

## PART I - FACE SHEET

<b>APPLICATION FOR FEDERAL ASSISTANCE</b>		1. TYPE OF SUBMISSION: Application <input checked="" type="checkbox"/> Non-Construction														
Modified Standard Form 424 (Rev.02/07 to confirm to the Corporation's eGrants System)																
2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS): 10/16/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 13SR142743	4. DATE RECEIVED BY FEDERAL AGENCY: 10/16/12	FEDERAL IDENTIFIER:														
<b>5. APPLICATION INFORMATION</b>																
LEGAL NAME: Semo Area Agency on Aging DUNS NUMBER: 167033612	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Tina Dohogne TELEPHONE NUMBER: (573) 887-3664 FAX NUMBER: (573) 887-8996 INTERNET E-MAIL ADDRESS: rsvpvic@sbcglobal.net															
ADDRESS (give street address, city, state, zip code and county): 1219 N. Kingshighway Suite 100 Cape Girardeau MO 63701 - 3555 County: Cape Girardeau																
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 431020886	7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Area Agency on Aging															
8. TYPE OF APPLICATION (Check appropriate box). <input checked="" type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION      B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below):	9. NAME OF FEDERAL AGENCY: <b>Corporation for National and Community Service</b>															
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002 10b. TITLE: Retired and Senior Volunteer Program	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: RSVP of Scott And Cape Counties 11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Missouri #3 Cape Girardeau County, Scott County																
13. PROPOSED PROJECT: START DATE: 04/01/13      END DATE: 03/31/16	14. CONGRESSIONAL DISTRICT OF:    a.Applicant <input type="text" value="MO 008"/> b.Program <input type="text" value="MO 008"/>															
15. ESTIMATED FUNDING: Year #: 1	16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS? <input type="checkbox"/> YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON: DATE: <input checked="" type="checkbox"/> NO. PROGRAM IS NOT COVERED BY E.O. 12372															
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">a. FEDERAL</td> <td style="text-align: right;">\$ 40,025.00</td> </tr> <tr> <td>b. APPLICANT</td> <td style="text-align: right;">\$ 84,600.00</td> </tr> <tr> <td>c. STATE</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>d. LOCAL</td> <td style="text-align: right;">\$ 84,600.00</td> </tr> <tr> <td>e. OTHER</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>f. PROGRAM INCOME</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>g. TOTAL</td> <td style="text-align: right;">\$ 124,625.00</td> </tr> </table>	a. FEDERAL	\$ 40,025.00	b. APPLICANT	\$ 84,600.00	c. STATE	\$ 0.00	d. LOCAL	\$ 84,600.00	e. OTHER	\$ 0.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 124,625.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO	
a. FEDERAL	\$ 40,025.00															
b. APPLICANT	\$ 84,600.00															
c. STATE	\$ 0.00															
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e. OTHER	\$ 0.00															
f. PROGRAM INCOME	\$ 0.00															
g. TOTAL	\$ 124,625.00															
18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT, THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.																
a. TYPED NAME OF AUTHORIZED REPRESENTATIVE: Lana Johnson	b. TITLE:	c. TELEPHONE NUMBER: (573) 335-3331														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/16/12														

# Narratives

## Executive Summary

Southeast Missouri Area Agency on Aging, a non-profit agency serving eighteen Southeast Missouri counties, has sponsored RSVP of Cape Girardeau/Scott Counties since 1992. The mission is to enhance the quality of life for seniors by offering a variety of services while being a significant community resource. RSVP is vital to mission.

An unduplicated 468 RSVP volunteers will serve children, low income families, seniors, veterans and military families. Volunteers will package and deliver nutritious meals, assist local disasters, build homes, improve children's reading skills, clean up parks, provide outreach to veterans and military families and other needs through 123 volunteer stations.

The Primary Focus Area will be Healthy Futures. At the end of the 12 month period, 142 volunteers will provide nutritious weekend meals during school year to 1500 children and 115 volunteers will deliver daily hot nutritional meals to 640 homebound seniors in collaboration with 6 volunteer stations. Focus Areas of Disaster Services, Economic Opportunity, Education, Environmental Stewardship, and Veterans and Military Families will also be addressed.

Surveys to evaluate performance measures will be conducted by assessing 20% of volunteer stations and 20% of volunteers. Surveys will reveal 85% of volunteer stations had needs met, 95% of volunteers satisfied, and 50% more volunteer opportunities developed.

The CNCS federal investment of \$40,025 will be supplemented by \$84,600 non-federal resources.

## Strengthening Communities

America is considered the land of plenty but for 1 in 6 people in Southeast Missouri, hunger is a reality. Many people believe that the problems associated with hunger are confined to small pockets of society, particular areas of the country, or certain neighborhoods, but the reality is much different. Several Southeast Missourians are struggling with hunger according to the latest statistics presented by Feeding America. These individuals are often hardworking adults, children and seniors who struggle

