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### Executive Summary

RSVP of North Texas, sponsored by Nortex Regional Planning Commission, has served eleven counties (Archer, Baylor, Clay, Cottle, Foard, Hardeman, Jack, Montague, Wichita, Wilbarger and Young) in North Texas for the past 13 years. An estimated 184 volunteers will serve through RSVP with 95 unduplicated volunteers serving in the primary focus area. They will serve frail, low income, homebound or disabled individuals/those suffering from life threatening health issues, and uninsured individuals qualifying for Health and Human Service (HHS) programs at 8 worksites: meals on wheels, food pantries, Texas Department of State Health Services (TDSHS) immunization branches, and the Area Agency on Aging/RSVP's Telephone Reassurance Program.

The primary focus area being addressed is Healthy Futures (H8 Aging in Place, H11 Obesity and Food and H2 Access to Care). RSVP Volunteers will volunteer at meals on wheels sites serving homebound individuals, serve at food pantry pick up sites, and distribute information regarding HHS programs at TDSHS immunization clinics, as well as participate in a telephone reassurance program.

Annually 79 RSVP volunteers will serve at 6 meals on wheels and food pantry sites serving an average of 585 homebound, older adults and/or individuals with disabilities monthly, of which 90 will report having increased social ties/perceived social support and 100 will report increased food security.

Annually 6 RSVP Telephone Reassurance volunteers will serve through the Area Agency on Aging, calling an average of 40 homebound, older adults, and individuals with disabilities monthly of which 30 will report having increased social ties/perceived social support.

Annually 10 RSVP volunteers will serve at TDSHS immunization clinics throughout the area distributing information on HHS programs to 250 uninsured families.

These outcomes will be achieved through the efforts of 95 unduplicated RSVP volunteers. The CNCS federal investment of \$31,220.00 will be supplemented by \$25,557.00 in non-federal resources.

(\$16,910.00 State Grant and \$8,647.00 local funds.)

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## Strengthening Communities

Nortex Regional Planning Commission encompasses the 11 counties that make up State Planning Region 03, as designated by the Governor of Texas.

The region is located along the Texas/Oklahoma border, just east of the Texas Panhandle, northwest of the Dallas/Fort Worth Metroplex consisting of Archer, Baylor, Clay, Cottle, Foard, Hardeman, Jack, Montague, Wichita, Wilbarger, and Young Counties. The 11 counties cover an area of 9,461 square miles and contain approximately 224,336 individuals.

Overcoming geographic isolation is a major challenge of service provision in the rural areas of the region. The lack of adequate revenue further underscores this challenge, as a number of these rural communities are poor, and in addition to the lack of community and individual resources, there is a lack of rural private and/or corporate philanthropies that can be approached for financial aid. The lack of employment opportunities for younger adults threatens the economic viability of rural communities. Over recent years, many of the region's young people have seen the growing opportunities in urban areas of the state and have moved permanently to raise families in Dallas, Austin, and San Antonio.

Currently, in the North Texas counties; low poverty rate ranges from 9% in Baylor County to 16.2% in Foard County, which increases needs in areas such as meals on wheels delivery, telephone reassurance programs, food pantries, and Health and Human Service programs. The outmigration in the rural counties continually increases the percentage of older residents. The over 60 population as a whole is 20%. If Wichita county is excluded, the population of the rural balance of the area is 24% over 60. Nine of 11 counties are Medically Underserved Areas (MUA's)-2 are partially designated

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MUA's. Three of the 11 counties have no hospital. Rural areas further suffer from the lack of a well-trained and/or experienced labor pool from which to draw for human resources. Even where trained/experienced individuals are available, the pay scale is poor and prospects of upward mobility are limited. Retention of skilled labor is as difficult as recruitment and likewise, the retention of volunteers is as difficult as recruitment. The declining economy and increase in percentage of older residents further enhances the need for volunteer involvement.

For non-profit and health organizations in our area, as budgets and paid staff decrease, the need for community minded volunteers will increase and their very existence will depend on volunteer intervention.

The Primary Focus Area being addressed will be Healthy Futures. Based on the report "Blueprint to End Hunger" by the Texas Food Bank Network and Texas Hunger Initiative through Baylor University, it is estimated that one in six Texans live in poverty. More shocking yet, an estimated 4.2 million Texans are at risk of hunger. And the problem is growing. It is estimated that a quarter of our state's children live in homes with food insecurity (households that cannot afford to consistently and properly feed themselves because their incomes do not meet the cost of living). This results in hunger existing in every corner of Texas. According to this report, at last count, 18% (4.2 million) Texans experience "food insecurity". In the 11 counties served by Nortex Regional Planning Commission, there are 37,830 residents or an average of 17% who are food insecure due to health issues, unemployment or underemployment, and are facing long term needs for themselves and their families.

