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Executive Summary

An estimated 280 RSVP volunteers will serve economically disadvantaged families, children, frail older adults, the disabled, veterans and their families, and other at-risk citizens of Coles County. Our primary focus will be in Healthy Futures. These volunteers will serve those in our community requiring emergency food, supporting local food pantries and soup kitchens by volunteerism, and organizing food drives to keep the local food supply at safe operating levels. In other primary focus areas, volunteers will provide health education through instructional exercise and strength training to the frail. RSVP volunteers will work with children to teach them better eating habits and coping skills in school, combined with the benefits of physical activity. They will work one-on-one with seniors, retirees, and the disabled, providing information on health insurance, health care access and lower prescription costs. The locations (volunteer stations) will be this county's two largest food pantries, Soup Stop (the local soup kitchen), The Salvation Army, the LifeSpan Center, American Cancer Society, and the Illinois Department of Insurance (SHIP). The outcome from this investment will be improved emotional and physical health of those in need by fulfilling the basic need of food for the hungry. Other results will be a healthier, more confident, and better socially adjusted student population. The community will see a stronger, vital and more active senior population. Retirees will achieve better health and see financial savings because of lower medical costs, free preventative health services and lower prescription costs. There will be approximately 26 locations (volunteer stations) working with Coles County RSVP. This will be accomplished by funding from a CNCS federal investment of \$47,027, and supplemented by \$23,367 of non-federal local resources.

Strengthening Communities

Coles County, population 53,196, is a predominantly rural, agricultural region encompassing 508 square miles and located in east central Illinois, 165 miles south of Chicago, 140 miles west of Indianapolis and 115 miles northeast of St. Louis. The Coles County Council on Aging (CCCoA) is

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located off Illinois Highway 16, the primary retail corridor in the County, which has a peak of ADT (average daily trips) of 25,000 vehicles (according to the City of Charleston website). There are 3 cities (Mattoon, Charleston and Oakland), 12 Townships, 3 Villages, 22 Communities, and 6 neighboring Counties. There are 21,043 households and 12,078 families residing in our area (2010 U.S. Census Bureau). In our county, the population is split 76% urban and 24% rural (Coles County Census 2010), 18% of the population are children (under the age of 18) with 14% of the population 65 years and over. In Coles County, the service area's population is comprised of 93.2% white, 3.1% black, American Indian .2%, Asian or Pacific Islander 1.5%, other race alone .8%, two or more races 1.2%. There are approximately 4,202 veterans. (Coles County Census 2010)

Locally and statewide, the economic crisis has pushed poverty to its highest point in decades. Nearly 1 in 3 Illinoisans are now considered poor or low income. Our area has seen a dramatic decline in wages and work benefits and increased costs for housing and other basic goods. In our post-recession we have seen no gains for our struggling families. Poverty, unemployment, and rates of uninsurance are at the same rates they were before the recession (2011 Report on Poverty, Social IMPACT Research Center, Heartland Alliance). Our local food pantries and soup kitchens are working with other agencies and organizations, schools, civic groups, and churches to stock emergency food on their shelves. Combined with an increase of 1.3 percent of our local population and an 8.3% unemployment rate (Coles County Census), in Coles County it is difficult to adequately provide emergency food for the underemployed, unemployed, and others experiencing food emergencies. According to the Coles County Census, 17.5% of residents are living below the poverty level, compared to the state percentage of 10.7%. Since 2000, our local food pantries have set new yearly records, according to Joe McKenzie, Board President of Mattoon Community Food Pantry. He states that the demand for emergency food has risen approximately 60% in the past 11 years. As the demand for service increases, the demand for volunteers also increases. Food pantries are volunteer

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driven, relying heavily on agencies like RSVP to provide the support required to operate. Choosing to adopt Healthy Futures as a primary focus; supporting food pantries, disseminating information on health insurance through SHIP (Senior Health Insurance Program), and healthcare access, and leading health education classes, is an expressed need and critically needed choice for our county.