## Narratives

to put food on the table consistently. The Southeast Missouri Area Agency on Aging (SEMO AAA) has a direct approach in fighting hunger. Strengthening communities through an eighteen county area, they continue to tackle this concern and to find a means of obtaining food security for the general population. One entity whose sole purpose is to fight hunger is the Southeast Missouri Food Bank (SEMO Food Bank), an affiliate of Feeding America. With two locations in Cape Girardeau and Scott Counties, SEMO Food Bank promotes food recovery; acquires and distributes food and household products; provides community leadership and educates on issues of hunger and poverty. Other organizations have also taken steps to address hunger in the community. Procter & Gamble (P&G) partners with Feeding America and participates in child hunger initiatives. P&G, located in Cape Girardeau County, promotes a simple idea to improve the lives of consumers every day. Their initiative - Live, Learn, and Thrive, increases the quality of life for families in need and helps children to get off to a healthy start. Unilever, located in Scott County and another partner of Feeding America, has a mission to enhance livelihood by fighting hunger, improve health and well being, and reduce environmental impacts. Their goal is to help people achieve a healthier diet and offer affordable nutritious food for families in need. SEMO AAA will join forces with SEMO Food Bank, Procter & Gamble and Unilever in reaching out to those struggling with hunger in Southeast Missouri. Although related, food insecurity and poverty are not the same. Unemployment rather than poverty contributes to food insecurity. According to the 2010 Census Bureau, the median household income for Cape Girardeau County is \$39,997 while the median household income for Scott County is \$33,716. Both statistics are lower than Missouri's \$45,247. More than 18% (13,621) of the total population (75,674) in Cape Girardeau County live below the poverty line. In Scott County, more than 15% (5,878) of the total population (39,187) live below the poverty line. In both these counties, the figures show that a family of four has an average income of \$23,050. The unemployment rate is just as staggering. A total of 2,531 are unemployed in Cape Girardeau County whereas 1,562 are

## Narratives

unemployed in Scott County.

Other statistical data, reported by the 2010 Census Bureau, depicts the social characteristics of Cape Girardeau and Scott Counties as follows:

The racial makeup of Cape Girardeau County is 88.9% (67,274)White, 7.7% (5,828)African American, 0.2% (151)Native American, 1.2% (908)Asian, 0.0% (0)Pacific Islander, and 2.0% (1,513)Hispanic. The population of 75,674 is spread out with 26.1% (19,751) under the age of 18, 9.8% (7,416) from 18 to 24, 24.0% (18,162) from 25 to 44, 25.6% (19,372) from 45 to 64, and 14.5% (10,973) who are 65 years of age or older. Veterans residing in this county total 6,626 with an additional 1,232 who are military families. It is also portrayed that 7.2% (5,448) of the population in this county has some form of disability.

The racial makeup of Scott County is 85.7% (33,583)White, 12% (4,703)African American, 0.2% (78)Native American, 0.3% (118)Asian, 0.0% (0)Pacific Islander, and 1.8% (705)Hispanic. The population of 39,187 is spread out with 27.7% (10,855) under the age of 18, 5.7% (2,234) from 18 to 24, 24.3% (9,522) from 25 to 44, 27.2% (10,659) from 45 to 64, and 15.1% (5,917) who are 65 years of age or older. Veterans residing in this county total 3,079 with an additional 629 who are military families. It is also portrayed that 3.6% (1,410) of the population in this county has some form of disability.

Southeast Missouri Area Agency on Aging will connect with other volunteer stations in addressing the Primary Focus Area of Healthy Futures. Bringing awareness to another level, these volunteer stations will be alerted in regards to this agency's goal and the identifiable need in the area. This connection will result in greater community involvement and long-lasting impact. Volunteer Stations (staff and volunteers) will be encouraged to participate in the event called Party for the Good as depicted in the Performance Measure Work Plan -- Healthy Futures, Obesity and Food. Volunteers enrolled in the

## Narratives

Retired Senior Volunteer Program will be contacted to partake as well. Community leaders, organizations, groups and other individuals will emerge and work together to lend a hand in fighting hunger in our communities. SEMO AAA will not only advocate and recruit for the hunger facing our families but also our senior population to all parties mentioned above. Food insecurity among this vulnerable population is especially troublesome because they have unique nutritional needs and may require special diets for medical conditions. As a result, different nutrition interventions are required to reach seniors throughout this continuum of need. Since 1973, this has been an identified community need adopted by SEMO AAA.

Southeast Missouri Area Agency on Aging, sponsor of the Retired Senior Volunteer Program, takes the lead in volunteer recruitment and placement at volunteer stations dealing with hunger issues/food insecurity. Volunteer service activities will consist of RSVP volunteers packaging, distributing, and delivering needed food in the community to those specified by agencies addressing this matter. By planning events to undertake this objective and incorporating volunteer service activities to target this need, SEMO AAA will create a significant change rather than a short-term fix.

A critical component to a healthy life is nutrition. Research tells us that when children experience even occasional hunger, they may have trouble concentrating, aggressive tendencies, stunted growth and increased likelihood of obesity. Food insecurity has become one of the leading health challenges in Southeast Missouri. Through Feeding America, Southeast Missouri Food Bank reports that 1 in 6 Southeast Missourians struggle with hunger while 1 in 4 children go to bed hungry. According to the US Census Bureau, new estimates on poverty, income, and even health insurance are below average for the counties of Cape Girardeau and Scott in Missouri. Income levels are considerably low for a family of four who find themselves in a situation to choose between paying for food or medical care.

## Narratives

Currently, there are 1,500 children who qualify for SEMO Food Bank's Backpacks for Friday Program and are in desperate need of this service. The Backpacks for Friday Program was developed to meet the need of hungry children when other means are not available. Due to limitations, SEMO Food Bank looks for resources in the community and a volunteer workforce to alleviate food insecurity. For seniors, the benefits of healthy eating include increased mental acuteness, resistance to illness and disease, higher energy levels, and better management of chronic health problems. Homebound seniors need to maintain acceptable nutritional health in order to maintain general well-being and independence. Home delivery meal services are cost effective and enable seniors to remain living in their home rather than moving into a nursing facility. The Southeast Missouri Area Agency on Aging has identified 640 homebound seniors who require a daily meal in Cape Girardeau and Scott Counties. For homebound seniors, this daily home delivered meal may be the only hot nutritious meal they eat. To provide these services, more community volunteers are needed.