Southern Online Journal of Nursing Research Issue 3, Vol. 1, 2000 states that more than 40% of

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older Americans have been identified as "at nutritional risk," and between 10% and 51% are malnourished or have an inadequate nutritional intake. With advancing age, the risk of developing nutritional deficiencies increase. Both obesity and malnutrition can lead to functional dependence, increased morbidity, mortality, and greater use of health care resources.

The Aging Texas Well Indicator Survey, conducted from May to October 2009 through the Texas Department of Aging and Disability Services (DADS), an analysis of the well-being of older Texans, found that poor physical health kept 31% of older Texans from performing one or more of their activities of daily living (e.g. driving, walking, bathing, eating, dressing, and getting around inside their home) due to a chronic condition. It was also found that 25% of the persons surveyed reported loneliness as a problem. Area Agency on Aging of North Texas records on 8/2011 show a total of 624 home delivered clients and of those 495 or 79% are determined to be at high nutritional risk based on individual assessments.

Studies and surveys show that most homebound residents desire to remain in their homes and independent for as long as possible. Due to physical limitations, they are unable to prepare hot, nutritious meals for themselves. This results in additional health issues, worry from family members who do not live in close proximity, additional safety issues regarding meal preparation, and lack of personal contact. Assuring that these individuals receive at least one hot, nutritious meal daily as well as social support enables them to live in their own home for a longer period of time.

According to the Texas State Data Center 2000, the 60+ population of our service area is 43,172 or 20% of the total population of 224,366. 59% of the total population and 50% of the elder population live in Wichita County with the balance distributed throughout the ten additional rural counties that

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make up our region. The projection for population age 60+ in our service area is estimated to increase to 51,438 in 2020. 2011 Census reports 20,998 veterans throughout our 11 county service area.

As the population ages and more people are living alone, social isolation amongst older people is emerging as one of the major issues facing the industrialized world because of the adverse impact it can have on health and well-being. As the proportion of older people in the population increases and more live alone (World Health Organisation 2002), the problem of social isolation among the over 60 age group is of growing concern. According to a survey between two and 20 percent of people over the age of 65 years are socially isolated. Factors contributing to social isolation include loss (in its many forms), poor physical health, mental illness, low morale, geographic location, and communication and transport difficulties.

In order to maintain as much independence as possible for frail, elderly homebound individuals as well as families suffering from food insecurity, social isolation and lack of health care options, volunteers must be recruited, trained and retained to service meals on wheels programs, food pantries and immunization clinics for those seeking healthcare options for themselves and their families as well as telephone reassurance programs.

In alignment with Healthy Futures, Aging In Place H8, we will recruit, place, replace and retain volunteers in area meals on wheels programs in order to both continue present and expand future services. Volunteers will deliver at least one hot nutritious meal daily and check on the well-being of those who are homebound, unable to cook for themselves, and those in need of social support. They will serve in local food pantries serving unemployed or underemployed individuals and their families facing long term needs, including one which serves as a pick up site for those infected and affected by

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HIV/AIDS. In a study supported by the Ford Foundation, the Robert Wood Johnson Foundation and the American Foundation for AIDS Research, HIV/AIDS-related stigma is invoked as a persistent and pernicious problem in any discussion about effective responses to the epidemic. In addition to devastating the familial, social and economic lives of individuals, the stigma is cited as a major barrier to accessing care and treatment services. Those infected with and affected by HIV/AIDS are often ostracized and in need of not only assistance with food, medication, and transportation but of increased social support/social ties.

Meals on wheels and food pantries will aid in alleviating food insecurity and increase social support to these vulnerable, sometimes ostracized, individuals in our service area.

Also, in the same focus area of Healthy Futures, Aging In Place H8, we have determined by surveys through our Area Agency on Aging meals on wheels programs that homebound individuals have a fear of isolation and limited contact with the outside world. In a recent survey, 94% of the surveys completed report that they felt more secure knowing that someone would be by to check on their well-being. This survey indicates that this social interaction is almost as important to them as the food they received. Many elderly individuals have outlived friends and family or do not live near their remaining family and are dependent on others for social support. We will establish a Telephone Reassurance Program to further address this need thereby increasing the social support of these often isolated and vulnerable individuals.

Lastly, under this same focus area of Health Futures, Access to Care H2, according to the Texas Medical Association, 2009-2010, Texas is the uninsured capital of the United States. More than 6.3 million Texans including 1.2 million children lack health insurance which creates significant problems in the financing and delivery of health care to all Texans. Those who lack insurance coverage typically

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experience far worse health status than their insured counterparts. The Texas Department of State Health Services satellite offices in our service area report a large number of low income individuals that are uninsured and in need of information on programs and benefits. RSVP volunteers will distribute information on eligibility and benefits through Health and Human Services programs such as CHIP, Children's Medicaid, Women's Health Program, SNAP (food benefits), TANF (Temporary Assistance to Needy Families) to these individuals, along with referral to assistance for completing the application process.