Communication is an effective key to programming and the managing of volunteers and stations. It starts with educating both the volunteers and existing stations on the program changes and what affect it will have on them. Both the newly recruited and existing stations will sign an updated Memorandum of Understanding describing the program, the outputs of the agency, and the verification of data collection. Since many seniors are becoming technologically advanced, (according to The Neilson Company), the number of seniors actively using the Internet has increased by more than 55% to 17 million, provisions have been made to continue and grow our recruitment, scheduling, sharing of information via the internet, including emails, sponsors website, and RSVP Facebook page (Coles County RSVP). Potential volunteers may register online and stations can request volunteers through the sponsor's website (colescouncilonaging.org) . New volunteers will fill out registration forms, and meet with staff to discover the interests which will facilitate the appropriate placement. RSVP staff will meet with the station representative on an annual basis to address any issues, revisit our mission, and discuss anticipated plans for the upcoming year. Volunteers are encouraged to share with the RSVP staff their new experiences with their placements. We have had great success with many of the stations within our primary area of healthy futures and foresee many new ways to collaborate with new groups to make the primary focus area of Healthy Futures even stronger throughout the 3 year grant period.

Service activities will include individuals receiving information on health insurance cost increases, health care access, and health benefits programs. Individuals will participate in health education programs, including increasing physical activity. Individuals will receive needed food during an

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emergency such as unemployment, rising medical bills, etc. The outcomes will help increase food security for an individual or family, veterans, the frail and elderly and especially children. The citizens of the local community will experience a higher quality of life because of the services that the RSVP volunteers have provided through the Healthy Futures focus area.

Food is one of our most basic needs, along with oxygen, water and regulated body temperature. It is necessary for human survival. But food is more than nutrients, it is the core of human's culture and social beliefs about what it means to nurture or be nurtured. Limited availability of food (food insecurity) or an uncertain ability to acquire food in socially acceptable ways can have a debilitating affect on people, both physically and mentally. In Coles County, 7.5% of families and 17.5 % of the population are below the poverty line, including 11.4% of those under the age of 18 and 9.3% of those age 65 and older (2011 Illinois Poverty Data Report-Heartland Alliance Social Media). According to Feed Illinois, 105,000 people in central Illinois do not have enough to eat. Locally we have seen agencies struggle to continue providing food to those in need. Our local media sources regularly report the needs of the food pantries, including the shortage of food, growing expenses and the lack of funding necessary to keep their shelves full.

RSVP volunteers will improve the health and welfare of our community by assisting food pantries and soup kitchens to provide emergency food. Volunteers will have training to help educate clients in better nutrition, food preparation, and food safety. The volunteers will help develop and maintain community gardens to help provide food for local food pantries. They will take training and help provide health education to seniors, increasing their physical activity. RSVP volunteers will coach children in our school systems to improve nutrition and to make healthier choices for the purpose of reducing childhood obesity. The outcomes will be that in our community, our program will help provide food security for individuals of all ages, families, and children. Local citizens will experience an improved quality of life because of the services RSVP volunteers will provide.

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The integration of these three elements will address the problem of food insecurity through RSVP volunteer direct services in the Healthy Futures identified stations. Volunteer services will have an immediate, measurable and positive impact on clients served through our designated stations.

Coles county currently has 4,202 veterans (2011Coles County Census). Volunteers are currently serving at the local VA Illiana Health Care System. This agency provides primary and secondary healthcare services to Veterans residing in central Illinois. Last year (2011) over 1,500 veterans were served at this location. RSVP volunteers provide support to spouses and family members, while the veterans are in with their doctor. They also do light office duties to help the VA Health Care staff. Tasks includes preparing mailings, faxing, and making reminder phone calls. They provide much needed office support and a helping hand to clients and office staff alike. This clinic has been in Coles County since December 2009 and is currently operating at 50% capacity. As their Director anticipates a growing increase of clients at this location, the need for placement of volunteers will also increase. RSVP will be collaborating with a national and now local program, Run for the Fallen. During this event, family members or friends of soldiers who have lost their lives in Iraq or Afghanistan, meet to participate in a run/walk in honor of every special soldier whom they knew (or one can be assigned to them at the sign in). Volunteers will be there to help organize the event, walk with the families, and most importantly provide support for the families of those fallen soldiers. In collaboration with AARP, the Safe Driving Class at the LifeSpan Center provides a free class to any Veteran or his/her family. Coles County RSVP will be working with the Department of Veterans Affairs, and the VFW Post Helping Hometown Hero, which provides information of Federal/State and local benefits for veterans, their spouses and dependents. Rucksacks to Backpacks, a service fair at the local university through the Student Veterans, presents information and collects school supplies for veterans returning to college. RSVP volunteers reported satisfaction being a part of this intergenerational opportunity. They assisted on campus by directing participants, collecting supplies, staffing tables and a large