SEMO AAA and RSVP will join forces to combat this community need. An annual event will be initiated to support a volunteer workforce (1,000 volunteers needed) in packaging backpacks for SEMO Food Bank's Backpacks for Friday Program. This event, Party for the Good, will be held before the school year begins. Businesses will be contacted to assist project with monetary contributions, product donations, and most importantly, volunteer support. Volunteers will help box up over 13,000 backpacks for the 1,500 children enrolled in program. Backpacks are filled with nutritious, non-perishable items. Volunteers will help set up, stock product tables, greet and register volunteers, supervise food lines, seal and box packs, and help with clean up. Distribution and delivery of these backpacks will take place every Friday at local elementary schools by volunteers.

Because of an alliance of partners and a volunteer workforce (142 RSVP Volunteers included), 1,500 children will receive four meals each month from SEMO Food Bank's Backpacks for Friday Program. These children will be eating more nutritious foods as part of their regular diet. Recipient families will

## Narratives

save money on food bills and allow their household budget to be stretched further to cover other necessities.

SEMO AAA will work in partnership with RSVP in recruiting volunteers for the Home Delivered Meals Program. Volunteers will assist with food preparation, packaging and the delivery of hot nutritious meals to 640 identified homebound seniors. This will be completed at the five seniors centers located in Cape Girardeau and Scott Counties, five days a week. Volunteers will be assigned regular routes to create a sense of consistency and trust.

SEMO AAA's Home Delivered Meals Program will meet the needs of those homebound seniors identified in the community as at risk. The 640 identified homebound seniors will receive five meals a week delivered by 115 RSVP Volunteers. Homebound seniors will remain in their homes and maintain good nutrition because of the additional manpower provided by RSVP.

Data collection from all sources will provide comprehensive information on the outcomes of both these service projects. The operation of getting food to people in need will be achieved by the participation of the RSVP Program.

Southeast Missouri Area Agency on Aging will adopt significant service activities to Veterans and Military Families. The partnership of the Cape Girardeau Armory, Marine Corps League, local VFW organizations and American Legions will illustrate RSVP as a crucial link between the needs of the military community and the non-profit arena. This targeted group will have the opportunity to become community leaders through dedicated service. Pertaining to the Primary Focus Area and other Focus Areas outlined in performance measure work plans, Veterans and Military Families will be a part of each area. Currently, 20% (128) of the 640 homebound seniors receiving meals for the Home Delivered Meals Program are veterans. Southeast Missouri Food Bank reports that 25% (375) of the 1,500 children are from Military families. Habitat for Humanity built six homes last year and one was provided to a military family. This family and other military personnel helped to construct this

## **Narratives**

home as a dedication to the family being awarded the residence. Military Personnel and their families will continue to be a major part in the construction of the four new proposed homes. The six elementary schools in Cape Girardeau report that 5% (12) of the 250 students in the Read to Succeed Program derive from a military family. RSVP will recruit veterans to be volunteer tutors for this program. Furthermore, RSVP will include veterans, military personnel and their families in the participation of cleaning up the area parks and to serve as disaster case managers. All work plans, put forth in this grant, will involve the volunteer service of the military community.

This year, RSVP of Cape Girardeau/Scott Counties held a tribute at the Missouri Veterans Home on Tuesday, January 17, 2012 from 2:00 p.m. -- 3:30 p.m. with over 300 in attendance. This event was called "Welcome Home USA -- A Tribute to our Service Men and Women" and was in remembrance and recognition of Martin Luther King and his legacy. Twenty-three RSVP Volunteers helped at event with decorating, serving refreshments and dancing with residential veterans. Service men and women from the area and those returning home from Afghanistan and Iraq attended and were recognized for their services to our country. All local news media were present for coverage of this event.

### **Recruitment and Development**

Southeast Missouri Area Agency on Aging (SEMO AAA), Community Participation Advisory Council, and RSVP Staff will design a range of volunteer assignments that help build new skills, stimulate originality, and offer a challenge to volunteers. The current 123 volunteer stations registering their volunteer opportunities with RSVP will be encouraged to create innovative assignments that will entice the more skillful senior volunteer and incorporate volunteer opportunities that address new focus areas designated by CNCS. Possible examples would be computer data entry, case management, and coordinating of fundraising events. Such assignments develop leadership potential, skills and serve to enhance the quality of the volunteers' own lives.

## Narratives

Actions will be taken to implement opportunities to meet performance measured work plans and specified volunteer assignment outlines.

Regarding the Primary Focus Area -- Healthy Futures, Director of RSVP will meet with Executive Director and Children's Programs Manager of Southeast Missouri Food Bank to co-sponsor an annual one day event called Party for the Good. A workforce of 1,000 volunteers will come together to package 13,000 meals needed for SEMO Food Bank's Backpacks for Friday Program (backpacks are filled with nutritious, non-perishable items). RSVP Volunteers will make up 14.2% (142) of workforce needed. Volunteers will also distribute backpacks to children on each Friday at elementary schools located within service area.

RSVP will recruit 115 volunteers to assist homebound seniors struggling to maintain their independence, health and general well being through the provision of nutritious noon lunches. Volunteers placed at the five senior centers will help to prepare, package and deliver food to 640 homebound seniors daily.

