

PART I - FACE SHEET

APPLICATION FOR FEDERAL ASSISTANCE		1. TYPE OF SUBMISSION: Application <input checked="" type="checkbox"/> Non-Construction														
Modified Standard Form 424 (Rev.02/07 to confirm to the Corporation's eGrants System)																
2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS): 10/18/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 13SR142829	4. DATE RECEIVED BY FEDERAL AGENCY: 10/18/12	FEDERAL IDENTIFIER:														
5. APPLICATION INFORMATION																
LEGAL NAME: Citrus County Board of County Commissioners DUNS NUMBER: 072548563	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Laurie Diestler TELEPHONE NUMBER: (352) 527-5952 FAX NUMBER: (352) 527-5951 INTERNET E-MAIL ADDRESS: laurie.diestler@bocc.citrus.fl.us															
ADDRESS (give street address, city, state, zip code and county): 2804 W Marc Knighton Ct Key #4 Lecanto FL 34461 - 6300 County:																
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 596000548	7. TYPE OF APPLICANT: 7a. Local Government - County 7b. Local Government, Municipal Volunteer Management Organization															
8. TYPE OF APPLICATION (Check appropriate box). <input checked="" type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below):	9. NAME OF FEDERAL AGENCY: Corporation for National and Community Service															
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002 10b. TITLE: Retired and Senior Volunteer Program	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: Citrus County Community Services 11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): FLORIDA Opportunity #5*: Citrus County Florida																
13. PROPOSED PROJECT: START DATE: 07/01/13 END DATE: 06/30/16	14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="FL 005"/> b.Program <input type="text" value="FL 005"/>															
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;">\$ 83,355.00</td> </tr> <tr> <td>b. APPLICANT</td> <td style="text-align: right;">\$ 41,677.00</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;">\$ 35,724.00</td> </tr> <tr> <td>e. OTHER</td> <td style="text-align: right;">\$ 5,953.00</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;">\$ 125,032.00</td> </tr> </table>	a. FEDERAL	\$ 83,355.00	b. APPLICANT	\$ 41,677.00	c. STATE	\$ 0.00	d. LOCAL	\$ 35,724.00	e. OTHER	\$ 5,953.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 125,032.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO	
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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: Linda J. Moore	b. TITLE:	c. TELEPHONE NUMBER: (352) 527-5900														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/18/12														

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Executive Summary

An estimated 410 RSVP volunteers will serve their community, with an estimated 129 RSVP volunteers serving in the Primary Focus Area of Healthy Futures. They will serve as home delivered meals drivers delivering nutritious hot and frozen meals to homebound seniors in the Home Delivered Meals Program. They will also offer a friendly and familiar voice, socialization, reassurance, increase social ties and perceived social support to assigned homebound seniors who live alone, in order that they may feel secure in their homes and live independently through the telephone Reassurance Program. RSVP volunteers at food pantries, such as Daystar Life Center and Citrus United Basket, will serve the entire population by handing out food to those in need so they may increase their food security of themselves and their children. In the food stamp assistance program volunteers will assist applicants of the SNAP Food Stamp Program with the application process so that they will be able to purchase additional amounts of food to meet their family's nutritional needs. RSVP volunteers will also serve at HPH Hospice to offer companionship, read to hospice patients, run errands for patient family members, and offer respite care to family caregivers. They will also assist in service support activities such as the HPH thrift store. The volunteers serving at HPH Hospice will assist individual patients to remain in the comfort of their homes, rather than receive care in a nursing home or hospital. The CNCS federal investment of \$83,355 will be supplemented by \$41,677 in in-kind and cash match from the Citrus County Board of County Commission, and other non-profit sources.

Strengthening Communities

Citrus County is located in the heart of Florida's "Nature Coast", a stretch of land along west-central Florida that runs from above Clearwater to the Ochlockonee Bay and covers 9 counties. The county is located 70 miles north of Tampa and 60 miles northwest of Orlando along the Gulf of Mexico. It is perhaps best known for its pristine 72 degree freshwater springs encompassing deep underground caverns, ideal for divers and snorkelers. Wildlife Refuge areas and State park preserves scatter the

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county of which over 93,000 acres are state conservation lands. The rich Native American culture and civilization, dating back at least 12,000 years, is displayed by the Archeological site and historical State Parks throughout the county.

The land area of Citrus County is over 583 square miles of which over 24% (189 square miles) is water. Over 90% of the population of Citrus County lives outside the two incorporated towns of Inverness and Crystal River according to Wikipedia Encyclopedia. Median household income is \$38,476, well below the state average of \$47,802 and 15.8% of the population lives below poverty level, 2.5% more than the state level of 13.3%, as published by the 2008 U.S. Census Bureau.