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portion of their time was spent interacting with student veterans.

Recruitment and Development

Developing high quality volunteer assignments that impact programming within our primary focus area will take significant time, energy and forethought. We will start with programming that is well organized (i.e. comprehensive training, communication, interviewing, scheduling and placement), soliciting input throughout the process. RSVP will provide information to promote the volunteer opportunities (i.e. will be posted in newsletters, emails, and facebook). This will result in volunteers who experience a rewarding assignment. While our programs grow, seasoned volunteers will share their knowledge and develop training for future volunteers. With the success of our program, other agencies and businesses will be willing to join in collaboration and support of RSVP. Volunteering is a reward unto itself, and will enhance the quality of life for most volunteers. Studies by Johns Hopkins University found that volunteering leads to measurable improvements for volunteers-compared to adults of similar age and demographics-in both physical activity and mental health.

Infrastructure: consists of these components, interrelated and interdependent; dedicated sponsor, strategic and long term planning, trained and experienced administrative and direct service staff, fiscal responsibility, detailed and up-to-date, sound policies and procedures, diverse and dedicated volunteers, stations in critical need of RSVP volunteer services, and regular internal and external evaluations by volunteers, stations, the Advisory Council, and the general public.

Initial training will be conducted first by the Coles County RSVP staff members, explaining our history, programs, benefits, policies and procedures. New volunteers will be given a manual and be shown a PowerPoint presentation on RSVP. Our sponsor, the Coles County Council on Aging has a computer lab that is available for training classes for RSVP volunteers. Volunteers within specific work plans will have training in a group setting. Local agencies such as the University of Illinois Home Extension and the Coles County Public Health Department also hold free or low cost training

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and classes geared towards seniors and citizens in our community. The local community college (Lake Land College) allows persons age 65 and over to take classes free of charge. The East Central Illinois Area Agency on Aging (ECIAAA) provides and/or assists in training and/or certifying volunteers in a wide array of training sessions (i.e. exercise training courses, family caregiver workshops, and chronic pain management programs). Some of RSVP's programs provide their own required in-service training, those programs are: SHIP (Senior Health Insurance Program) through the IL Department of Insurance; VITA (Volunteer Income Tax Assistance) through IRS; and the Money Management Program through PATH, Inc. (Providing Access To Help). Most of the certification training provides in-service training. Each station within the primary focus area of Healthy Education has an assigned staff member to explain the duties and expectations of the volunteers at that specific site. Follow up training will be conducted semi-annually by RSVP staff to regularly assess the impact with both volunteers and stations.

Methods that will be used to recruit and integrate volunteers with diverse backgrounds are: senior expos, RSVP newsletter, joint programming (i.e. Coles County Public Health Department, Eastern Illinois University, Lake Land College, LifeSpan Center, Catholic Charities), media (weekly Elders in Action column in the local newspaper), and volunteer recruitment fairs. A plan will be developed to actively recruit stations that embrace diversity and will provide assignments that can blend various attributes such as age, education, and abilities. The RSVP Advisory Council will take a lead role in assisting with the recruitment of volunteers with diverse backgrounds. The population of our rural East Central Illinois community is 93% white (Statewide the percentage is 78%) therefore the volunteer pool will be predominately of the same race. In Coles County 96% of the population is English speaking. Currently the population is 2.1% Hispanic compared to 15.8% statewide (2010 Illinois Census).