The Read to Succeed project will be developed through a partnership between RSVP and six elementary schools in Cape Girardeau County. Read to Succeed will be focused on kindergarten students. RSVP will recruit 50 volunteers to assist with project. Students will meet with RSVP Volunteers to learn pre-reading skills and concepts. Groups of three children will meet with one volunteer, four times a week for 30-45 minutes, Monday-Thursday. An informal training will be conducted and volunteers will have the opportunity to observe a trained professional implementing project.

An annual event called Friends of the Parks Day will be held in April to encourage clean up and beautification of city parks. This project will consist of planting of trees, bushes, and flowers as well as clean up of debris. Approximately 70 RSVP Volunteers will be recruited to assist.

Collaborating partnerships with the Southeast American Red Cross Chapter and the Long Term

## Narratives

Recovery Committee (LTRC), RSVP will provide volunteers as Disaster Case Managers to help victims recover from local disasters. Ten Disaster Case Manager Volunteers will assist affected residents by connecting them with local resources.

Eleven RSVP Volunteers will assist Habitat for Humanity in homebuilding, managing their ReStore, participating on Board, and serving on special projects.

Southeast Missouri Area Agency on Aging will provide training and technical assistance to project staff, volunteers, station supervisors, and community participation groups. At each stage of the volunteer development process - orientation, training and supervision -- project outcomes and fidelity will be emphasized. Orientation will introduce volunteers to expected assignment outcomes and the method the consortium will have put in place to measure outputs and outcomes. If station supervisors or volunteers signal a need for additional training, the RSVP Director will reschedule the training needed. Station Supervisors will incorporate monitoring and coaching on performance measurements to new volunteers into their supervisory meetings as well as performance evaluations of volunteers. New volunteer station supervisors are given orientation and training materials when they become supervisors for the first time. RSVP Staff distributes information pertinent to their responsibility and role as a volunteer supervisor during site visits when updating Memorandums of Understanding. Community participation groups receive training through their participation on RSVP's Advisory Council. In addition, the RSVP Director meets with each community agency representative either by phone or in person to clarify the role of RSVP and how to partner together for the benefit of the volunteers.

Furthermore, SEMO AAA will contact those partners who offer and assist with training on needs in the community. This training would be for those volunteers recruited and the new volunteer stations that need special training skills. New volunteers would develop skills to meet the need of the volunteer

## Narratives

assignments through training opportunities provided by the Southeast Missouri State University, the Cape Girardeau Career and Technology Center, the Adult Learning Center, and the Chamber of Commerce.

RSVP of Cape Girardeau/Scott Counties enters its first year in grant cycle with 468 volunteers.

Looking beyond this initial momentum, SEMO AAA and the Community Participation Advisory Council will launch a proactive campaign to broaden RSVP's pool of applicants. Our strategy hones in on desirable candidates: aspiring baby boomers, community builders, and educators, with emphasis on African American, Hispanic, and rural and urban poor. Advisory Council Members will assume the role of volunteer leaders and begin the process of identifying potential volunteers that would bring specific knowledge and expertise into the system. Each council member will recruit at least four individuals perceived to have the personal qualities, interest and skills to ultimately become volunteer leaders. These volunteer leaders will be offered a training packet detailing the mission of RSVP and the intent of their involvement in the recruitment process of RSVP Volunteers for focus areas.

As sponsor for the Retired Senior Volunteer Program of Cape Girardeau/Scott Counties, SEMO AAA will continue to have a working relationship with community partners that persist to address community needs and to recruit a volunteer pool reflective of the demographics of the communities served. Southeast Missouri State University, the Cape Girardeau Career and Technology Center (Adult Learning Center), Family Resource Center (African American center located in a poverty stricken area), and Chambers of Commerce have the ability to effectively communicate the needs to the community and identify solutions to solve problems. Other partnerships would include Ministerial Alliances, Missouri Department of Conservation, Parks and Recreational Department, and Southeast Missouri Food Bank. Partnerships with Southeast Missouri State University, the Association of Retired Persons (AARP) and other key players will allow stronger relationships and greater opportunities to

## Narratives

increase senior volunteer involvement and recruitment of RSVP volunteers from various ethnic and socioeconomic backgrounds. Being involved with businesses and community organizations helps RSVP's visibility and ability to recruit new volunteers.

Our plan and infrastructure to recruit veterans, military personnel and families as volunteers will involve significant partners. These partners would include the Missouri Veterans Home, Cape Girardeau Armory, Marine Corps League, Southeast Missouri American Red Cross Chapter (military services), American Legions and the local VFW organizations. Through teamwork, SEMO AAA and RSVP will initiate services to also benefit the military community. Several objectives will be implemented to accomplish this plan.

RSVP Staff will create services with the Missouri Veterans Home to assist their residents and improve their quality of life. Volunteer assignments will be one-on-one with residential vets, recreational and rehabilitative therapy, and other needs specified by facility. Approximately 60 RSVP Volunteers will serve at this facility. RSVP will hold at least one major event to recognize the Missouri Veterans Home, its residents, and military men, women, and families in the area.

Coordinate with the Southeast American Red Cross Chapter in assisting local military families.

Volunteers will be provided in locating resources for families with needs such as housing, medical care, job training, and others specified by a family.

New stations will be established with the Cape Girardeau Armory (CGA) and Marine Corps League (MCL) to provide services for Military service members and their families. Therapeutic services will be provided by ten RSVP Volunteers to families needing to deal with deployment and the agony of long term family member separation. Volunteers will also serve in supporting military youth by providing resource referrals and act as mentors to those children of parents overseas.