According to the 2008 US Census Bureau, 89.8% of Citrus County residents are Caucasian (not of Hispanic Origin), 3.3% are African American, 4.4% are of Hispanic or Latino origin, 1.2% are Asian and the remainder of the population report two or more races or are of American Indian and/or Alaska Native origin.

Citrus County ranks 2nd in the state of Florida for the highest population of persons age 65 and older at 32.6%, surpassing the state population of 17.3% according to the 2008 estimate by the Florida Legislature, Office of Economic and Demographic Research.

Due to the large percentage of population over the age of 65 RSVP of Citrus County focuses on supporting the elderly population through impactful workplans. RSVP assists in answering the needs of terminally ill citizens through volunteer support at one of the two county Hospice facilities. RSVP volunteers assist in providing adequate nutrition to seniors through the senior dining program to enhance senior's ability to remain active and independent.

In addition to answering basic safety concerns the RSVP program strives to ensure that the citizens in our community are prepared in the case of a disaster and has established the Homeland Security

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Volunteer Team the provide citizens the knowledge and tools necessary to be prepared in the event of a disaster. Members of the HSVT work to educate citizens of the importance of maintaining a disaster supplies kit, plan, and staying informed.

It is estimated that every three months 250,000 new families enter into foreclosure in America and one child in every classroom is at risk of losing his/her home because their parents are unable to pay their mortgage according to Mortgage Bankers Association. In April 2010 one in every 272 homes in Citrus County received a foreclosure filing. The US Bureau of Labor Statistics reports that the unemployment rate in Citrus County as of March 2010 were 13.9%, an increase of 7.3% in just 2 years, surpassing the state rate of 12%.

RSVP supports community efforts to assist individuals and families in this stressed economic environment. To help address needs volunteers to work in local thrift stores that offer items at a very low cost to citizens to help enable them to afford to pay other bills. To help avoid an increase in our growing homeless population RSVP has partnered with Habitat for Humanity of Citrus County (HFHCC) to help provide suitable shelter and eliminate substandard housing for our citizens. RSVP also supports adult education through the Adult Literacy Program established to enhance adult literacy skill to enable individuals to obtain employment and achieve career goals.

Citrus County is known as the "gem of Florida's Nature Coast." and in the early 1980's was designated Florida's Manatee Capital. Perhaps the county's most significant draw is that it is the only place in the United States where one can legally interact and swim with the West Indian manatee. Manatees are endangered species and due to record mortality rates it is vital the community continues efforts to educate the public on their behalf.

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RSVP staff encourages comments and influence from the community to continue to enhance program initiatives. Contact information for program staff is easily accessible via our website as well as providing detailed information about the RSVP program. Valid input from current volunteers and citizens will be considered and impactful program ideas will be implemented into program design.

Citrus County RSVP partners with other community organizations to achieve high level project results and to help meet program initiatives. RSVP projects are designed to be meaningful and provide a real benefit to the community. To enhance these projects Citrus County RSVP mobilizes community resources by developing relationships and partnering with local media affiliates in newspaper, radio, and television outlets. With media assistance and support, RSVP achieves increased volunteer participation and elevates public awareness of program benefits.

Almost half of residents (49.1%) in Citrus County are over age 55 according to the 2008 estimate by the Florida Legislature, Office of Economic and Demographic Research. The significant number of older people in our community increases the potential for intergenerational programs and brings together people of diverse backgrounds. By integrating senior service activities and programs RSVP offers the values, experiences, emotions, accomplishments, and expertise of our volunteers to create a strong community connection. This is accomplished through the coordination of volunteer efforts with other organizations and by communication and encouragement of RSVP staff for volunteers to mobilize in united efforts of strategic focus in community service programs. Further, RSVP volunteers enhance the capacity of local organizations by providing assistance in positions that enable organizations to provide services that otherwise may not be available.

Recruitment and Development

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To help assess individual satisfaction and assure a high quality experience, volunteers are asked to complete a Volunteer Impact Survey each grant period. This year 160 surveys were collected. When polled, 157 stated the enrichment in their life as an RSVP Volunteer is "better" or "greatly improved". With regard to making a difference 158 feel their services has "greatly improved" or is "better", and when asked if their participation provided the agency the ability to better meet their client's needs 158 out of 160 stated "better" or "greatly improved". 157 out of 160 also responded with "better" or "greatly improved" in the positive impact to the agency and clients serviced in the community. Staff reads and evaluates each response to get a clearer picture of how the volunteers feel about their experiences. This is an important part of enhancing program initiatives, implementing program improvements and increasing volunteer retention, development by taking any corrective actions if needed. Completing the survey also enables volunteers to provide feedback on their rewarding experiences and how volunteer service has impacted them personally.