Because the county does not have significant diversity as to race and ethnicity, the diversity of the

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volunteers is primarily reflected in education, age, and economic levels. RSVP recruitment is ADA compliant. Retirees with graduate degrees as well as those who have GED's are brought together to improve their communities: high-quality schools, feed persons in need, serve as a volunteer to directly impact the quality of life in our county, and provide safe, affordable housing. A higher quality of life provides for a more diverse population. The RSVP volunteer membership includes diversity through income, age and education: retired health care providers (physicians and nurses); retired educators (teachers, professors, counselors); retired upper management (engineers, business owners, store managers); retired factory workers; retired farmers; homemakers; and "younger older adults".

Not only will RSVP Volunteers serve at the local VA Illiana Health Care System, but efforts will be made to recruit veterans who are clients. As this health care facility is only 3 years old and not at full capacity, it will grow in upcoming years and RSVP's presence will increase by placement of volunteers and the dissemination of RSVP literature. RSVP will be involved with a national and now local program, Run for the Fallen by staffing an informational booth promoting the services of RSVP at the annual event. During the free AARP Safe Driving Class for veterans and/or their families, RSVP will make a presentation about RSVP and the other programs available to older adults through the sponsor which include Telecare, Family Caregiver Resource Center, TRIP (Transit Reservation Information Program), LifeSpan Center, and Dial-A-Ride (a rural public transportation program). The participants will be encouraged to speak with RSVP staff about the program. Working with the Department of Veterans Affairs, VFWs, and the American Legion to encourage their members to learn more about RSVP will be a high priority. Establishing collaborations with these agencies will motivate untapped resources that have not been utilized in the past. Working with Eastern Illinois University and Lake Land College Student Veteran offices and collaborating with them on service projects will provide assignments that RSVP volunteers, Veterans and their family members will benefit from.

People with disabilities are present throughout virtually every level of society, every age group, every

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cultural institution, every ethnic/racial group, and every socio and economic class. Throughout our country, many companies are being proactive about hiring people with disabilities. The same will be true within volunteer agencies such as Senior Corp and RSVP. A truly successful recruitment program will have to be a multi-faceted. Several plans will be implemented to ensure that we will be reaching a broad audience within the disability community. This will be accomplished by educating our community regarding the benefits, considerations and advantages of working with disabled individuals. Information will be disseminated through the CCCoA website, the RSVP newsletter (Quarter Notes), the sponsor's monthly programming newsletter (LifeSpan Connections), as well as an article in the RSVP newspaper column (Elders in Action).

Individuals with disabilities and/or age-related disabilities will be encouraged to utilize a program within our sponsoring organization, Dial-A-Ride (a rural public transportation program) for transportation to volunteer stations. This program has 13 vehicles and all are handicap accessible. In accordance with the Americans with Disabilities Act, Service Animals are permitted to accompany their users. Dial-A-Ride does not charge a fare for an attendant to assist with the passenger.

Volunteer retention is a program priority. The project will continue our strong track record of volunteer retention. In the past, of those volunteers who left the program, over 50% left because of health, death, or re-location. Follow up with the volunteer once a placement has been made is perhaps the most effective method of retaining volunteers. Peer mentoring will be implemented in FY13

Recognition must be an ongoing process, not just one big event. The sponsor and RSVP Advisory Council will play a major role in the recognition events and opportunities with ideas and collaboration in acknowledgement of service. Recognition will include: having luncheon/brunch events, sending birthday cards and recognizing volunteers in our newsletter articles. Local and state officials will make presentations/present certificates, and nominate volunteers for outstanding volunteer service. RSVP

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staff will plan informal recognitions for small groups of volunteers, in addition to writing personal thank you notes, sending photos to the local newspaper and highlighting volunteers in our weekly newspaper articles.

Program Management

To ensure that the volunteer stations are in compliance with the regulations and applicable laws for RSVP, a Memorandum of Understanding (MOU) will need to be signed between the Coles County RSVP and the locations (volunteer stations). The Memorandum of Understanding will be renewed in a face-to-face meeting on an annual basis to review changes which could occur within a station. The Memorandum will address: non-profit status of the agency, provision of required job descriptions for volunteers, safety of volunteers, prohibition of discrimination on the basis of race, color, national origin, including limited English proficiency, sex, age, political affiliation, religion or the basis of disability if the volunteer is a qualified individual with a disability. Individual files will be kept for each station which will contain the signed Memorandum of Understanding, volunteer job description, listing of required reporting by the station, and other general information. The sponsor reviews all MOU's for compliance.

