as changes occur in stations and/or policies. Advisory council reviews bi-laws and policies yearly. Executive Director will perform same evaluation on RSVP Director, Angela Kocher. BCCOA Board evaluates for continuous improvement via month ending report process that lists meetings with established stations, new stations, established and prospective volunteer recruitment, places visited, meetings attended, other projects, and fundraising requests/receipts. The executive director manages 4 senior programs and 2 senior centers. Programs share utility and equipment costs to assure all programs have adequate facilities and equipment. BCCOA provides up to 40% of financial support to meet project costs that allows project to implement strategies and accomplish goals such as developing, recruiting, marketing, providing appropriate volunteer recognition and staff development, upgrading technology, and maintaining a safe work environment. Each program is responsible for their supplies, and all invoices are given to each program's director and then forwarded to fiscal officer of 34 years, Judith Penrod, for approval and payment. She handles all grants, non-federal and in-kind transactions, and annual audits according to federal guidelines. RSVP Director, Angela Kocher, is accountable for project and works on the grant renewal. She has 7 years as RSVP project director, 12 years as business owner, Associate Degree in Business Administration/Retail, and 4 years as network administrator with certifications in hardware/software Information Technology. One coordinator, Linda Vidoni, has 5 years with RSVP, 6 years teaching experience, 14 years nursing assistant experience, and BA in Sociology. Second coordinator, Tonette Alward, has 1 year with RSVP, 14 years teaching experience, interim principal 4 years, and BA in Education. Director/coordinators are full time staff members who attended numerous conferences, workshops, and training sessions designed to make the project a success.

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Director networks with CNCS project directors, who offer different approaches to accomplish projects goals and achieve outcomes. She is familiar with community resources, area businesses, serves on various committees/boards, and participates in fund development. Two coordinators serve 4 counties by marketing, supervising fundraising events, and recruiting volunteers and stations with one-on-one interviews. They manage all paperwork, coordinate events such as parties, trips, interviews, and attend advisory council meetings. Staff attends state and national association conferences, onsite virtual trainings, work with director in day to day operations, and assist with grant writing and renewals. RSVP's primary focus area, education, has shown a significant improvement in the areas of in-kind donations, senior service, managing volunteers, and performance since its inception of the ASAP in 2009. In-kind donations have increased from \$3,500 dollars in 2009 to \$18,757 in 2012 which illustrates program sustainability. Senior service for ASAP has included companionship, meals, trainings in health, wellness, and education, as well as, community pride through service learning activities for military and areas of local needs such as community gardens. Management helped significantly in the area of retention and recruitment. In addition to staff recruiting, volunteers themselves were responsible for registering additional seniors. RSVP registration went from 25 to 92 from the course of the project. RSVP has met the goal of increased enrollment from 20 to 109 and 91% of surveyed students, volunteers, and parents felt the program had a positive effect.

### Other

N/A

### PNS Amendment (if applicable)

N/A