Both current workstations and new workstations we propose to be included in the primary focus area, other focus areas and through community volunteers have agreed to cooperate fully in collection of hours and measurement instruments. Also, as stated in the Memorandum of Understanding signed between the station and RSVP, stations provide training and oversight and volunteer hours are submitted monthly to the RSVP office, along with any problems which may be encountered.

Proposed service activities, outputs and outcomes to address the above identified needs over the 3 year grant period are:

### **PRIMARY FOCUS AREA: HEALTHY FUTURES**

Annually 79 RSVP volunteers will serve at 6 meals on wheels and food pantry sites serving an average of 585 homebound, older adults and/or individuals with disabilities monthly, of which 90 will report having increased social ties/perceived social support and 100 will report increased food security.

Annually 6 RSVP Telephone Reassurance volunteers will serve through the Area Agency on Aging calling an average of 40 homebound, older adults and individuals with disabilities monthly of which 30 will report having increased social ties/perceived social support due to this service.

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(This will result in 120 reporting increased social support and 100 reporting increased food security.)

Annually 10 RSVP volunteers will serve at Texas State Health Services immunization clinics throughout the area distributing information on Health and Human Services programs such as CHIP, Children's Medicaid, Women's Health Program, SNAP and TANF (Temporary Assistance to Needy Families) to 250 uninsured families annually.

### OTHER FOCUS AREAS:

**ECONOMIC OPPORTUNITY:** Annually 34 RSVP volunteers will serve as Adult Literacy Tutors through Wichita Adult Literacy Council. Through their efforts 60 economically disadvantaged individuals will receive financial literacy services.

**EDUCATION-K-12 SUCCESS-**Annually 15 RSVP mentors will be matched and sustained with 15 disadvantaged youth.

Annually 40 COMMUNITY VOLUNTEERS will provide docent services to museums, will provide non patient care services to hospitals and will assist with administrative duties at area non profits. Through the efforts of the RSVP volunteers, the assistance provided through the Healthy Futures Focus Area projects and other focus area projects will lead to the National Performance Measure outputs and outcomes. These outputs and outcomes will be tracked through tracking forms, activity logs, and surveys.

Wichita Falls is home to Sheppard Air Force Base and both our volunteers and those served include veterans. We have not in the past, been required to, nor collected separate information on veterans. Volunteers are recruited without discrimination . Our services remain open to everyone who meets the age requirement to be a volunteer or to receive services offered by our workstations. In a recent survey sent to our current work sites, 8 replied as serving an average of 771 veterans annually. Other work sites report that they do not track veterans separately. We are also currently completing a

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survey of veterans among our current volunteers and have added a section to our volunteer application asking volunteers if they are veterans.

We will continue to seek every opportunity to have a presence at all Air Force Base opportunities, and continue to encourage our work sites to track service to and by veterans.

### **Recruitment and Development**

Our best recruiters are our volunteer stations and volunteers themselves, along with leads from our Advisory Council and through attendance at area events. We will take every possible opportunity to be present at area health fairs and seminars to speak to groups throughout our service area. We have been invited by local offices of the Texas Department of State Health Services to be present at immunization clinics. This gives us the opportunity to go into some of our more rural areas for recruitment purposes.

As previously stated, particularly in the rural areas we serve, maintenance of volunteers is as difficult as recruitment. Our best opportunities to integrate into the rural communities remain participation in all area health fairs including those in rural areas. Also, our presence at immunization clinics throughout the rural counties we serve has been an excellent avenue into those areas. We will also work with Advisory Council/ Nortex Regional Planning Commission board members (who are also members of and active in their local communities) to determine the potential for impact based work sites. Attendance at Senior Corps Conferences, as well as networking with our peers throughout Texas has vastly improved our knowledge on recruitment and development strategies.

Developing new programs and strengthening established programs enables RSVP of North Texas to provide a high quality experience for volunteers. A high quality experience that utilizes the full

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potential of the volunteer and fulfills the meaning of service is achieved on an individual basis. We encourage all work stations to ensure that volunteering is a high quality and rewarding experience by encouraging them to make the volunteers aware of how much they are appreciated and the difference they have made in the lives of others in their community. Volunteers are motivated through sharing the conversion of their volunteer hours into a monetary value. We have found routine surveying our volunteers to ensure that they are happy in their current placement to be helpful. This also promotes open communication with our volunteers and work stations and gives us the opportunity to place volunteers who may not be happy in their current position into other positions and avoid losing them altogether. By taking advantage of every possible opportunity to strengthen the relationship with non profits in our service area; we will strive to offer additional and diverse volunteer opportunities and develop strong outcomes for those additional opportunities. We see increased inquiries from local nonprofits calling us directly asking about our program; through contacts made by our volunteers sharing their experience, and through outreach and marketing, attendance at expos and fairs, immunization clinics, and networking at Community Resource Coordination Group meetings, and Health Coalition meetings.