The plans for infrastructure for developing capacity to recruit and manage volunteers outside of the focus area will be determined by the following: recruitment will be initiated through focus groups; surveys; evaluations by Advisory Council, feedback from sponsors, staff and volunteers; agency meetings; stations; Regional Planning Commission; strategic planning, ongoing informal assessment for compliance and annual face-to-face review, and Area Agency on Aging planning events. Managing will be a collaboration among the RSVP staff, Advisory Council and volunteer stations. Regular communication between the two will be important and support the structure of the programs outside of the primary focus area.

The plan to "graduate" stations will include input from the sponsoring agency, Coles County

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Council on Aging, RSVP Advisory Council, as well as setting criteria to rate each station's capability to meet fluid and expressed community needs. The criteria includes focus area applicability, number of volunteers serving at the site, sites having their own volunteer program in existence, past record of submitting information on time and accurately, and support given to RSVP. An informational meeting to address the changes will be held for all "graduating" stations to make the transition as seamless, transparent and understandable as possible. To assist the "graduating" stations, RSVP will make referrals as potential and/or current volunteers express an interest in service at the site. Volunteers currently serving within the primary focus areas will be given the opportunity to serve in other sites within the primary focus area. Some volunteers will be asked to serve as capacity building volunteers in managing and recruiting volunteers for a "graduated" station volunteer program.

Our goal during the upcoming grant cycle is to engage 10% of the volunteers serving with one work plan to produce outcomes in response to their specific work plans. In addition, we will also have outputs associated with work plans in our primary and focus areas, as well as in capacity building. Surveys will be created and disseminated to the locations (volunteer stations) requiring documentation. Monthly contact will be made with station representatives to ensure the reporting process is being completed and that the reporting tools are adequate. Completed documentation will be collected monthly. The resulting outputs and outcomes will be monitored closely and reported on annually.

The Coles County Council on Aging (CCCoA) has Financial Management Policies and Procedures that address: property and equipment management; retention and storage of records; procurement standards; audits, insurance and position bonding; allowable and unallowable costs; budgets and budget changes; disbursements, income cost allocations, audit policy; investment policy, petty cash, cash depositories; in kind resource management and fiscal responsibilities by position (Executive Director, Administrative Assistant, and Fiscal Director). Accountability is the primary priority for of

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CCCoA. RSVP has a separate checking account that provides a clear trail for income and expenses. There are two signatures required for outgoing checks and both signers must be position bonded. The CCCoA has set stringent standards for accountability and has earned its reputation for adhering to these standards. Accountability, responsibility and transparency are shown in the audit reports which have had no material findings for over 7 years. The CCCoA Auditor attends the October board meeting to personally present and review the audit with the board members.

Organizational Capability

Incorporated in 1974, the Coles County Council on Aging, (RSVP's sponsor) created a platform on which to build an effective, efficient and responsive service delivery system which was based on: the development of a clear mission, responsible governance/leadership patterns, sound financial tenets based on acceptable accounting practices, internal operational and management policies/tools, mechanisms to measure program impact/outcomes commensurate with our resources, and recognition of the critical importance of developing and nurturing strategic relationships.

Sponsor planning components consist of: monthly Board meetings with written program and fiscal reports from all of our six distinct programs, annual strategic planning and Business Plan updates via Board, staff, Advisory Councils, funding sources and Partners working in concert, re-direction of resources in response to funding source compliance, review and client evaluations, regular participation in internal and external staff training, opportunities, annual fiscal/program audit conducted by a CPA, who personally presents the audit to the CCCoA Board of Directors, programmatic re-direction and fluidity based on input from funding sources, RSVP Advisory Council, client surveys, agency Partners, website/facebook comments, other community needs assessments, and suggestions for improvements voiced in agency-wide Working Agreements. Coles County's Regional Planning and Development Commission is contracted by CCCoA to provide research and development, technical assistance, conduct focus groups and public hearings, and strategic long term

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planning. In FY13, Eastern Illinois University's School of Business will engage in an agency wide process of reviewing and updating CCCoA's Business/Strategic Plan.