To encourage citizen participation in RSVP a monthly meeting, Opportunity Links, is hosted by staff and current volunteers and is advertised through newly completed registration forms, press releases and website postings. Opportunity Links is a volunteer recruitment event held monthly where all active RSVP stations are invited to attend and speak on behalf of their organization. Volunteer Match is also a viable, user friendly internet resource used to recruit citizens interested in volunteer opportunities in Citrus County. Through the website RSVP is able to post volunteer opportunities and activities to encourage volunteer participation. Volunteer Match also enables RSVP staff the ability to receive referrals via e-mail providing contact information of interested applicants.

In addition, RSVP supplies pamphlets and registration forms throughout the Citrus County Community Resource Center, providing information on the benefits of becoming an RSVP volunteer. These materials are also distributed to encourage program participation when RSVP staff/volunteers partake in local events and fairs.

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To maintain retention, volunteers are recognized at an annual recognition event. Individual recognition through the use of award programs like the President's Call to Service Award (for lifetime achievement of over 4,000 service hours), certificates of achievement for training, and years of service pins are also given. Volunteers are spotlighted on local television, press releases, and in our quarterly newsletter.

Upon registration volunteers are asked to provide feedback on activities offered by RSVP that would interest them. This information enables RSVP staff to direct volunteers to stations that would offer a meaningful, worthwhile experience. Once registered, volunteers participate in RSVP orientation where they learn the values, principals, responsibilities, policies and benefits of RSVP. Station staff and seasoned volunteers offer orientation and training necessary to perform specific activities. In addition, Citrus County RSVP is a HandsOn Network affiliate. As such the nationally renowned POLF Volunteer Management training series is offered at least once every two years to RSVP station supervisors and community participants.

Program Management

During prescheduled visits to volunteer stations the RSVP Project Coordinator, meets with station Volunteer Managers/Coordinators each grant period to review and discuss activities performed by RSVP volunteers. RSVP activities, projects and programs are discussed and evaluated to assure the continued impact of work plan initiatives and that a high quality outcome is achieved. Through communication and development with volunteer stations, RSVP continues to uncover unmet community needs and develop high impact work plans to help address these issues and provide meaningful, fulfilling volunteer opportunities. Through this communication, it will be determined whether the work plans proposed will allow the each station to be retained as an RSVP site. If the activities performed by RSVP volunteers is not in one of the focus areas as determined by CNCS, the station will be graduated and volunteers will be presented with ways in which they can contribute to

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the program through Capacity Building activities, such as volunteer management, recruiting, and fundraising. Volunteers will be notified through written correspondence and RSVP staff will meet with and present to any volunteer(s) who have any questions or concerns so they can be addressed in order to conduct a smooth transition.

To manage volunteers, stations, and hours information RSVP uses the Volunteer Reporter (VR) data base. VR provides the ability for RSVP staff to filter information to create detailed reports on groups of stations, volunteer activities, and specific volunteer demographics used to enhance RSVP staff's ability to determine viable RSVP volunteer projects and stations. This tool is used throughout the grant period to generate reports for analysis and evaluation of performance measurement targets to assure all goals and objectives are being achieved and high impact work plans are generated. VR is also referenced to develop progress reports and grant continuation and renewal results. In addition, VR reports volunteer years of service information, used to provide recognition, and is used to maintain current station documentation.

The Nature Coast Volunteer Center (NCVC) was established in the spring of 2000, as an umbrella organization to support volunteer activities throughout Citrus County. NCVC oversees RSVP, Senior Companion Program, and Short & Sweet (a team of on-call volunteers who are willing to serve in special event, one-time, or short term volunteer positions). The goal of NCVC is to expand services to the citizens of Citrus County through the dedicated efforts of volunteers of all ages. NCVC is directly supported by a non-profit board, The Friends of NCVC, and serves dual roles as the RSVP Advisory Council as well. The Friends of NCVC is a registered 501(c)(3) organization that provides funds for volunteer support and recognition as well as organizes fundraising opportunities for volunteers. There are currently two former RSVP Project Directors serving on the board, with all of the members having had volunteer experience with NCVC. One board member comes to the table with extensive fundraising experience and others are community partners with years of volunteer experience. The

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current Project Director goes over the mission, and work plans are discussed and reviewed by the board as part of any training needed for new board members.

RSVP performance is further enhanced through donations from local businesses and organizations which are used to provide recognition to volunteers and support volunteer retention and recruitment. In appreciation of their support businesses and organizations are sent personalized thank you cards and awarded certificates of appreciation and are spotlighted in public service announcements, programs, and event flyers.