Project Staff will meet with all local VFW organizations and American Legions to organize and implement a plan to provide services for veterans not residing in nursing facilities and also to recruit

## Narratives

veterans of foreign wars as RSVP Volunteers.

The RSVP Director will become a VAVS Representative in her area. Serving as a representative will promote recruitment and coordination of volunteer resources for this initiative.

RSVP of Cape/Scott Counties will form new partnerships with the Southeast Missouri Alliance for Disability and the Missouri Inclusion Service Project. Both agencies are dedicated to the quality of life for disabled individuals. This alliance will allow the recruitment of disabled individuals in volunteer opportunities within the RSVP Program.

The Southeast Missouri Area Agency on Aging will ensure that RSVP remains a successful volunteer program by continuing to refine existing assignments and to develop new volunteer assignments that challenge current volunteers. RSVP perseveres in building a loyal cadre of individuals who continue to provide a valuable service in Cape Girardeau and Scott Counties. One key factor to volunteer retention is open and constant communication. When an RSVP Volunteer is first placed in an assignment, project staff monitors the success of the placement within one week of its creation. This follow-up identifies any initial assignment problems and serves to let the volunteer know that their time and skills are valued. If the follow-up identifies problems that cannot be corrected, a more suitable placement is located. RSVP Staff will also conduct a semi-annual phone call to each RSVP Volunteer. This procedure is to update information, identify volunteer satisfaction, and to maintain an on-going relationship. The RSVP Director will visit each station annually. Annual visits will give the Director an opportunity to maintain a close working relationship with the volunteer station supervisors and the station volunteers. Visits will enhance the development of new station assignments and allow the Director to express appreciation for all the work that is being done by the station supervisors and the volunteers. An RSVP newsletter is in the planning stages. This newsletter will be mailed to all

## **Narratives**

volunteers on a quarterly basis depending on budgetary allowance and will identify volunteer opportunities, new stations and spotlight volunteers. Director will utilize the newsletter to express her appreciation to all who volunteer.

Every year, RSVP of Cape Girardeau/Scott Counties holds an Annual Recognition to honor all volunteers in the program while coming up with a unique theme. In 2012, the event was held on Tuesday, April 17 at the Eagles Aeries in Cape Girardeau, Missouri from 4:30 - 6:30 p.m. during National Volunteer Week. The theme for this event was Casino -- Las Vegas. Food, entertainment, testimonials by volunteers, a guest speaker and gifts are also part of this event. Station supervisors are encouraged to attend. SEMO AAA and Advisory Council participate in the recognition planning. Not only does this event help RSVP to recognize its volunteers, but is another key strategy in retaining volunteers.

### **Program Management**

Southeast Missouri Area Agency on Aging (SEMO AAA) and RSVP Staff will provide critical program functions that include: providing guidance and support to advisory council members and station supervisors; assisting educational institutions in the development of training packages; building new partnerships with businesses and community organizations and maintaining existing partnerships to create a stronger volunteer infrastructure; marketing the program and evaluating the program at the conclusion of the grant period.

RSVP of Cape Girardeau/Scott Counties currently has over 1,500 volunteer opportunities with 123 volunteer stations which address specified unmet community needs. Volunteers can pick and choose which assignment and/or assignments they would like to serve. There is a diversity of volunteer opportunities emphasizing low to high skill. Every three years, the Memorandum of Understanding is updated at each station site. During this visit, volunteer opportunities are updated as well as new

## Narratives

volunteer assignment needs identified. Staff confers with volunteer station supervisors to review methods used for tracking volunteer hours. Volunteer job descriptions are updated or created as needed and staff secures a copy of the station's 501(c) (3) IRS status. A Safety Checklist is completed on all volunteer stations each year to guarantee the safety of volunteers. An Accessibility Checklist is completed at each volunteer site to ensure assignments that include volunteers with disabilities.

Volunteer Time Record Forms and Data Collection Sheets are reviewed with station supervisors and the importance of each document to RSVP is stressed. New volunteer needs are immediately handled by RSVP Staff and enrolled volunteers with qualifications are contacted. Also, new volunteer needs are entered into program website at [www.vicrsvp.org](http://www.vicrsvp.org). Periodic site visits are made by Director during the three year period to maintain a close working relationship with station supervisors; to make necessary modifications; to amend community needs; and to reassign current volunteers if needed. These visits help to magnify the presence of RSVP and to eliminate volunteer problems. The Director maintains memberships in several chambers of commerce in order to enhance networking opportunities. The development of new volunteer stations is often attained through networking. New agencies are contacted by the Director and a meeting arranged to share the opportunities that exist through RSVP.

Southeast Missouri Area Agency on Aging Board of Directors and the Community Participation Advisory Council assess project performance through an annual evaluation to assure all goals and objectives are met. There are four components of the evaluation process - stations, volunteers, sponsor involvement, and RSVP Staff. Data on both sponsor and staff are determined by station supervisors and the Advisory Council. This yearly evaluation analyzes the extent to which the project goals and objectives have been achieved. It provides ongoing feedback to project staff and sponsor in order to allow changes to improve program effectiveness and efficiency. In addition, the evaluation includes

## Narratives

quantitative and qualitative examination of both process components (services and management tasks) as well as impact of service. Advisory Council members collect data sheets and information pertinent to measure volunteer performance from volunteer stations. Conclusive results are then submitted to the Evaluation Committee Chairman who summarizes a final report. The Final Evaluation is submitted to the Executive Director of SEMO AAA and the Board of Directors with a copy surrendered to RSVP Director. A copy of the yearly evaluation is sent to CNCS. Any outcomes needing to be addressed are then immediately taken care of by RSVP Director and Staff.