All program and fiscal policies must be approved by the CCCoA Board of Directors. Fiscal policies are presented to our funding sources and our Auditor for review and to ensure compliance with OMB Circulars. Program and Personnel Policies are reviewed for compliance by funding sources, CCCoA's Labor Law Attorney, and state and federal advisory technical assistance entities.

CCCoA casts a wide net to ensure programmatic and fiscal oversight and compliance. In addition to the above monitoring practices, Board membership and key staffing positions demonstrate a commitment to investing in our community through effective leadership; operational, programmatic, financial and organizational maturity; measurable, effective and efficient mission achievement (all program operations and demographics are captured via computer programs and our data collection software); agency adaptability; and on-going self-evaluation.

Organizational stability and sustainability are most clearly evidenced by the CCCoA's successful LifeSpan Center Capital Campaign. In 1999, CCCoA Board and staff, concentrated on defining future priorities and setting agency-wide goals. A Facilities Consolidation Business Plan ensued, detailing the need for a new facility, project goals, impact on our community, and fiscal sustainability. Planning components included a Community Advisory Committee, Planning Conferences, Focus Groups, a Long Range Planning Committee, Feasibility Study, and a Fundraising Leadership Committee. The culmination of ten years of research and development was the completion of a five million dollar capital project. Our construction loan was paid off eight years early with a cost savings of 1.7 million dollars. Project components include: acquisition of ten acres of land strategically located in the very center of Coles County, construction of our 25,000 sq. ft. LifeSpan Center (a multi-purpose, intergenerational facility), and construction of a 10,500 sq. ft. Vehicle Storage Facility (currently being expanded by 35% with ARRA funding) to house our County Board sponsored public transportation

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program. In addition, we are actively pursuing our goal of a two million dollar Operating Endowment, which is 27% funded at this time.

Organizational paid staffing patterns consist of: (reference attached CCCoA Organizational Chart): Administrative Program Management, Direct Service and Support Staff. All staff positions have written Job Descriptions and clear lines of responsibilities are delineated.

CCCoA will sustain RSVP's paid staff positions because the key resources on which we depend are diverse, numerous, and supportive of RSVP, and the need for our services will continue to grow. Staff include: CCCoA Executive Director (36 years); CCCoA Fiscal Director (11 years); Program Director (4 years with RSVP previously); CCCoA Administrative Assistant (34 years), and a Volunteer Coordinator (an RSVP volunteer and previous member of our RSVP Advisory Board). Fiscal stability will be achieved via: CNCS funding, Illinois Department on Aging funding, local cash match provided by CCCoA (property tax levy), and fundraising events. In addition, our LifeSpan Center was designed with "built in" revenue streams: facility rentals to the public, office rental, licensed community Bingo, and a consignment shop. We also have secured a revolving loan to avert cash flow crises. Note: In 1986, the Coles County Council on Aging orchestrated the first successful passage of a Senior Citizens Property Tax Levy in the State of Illinois. This levy generates .025% of the property tax base annually, and is administrated by CCCoA and the Coles County Board.

CCCoA's historic perspective relative to our management capabilities in: health and wellness programming, senior services, managing volunteers and measuring performance is evidenced by these indicators: continuous sponsorship of programs for older adults, the disabled, and the general public since 1974; Partnership with Coles County Public Health Department, Carle Clinic Foundation and Hospital, Sarah Bush Lincoln Hospital, home health providers, two hospital volunteer service departments, all skilled nursing homes and assisted living facilities in Coles County; managing a variety of health and wellness programs, including: Chronic Disease Self Management, Silver