RSVP project resources are carefully managed by accurately accounting and budgeting for project expenses to assure funding is available prior to making program purchases or coordination of projects. The RSVP budget is reconciled monthly to verify expenditures monitor account allocation. RSVP program purchases are vigilantly considered and acquired on an as needed basis. In this way RSVP staff ensures that the most effective use and allocation of RSVP funds is achieved.

Organizational Capability

RSVP of Citrus County was established in 1989 and has supported volunteers for over 20 years. RSVP staff is comprised of the RSVP Project director who is fairly new, with less than one years' experience, and eight years of educational training and program development experience. Training and orientation has occurred in the form of New Director Orientation, participation in monthly Directors conference calls, attendance at Post-Disaster Resiliency & Recovery conference hosted by USF Health, participation in the monthly executive committee for Emergency Support Functions through the local Emergency Operations Center, and participation in the FAVRM quarterly forum meetings. She has been assigned a mentor by the Peer Mentoring Program, and attended the National Conference on Volunteering and Service. She also has the benefit of having a former RSVP Project Director on the Friends of NCVC/RSVP Advisory board to help in orienting her.

The RSVP Project Director directly reports to the Assistant Director of Community Services who

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possesses 10 years of combined grant administration experience as an Operations Supervisor and Executive Director for the Community Care for the Elderly Lead Agency for Citrus County, as well as Executive Director of the Senior Foundation. The Assistant Director provides training, supervision and direction to the RSVP Project Director. The Assistant Director also oversees the administration of several Federal, State, and County funded programs.

The RSVP program is also staffed by one Senior Program Assistant who assists with volunteer recognition, recruitment, and event preparation and coordination. The Senior Program Assistant performs clerical duties including data entry, reconciling monthly mileage reimbursement forms, answering phone calls, gather station reports, event coordination and volunteer recruitment. In addition, the RSVP Sr. Program Assistant assists in developing the Disaster Work Plan, the annual recognition events and Days of Service projects, helps citizens in completing volunteer registration, orientation and training. A maximum of 10% of time of the RSVP Project Director and 5% of time of the RSVP Senior Program Assistant will be spent on NCVC organizational activities.

As a means of tracking and accounting for financial resources, the operations of the county are divided into funds. Financial resources are allocated into a fund from a variety of sources and are then used to provide services to the public. Within funds are departments (i.e., Community Services) and within departments are cost centers.

Each of these accounting units facilitates the tracking of costs and effectiveness of services provided to the citizens. Within cost centers are accounts or line items. These are the basic units of measurement in the budget and make it possible to determine costs of specific programs. Each fund is accounted for with a separate set of self-balancing accounts that comprise its assets, liabilities, fund equity, revenues, and expenditures.

The Board of County Commissioners has been awarded various grants to benefit the community and citizens of Citrus County. These grants come from various federal, state, and private sources. For the

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fiscal year ending September 30, 2011 the County

recognized revenues in excess of \$8.4 million from federal grants and \$6.2 million from state grants, and \$2 million was received from other sources. The federal grants received were used to provide various services to low income residents of the county, improve protection during natural disasters, and for public safety activities performed by the Sheriff's Office.

RSVP is sponsored by the Citrus County Board of County Commissioners (CCBOCC) as part of the Department of Community Services. RSVP is located in the Central Ridge Community Center, a community center under the supervision of the Assistant Director of Community Services, and is exposed to wide array of the population. Office space, training facilities, and high-performance advanced data management systems are provided by the CCBOCC.

The CCBOCC consists of five members that are empowered to serve as the County's legislative and policy making body, striving to take action on matters that affect county residents' health, safety and welfare. The CCBOCC is ultimately managed by the County Administrator and two Assistant County Administrators. The Citrus County organizational structure is divided into 7 departments and 3 offices each serving separate functions in the community and supervised by a Director.

For over 25 years Citrus County has been serving the older population of our rural county with a variety of services. The Community Services Department is separated into 10 Divisions striving to increase the level and variety of services offered to Citrus County residents. RSVP is managed under the Support Services Division which also includes Senior Support Services, Senior Care Services, the Nature Coast Volunteer Center, Transportation, Fiscal Administration, and Court Alternatives.

To provide administrative support a semi-annual evaluation process measuring job knowledge, productivity and quality, communication and human relations, organization and equipment operation, as well as self-development and motivation is assessed on a point based system and used to provide an overall rating to the employee. The evaluation also consists of developmental areas for

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supervisors to provide constructive feedback on employee performance and suggest training activities that would assist the employee. Employees are encouraged to establish development goals and review progress and accomplishments quarterly. Supervisors are required to attend a Leadership Training session to aid in enhancement and quality development of their direct reports.

Other

NA

PNS Amendment (if applicable)

NA