RSVP collects all volunteer time sheets on a monthly basis from each agency utilizing volunteers. This data is then entered into a computer data excel sheet to track and record all hours for the month.

Agencies that are included in performance measures and work plans - Primary Focus Area, and Other Focus Areas are made aware of the data collection sheet needed to complete reporting information for outputs and outcomes. A questionnaire report and analysis is submitted to RSVP from each agency on impact and outcome on this data collection sheet. With regards to the collection and measurement of the Primary Focus Area, the Southeast Missouri Food Bank will submit information pertinent to Backpack for Fridays Program to RSVP. Yearly surveys are given to recipients (child, parent, teacher, and site coordinator) at each of the 18 elementary schools. Children are asked number of people living at home, if everything was eaten in backpack, who prepares meals at home, and if there was enough food for weekend. Parents are asked information pertaining to other food assistance received, circumstances affecting family such as job with low wages, part-time job only, single-parent household, rising costs of essential needs, unemployment, and illness/disability, how long distributed food lasted the household, and if weekend meals helped stretch family budget. Teachers are surveyed if they observed a difference in students who received backpacks (weekend meals), if any problems were experienced with program, the number of students they see need this assistance that is not being

## Narratives

helped, and what additional feedback they received from parents/children. Monthly reports are submitted by site coordinator at each school as to number of backpacks distributed weekly, the number of children benefiting from the Backpack program, the evaluation of volunteer assistance, stories of how this food helped one or more children, quotes from the children, and finally their comments, concerns or suggestions. Responses are recorded and reviewed by the SEMO Food Bank Children's Programs Manager. Suggestions for improvement are implemented. SEMO Food Bank Children's Programs Manager and Executive Director of this agency will fill out a data collection sheet reflecting the impact of RSVP Volunteers to their program. All outputs and outcomes will be reported to the RSVP Program.

Southeast Missouri Area Agency on Aging will track homebound client delivery from the senior centers monthly meal count reports. The information is entered daily by each Senior Center Administrators in NAPIS (National Aging Program Information System). Nutrition Project Staff from SEMO AAA will conduct annual assessments at each center. Meal Count Reports will be provided to the RSVP Program. Outcomes and impact will be measured as to how many seniors are served and are able to remain in their home due to participating in the homebound meal delivery service.

The Southeast Missouri Area Agency on Aging has specific accountability policies and internal control procedures. Cash receipts are received and recorded by the secretary who opens the mail. The receipts are deposited in the SEMO AAA's bank account by a member of the Fiscal staff and entered in the financial records by the Fiscal Officer. A purchase order system is used for purchasing supplies. Invoices are entered in the Accounts Payable system by the Accounting Clerk. The checks are written by the Fiscal Assistant and signed by Board Treasurer, Executive Director and/or the Nutrition Project Director. The checks are mailed by Fiscal Officer. SEMO AAA is also subject to an annual audit performed by a Certified Public Accounting Firm. The budget is managed by the RSVP Director and

## Narratives

the Nutrition Project Director but is controlled by the Fiscal Officer with final approval by the Southeast Missouri Area Agency on Aging Board of Directors. Monthly financial reports are prepared showing a comparison of actual to budgeted revenues and expenditures. A report that is based on the CNCS fiscal year is distributed to the RSVP Director and the Nutrition Project Director. A report that is based on the Agency's fiscal year is distributed to the Executive Director, the Nutrition Project Director and the SEMO AAA's Board of Directors.

Resources are secured through cash and in-kind contributions to sustain and expand the project through local grants, fundraisers, and stations' contributions to volunteers. RSVP of Cape Girardeau/Scott Counties has successfully found diverse non-federal resources for program implementation and sustainability. Southeast Missouri Area Agency on Aging is now a key funding source for the program and provides 45% of total operating cost. The Cape County Senior Services Fund Board continues to support RSVP and is currently funding the program \$6,000. A request has been made to increase amount to \$10,000 for upcoming year. SEMO AAA, through its many in-house programs, has been able to educate service providers, civic organizations, business associates, and non-profit agencies about the volunteer opportunities that exist with RSVP. Southeast Missouri Area Agency on Aging provides many fiscal services at no cost. These include but are not limited to: an annual audit, bill paying, financial record keeping, and preparation of monthly financial statements.

RSVP holds an annual golf tournament. All proceeds from tournament are recorded in the budget and are used to maintain or expand services. Area businesses provide a free lunch for those playing in tournament as well as donate items to be used for participation prizes. Proceeds from this event have ranged \$4,700 - \$7,500 per year over the last 14 years. In 2012, RSVP hosted its 14th Annual Golf Tournament.

## **Narratives**

The five senior centers have supported the program through the in-kind match of meals provided while volunteering at their site. These free meals have resulted in a \$26,500 match to the program. Southeast Missouri Area Agency on Aging searches new funding sources for RSVP every year. Foundations grants are written to obtain additional financial support for RSVP. Local businesses are also solicited for contributions.