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Sneakers, Arthritis Foundation, Strong for Life, Tai Chi, and Zumba; Leveraging a diverse and consistent base of program and operational funding: HUD (two single federal line items appropriations); Health and Human Services (single federal line item appropriations); ARRA Stimulus Funds; Title III Older Americans Act; CNCS; Illinois Department on Aging; State of Illinois Title XX, Donated Funds Initiative block grant; Illinois Department of Transportation 5309 capital assistance, 5311 non-metro public transportation operating assistance, 5307 New Freedom funds (our TRIP program is the first and only mobility management program in Illinois) and Title 19 Community Care Program funds, and administration of 13 separate and distinct grants in FY13. CCCoA has effectively managed volunteers (primarily older adults, but all ages as well) utilizing an integrated approach- innovative marketing and recruitment; personalized, meaningful training, rewarding placements with continuous opportunity for change, contribution and commitment; and responsive evaluation. Volunteer impact is measured by: financial support, community partnership, Advisory Council evaluations, staff and Board member assessments, volunteer perception of their contribution, inclusion of government comprehensive planning endeavors, community and agency surveys and changes in the fabric of our community.

Volunteers (of all ages) have, and will continue to play an integral role in the CCCoA's service delivery network via: RSVP volunteer service to Coles County; serving on our RSVP and Family Caregiver Resource Center Advisory Councils; CCCoA Board of Director's membership; fund raising events; marketing and public relations; representing CCCoA during special events -- locally and at the state level; serving on a myriad of Advisory Councils, Committees, Boards of Directors, etc. to represent CCCoA and providing technical assistance to others in the social arena. Volunteer management consists of: staff oversight and support, appropriate screening measures, viable and individual training, consistent reporting on assignments, consistent and open-minded communication with volunteer station staff, recognition, and changes as necessary.

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CCCoA's organizational performance has been, and continues to be measured by: achieving grant-related goals and objectives; evidenced based decision making; complying with local, state, and federal mandates, as measured by annual funding source program and fiscal compliance reviews and audits; receiving the Governor's Award for Unique Achievement twice -- both for harnessing the strength of volunteers to affect significant change; each CCCoA - sponsored program conducts an annual self-evaluation; the Coles County Board and the Coles County Regional Planning and Development Commission receive monthly program reports; endorse grant applications; supported CCCoA's tax referendum being placed on the ballot in 1986 and include CCCoA in strategic and comprehensive planning efforts; sustainability of local, state, and federal funding sources; and our ability and commitment to being fluid and responsive to expressed community needs.

The Coles County Council on Aging's infrastructure is based on a culture of integrity, measurement based performance, transparency and time-tested excellence in service. We currently do not have any internal control or compliance findings. Components are: tangible assets (25,000 sq. ft. LifeSpan Center; 10,500 sq. ft. Vehicle Storage Facility; 8 acres of land, management of a fleet of 12 accessible vehicles; approx. 1.2 million dollars in equipment; Governance oversight: Policy/Procedure List: Personnel, Financial Management, Client Confidentiality, Donations, Public Relations/Marketing, Facility Rental, Computer Usage, Sexual Harassment, Hazard and Security, Client Behavior and Participation, Investment Strategy, Criminal Background Record Check, Substance Abuse Drug and Alcohol, Bloodborne Pathogens, Credit Card, Elder Abuse, By-Laws, Client Grievance, Political Activity, Transportation, and Internship. Policies are reviewed annually by the Board. Community Participation is ensured via: RSVP Advisory Council, RSVP Newsletter, Sponsor Working Agreements, CCCoA's leveraging of "Partners" (194, all of whom are active in agency operations), website input, and thorough comprehensive planning efforts. CCCoA's Management System consists of: Human Resources, an engaged Board of Director's, dedicated and knowledgeable staff, committed and

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dedicated volunteers of all ages (both internally and as agency "Partners"), Fiscal Responsibilities, diversity, sustainability and accountability, computerized data collection system, long-term security in our physical assets/management safeguards, and Agency Strategic Planning.

CCCoA will continue our support of RSVP's non-federal share via: property tax levy funds, fund raising events (significantly enhanced due to sponsor ownership of a state of the art multi-purpose facility) and additional local general revenue funds (city/township) if needed.

Other

n/a

PNS Amendment (if applicable)

n/a