### **Organizational Capability**

Southeast Missouri Area Agency on Aging (SEMO AAA) was created by the Older Americans Act in 1965 and was established October 1, 1973 as a 501(c) (3) not-for-profit corporation. The mission is to enhance the quality of life for seniors by offering a variety of services while being a significant community resource. The agency is governed by a Board of Directors representing each of the 18 county service area. SEMO AAA contracts and directly provides services to seniors. These services include the Family Caregiver Program, the Information and Assistance Program, the Ombudsmen Program, In-Home Services including homemaker and personnel care, EVE Program, the Volunteer Intergenerational Center, the Silver Haired Legislature, Legal Services, Transportation Service Program including emergency medical transportation, the Disease Prevention and Health Program, Financial Counseling, Case Management, and the Nutrition Program. SEMO AAA Board of Directors oversees the sponsor evaluation and its programs. Each program such as RSVP is responsible for its internal assessment and annual evaluation. The Nutrition Director of SEMO AAA completes a yearly evaluation on the RSVP Director as to her quality of work, productivity, job knowledge, reliability, punctuality, independence in performing tasks, creativity, initiative, adhering to policies, interpersonal relationships, and demonstration of proper judgment in making decisions. The RSVP Director completes yearly evaluations on RSVP Staff. All evaluations are submitted to the Executive Director of SEMO AAA and its Board of Directors. Monthly reports on program inputs, outputs, resource development, and financial reports are aggregated and reported to the Executive Director and the

## Narratives

Board of Directors. The Finance Committee of the SEMO AAA Board of Directors meets monthly to review agency financial reports. The Fiscal Officer prepares these reports and reviews them with the Board of Directors at monthly board meetings. Each program has a separate financial statement completed including RSVP. A copy of the monthly financial statement is mailed directly to the RSVP Director. The RSVP Director meets monthly with the Nutrition Director of SEMO AAA to discuss and review finances and program improvement.

Southeast Missouri Area Agency on Aging has sponsored RSVP of Cape Girardeau/Scott Counties since 1992 and continues to encourage senior involvement and volunteer opportunities for residents ages 55 and older. SEMO AAA relies on RSVP to engage and place older volunteers wishing to serve the community in non-profit stations. RSVP meets needs in education, health, disaster recovery as well as focusing on new services to veterans, military service members, and families of both. It was SEMO AAA's vision to expand the current program into Cape Girardeau County when awarded the sponsorship in 1992. Through this process, RSVP was able to recruit more senior volunteers, expand services to non-profit agencies, and grow from its existing area which covered only Scott County. This expansion also helped in obtaining local financial support from the Cape County Senior Services Fund Board, as well as numerous businesses, organizations, and clubs in the service area. No additional federal dollars were available for expansion through CNCS. The Volunteer Intergenerational Center (VIC) has been in existence since 2002. VIC was established by SEMO AAA to recruit volunteers of all ages in further meeting community needs and the current RSVP staff was used to direct and operate this program. Approval was given by CNCS State Program Officer from the Missouri State Office to begin the development and operation of a new center under the sponsorship of SEMO AAA and RSVP of Cape Girardeau/Scott Counties. Project Staff devote 25% of their time running the Volunteer Intergenerational Center. Remaining 75% is dedicated to the RSVP Program and has been operating in this manner since 2002. The Volunteer Intergenerational Center is an added asset to RSVP while

## Narratives

encouraging businesses to form their own employee volunteer programs and recruitment of these employees upon retirement.

The Retired Senior Volunteer Program of Cape Girardeau/Scott Counties has more than 39 years of experience in managing senior volunteers and helping to meet community needs through the services of its participants. The Director has been an employee with RSVP for over 32 years and has a proven track record in successfully managing the volunteer program. She has maintained a strong connection with the seniors and through her commitment to the program, has consistently secured the financial resources needed to continue and expand RSVP. It continues to demonstrate the value and importance of senior volunteerism and has been a continuing resource for agencies throughout the Cape Girardeau and Scott Counties. Each year, RSVP has increased its efforts to place its volunteers in service opportunities programmed to demonstrate accomplishments and impact. The previous Assistant Director had been employed with RSVP for two years and has a Bachelor's Degree in Science and Health Management as well as a Master's Degree with emphasis on Public Administration. The responsibilities are to assist the Director with the management of all aspects of the program under the overall guidance of the Director. The Assistant Director recently resigned due to poor health. At this time, this position has not been filled. The Office Clerk has been with the program for two years and has a Bachelor's Degree in Business Education and a Bachelor of Science Degree in Social Work. Her responsibilities are to provide all clerical services needed under the supervision of the Director and Assistant Director. The RSVP Director, along with the Nutrition Project Director and the Fiscal Officer at Southeast Missouri Area Agency on Aging, work on the renewal application for RSVP.

There are 24 individuals holding positions within the Central Office, many of which work directly with RSVP. Thirty-one (31) additional personnel are employed through the Southeast Missouri Area

## Narratives

Agency on Aging. The Executive Director of the Southeast Missouri Area Agency on Aging has a Bachelor of Science Degree and has been with the agency since 1976. The Nutrition Project Director, who has a Bachelor of Science Degree, has been with the agency's nutrition program since it began October 1, 1973. She worked with the first director of the Scott County Retired Senior Volunteer Program and became the liaison with RSVP in 1992. The Fiscal Officer has been with the agency since 1977 and has a Master's Degree in Accounting. The Fiscal Assistant has been with the sponsoring agency since 1985 and has a Bachelor's Degree in Accounting. The Fiscal Officer and the Fiscal Assistant manage all financial funds and the Senior Corps grant for RSVP. The Public Information Director assists with marketing RSVP and has been with SEMO AAA since 1995. She is well known to all seniors living in the 18 county area as well as the general public.

Regarding the Primary Focus Area -- Healthy Futures and the track record of SEMO AAA, this agency is a leader in its community in fighting hunger especially in the senior population. The Nutrition Program under SEMO AAA has existed since 1973 and has 33 senior centers located in the 18 county region. SEMO AAA utilizes 74% of its operating money to support nutritional services. A new service called Distance Dining has now been made available through this agency. This service provides home delivered meals to Medicaid-eligible clients, ages 63 and over, living anywhere in the 18 county rural service area who does not currently receive delivery service from local senior centers. Ten frozen meals are delivered by FedEx once a week to 86 clients. SEMO AAA, for many years, has been the mechanism of executing nutritional values and is the leader in fighting senior hunger in Southeast Missouri. This agency plays a strong role in the coordination and assistance to the Southeast Missouri Food Bank's Backpacks for Fridays Program. As sponsor of RSVP and the current RSVP Director's vision in bringing this program and event to the area, many children have been able to obtain the food necessary to fight hunger. This successful event helps those children to focus on learning and growing

## Narratives

into stronger, healthier, and more productive citizens.

Southeast Missouri Area Agency on Aging is committed to the welfare and well-being of seniors. It recognizes volunteer services as a key building block of life success, and operates a number of special programs and services targeted to the senior population. RSVP's proposed volunteer activities support a critical purpose. SEMO AAA has two in-house volunteer programs besides RSVP and VIC. The Long Term Care Ombudsmen Program seeks volunteers throughout the 18 county area. Ombudsmen serve residents of nursing homes and residential care facilities by providing support and assistance with any problems or complaints. Following screening and training, the volunteer is assigned to a facility. EVE is another volunteer program operated directly through SEMO AAA which provides advocacy for the elderly who live at home. EVE (Elder Volunteers for Elders) receives referrals from families, friends, churches, and agencies who are concerned about individuals who live alone or who need assistance to remain independent. Volunteers visit the home and assist in securing solutions to any problems. Each volunteer is mandated to take a 12 hour training program before assigned to a client. RSVP recruits volunteers for the Ombudsmen Program and EVE Program. SEMO AAA is also the current sponsor of the RSVP Program in Pemiscot/New Madrid Counties and has been since 1986.

Southeast Missouri Area Agency on Aging measures performance by an annual review of their programs. Program directors evaluate senior services offered to recipients of service. These services are examined to determine whether or not they comply with the codes of state regulations, and fall under guidelines mandated by agency's policies. SEMO AAA has overseen RSVP's annual evaluation and the collection of data in measuring their performance and impact for the past 20 years.

Under the sponsorship of Southeast Missouri Area Agency on Aging, RSVP of Cape Girardeau/Scott Counties receives free office space at the Central Office in Cape Girardeau, Missouri. This free space

## Narratives

drastically reduces the dollars necessary to exist in Cape Girardeau County. The availability of space comes with the ability to use office equipment including the copier, camera, fax machine without cost. SEMO AAA has various accounts set up with local businesses for purchasing of office supplies and/or equipment. RSVP Staff has access to all accounts as well as agency credit cards. Regarding the purchase of equipment that costs over \$500, three bids are needed from local businesses. These bids are submitted to the Fiscal office of SEMO AAA. SEMO AAA Board of Directors approves all equipment purchases that cost \$500 or more. Expenses associated with staff travel are reduced when it is possible to car pool staff members to the same location. Travel policies are to cover reimbursement for normal expenses incurred when traveling on program business. Travel expense statement forms are completed with mileage, lodging, and meal expense if incurred out of the service area. Mileage is reimbursed at .551/2 cents per mile. Travel forms are approved by each program director.

Personnel policies and policy amendments are for the mutual benefit of the employee and SEMO AAA. A simple majority of the SEMO AAA Board of Directors amends policies at a regular session after the employees have been given the opportunity to openly express opinions and recommendations regarding the proposed changes. Southeast Missouri Area Agency on Aging has extensive expertise in human services, and oversees the HR component. There are job descriptions for all positions. Written personnel policies define employment, recruitment, terms and conditions of employment, benefits, evaluations, required personnel records, nepotism and conflict of interest, sexual harassment policy, drug-free work place policy, staff committees, staff development, work periods, pay period, reimbursement of allowable expenses, work related incidents/accidents, affirmative action , policy amendments, travel policy and a salary schedule. Again, these policies are reviewed annually and revised as needed with any changes approved by the Southeast Missouri Area Agency on Aging Board of Directors. A copy of these personnel policies are distributed to each staff member including RSVP

## **Narratives**

Staff. An additional copy is kept at the RSVP Chaffee Office.

Southeast Missouri Area Agency on Aging obtains community input through the Community Participation Advisory Council. An eighteen member Advisory Council, made up of representatives from two corporations, Southeast Missouri State University, marketing personnel, a Vice-President of a local bank, owners of private businesses, an accounting firm, an AARP representative, RSVP Volunteers, and non-profit agency directors, meet six times per year. Their role is to provide guidance and direction to Director, lead fundraising efforts, work with local media to promote project events and accomplishments, identify opportunities in the community for partnerships, review annual assessments to evaluate program accomplishments, and assist in developing annual program goals. The Advisory Council and SEMO AAA takes the lead in evaluating the program each year, giving advice and input on program policies, procedures, and solutions to program issues and problems.

Southeast Missouri Area Agency on Aging is audited annually by an independent auditing firm selected by the State Division of Aging. The agency consistently has an excellent audit. In 2011, SEMO AAA had total revenue of \$10,269,621. The agency receives funding from the federal government, the state of Missouri, the Missouri Foundation for Health, program contributions from clients receiving services, county government, organizational and business contributions, and in-kind donations. These funding sources are part of sustaining and securing the required non-federal share for RSVP.

**Other**

N/A

**PNS Amendment (if applicable)**

N/A