RSVP of North Texas brings together people of diverse backgrounds, age, education and work experience through the variety of volunteer opportunities offered. The volunteers themselves come from diverse backgrounds such as housewives, retired teachers, business leaders, veterans, farmers, and professionals as well as high to low income individuals, and those with disabilities. We match the volunteers to assist another group of diverse individuals: adults with limited literacy skills, homebound, residents of long term care facilities, persons infected and affected by HIV/AIDS, as well as those who have fallen on hard economic times. Likewise, our Advisory Council is a diverse group reflecting the diversity of the area we serve. Our efforts to include and serve veterans and military

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families, include participation in a health fair held annually at Sheppard Air Force Base. We will continue to take every opportunity to have a presence at any and all base activities. We have always stressed that there is a place for EVERYONE in RSVP including individuals of all races, ethnicities, sexual orientation, degree of English language proficiency, veterans, military family members, and persons with disabilities, including individuals with age-related disabilities.

We have a number of homebound individuals who are unable to serve "on-site" positions due to physical or medical disabilities as well as long term care residents who would not, otherwise, have the opportunity to volunteer and we will continue to utilize their services. Surveys of this group of volunteers have shown that volunteering has improved the outlook, feeling of usefulness and feeling of community connection for the homebound volunteers. We have been able to recruit volunteers with varying degrees of limitations and varying degrees of skills. We post new volunteer opportunities in our quarterly newsletters and have been able to fill several requests for volunteers from within our current volunteer pool. Many volunteers serve in 2 or more areas.

While most of the positions currently available call for "on the job" training, extensive training is provided by the work site to those who choose to be Wichita Adult Literacy Council Tutors and training will be developed and provided to the Telephone Reassurance Program and the Generations Mentoring Program through collaboration with Big Brothers Big Sisters, and Communities in Schools over this grant period. Each station offers unique training to ensure the volunteer understands their assignment and is able to competently fulfill the requirements. A quality assignment affords the volunteer the opportunity to make a difference in the lives of those less fortunate while increasing skills and building leadership expertise.

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Training videos are utilized in much of the extensive training are highly motivational, and give the volunteer special insight into the differences made through the Senior Corps programs nationwide.

Volunteer training, whether on the job or in one of the more extensively trained positions, is always aimed at giving the volunteer more confidence in their own personal skills. It is further aimed toward reflecting the need for, and meaning of community service, as well as, emphasizing the difference they can make in the lives of others while enhancing the quantity of their own lives through their volunteer service. RSVP volunteers and work site staff are invited to attend quarterly learning/training seminars sponsored by the Area Agency on Aging Caregiver Program at no cost.

We will continue to show appreciation to our volunteers through cards recognizing special events in their lives and sharing the measurable difference they are making.

Our annual recognition event is always well attended by volunteers, work site staff, advisory council members, government officials, news media and guests and is generously supported by local businesses. We have a wonderful location, local celebrities who serve as Master of Ceremonies for the event, entertainers and have had so many volunteer recognition prizes donated that for several years almost every volunteer received a door prize. Each year attendance increases. The volunteers express their appreciation and tell us they always look forward to the ceremony. Many of the volunteers arrive 45 minutes to an hour before the ceremony because they do not want to miss anything. We give a special prize for the work site or volunteer who was instrumental in recruiting the most active volunteers during the past year, name a worksite of the year, honor our "Volunteer of the Year", and present our "Humana Caregiver Award". The recruiter of the year and the work site of the year awards promote friendly competition among the participants and helps with recruitment efforts.

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Hours devoted, dollar value and outcomes are shared with volunteers at the recognition event, and serves to increase satisfaction with their volunteer service thereby serving as an additional retention tool.

Our Advisory Council meets quarterly providing ongoing evaluation of our program. We always welcome any suggestions for improvement or expansion from our work sites, our volunteers, and the public at large.

Proposed service activities, outputs, and outcomes to address the above identified needs over the 3 year grant period are:

**PRIMARY FOCUS AREA:** 79 RSVP volunteers will serve at 6 meals on wheels and food pantry sites serving an average of 585 homebound, older adults and/or individuals with disabilities monthly, of which 90 will report having increased social ties/perceived social support and 100 will report having increased food security.

6 RSVP Telephone Reassurance volunteers will serve through the Area Agency on Aging of North Texas, calling an average of 40 homebound, older adults and individuals with disabilities monthly of which 30 will report having increased social ties/perceived social support due to this service.

(This will result in 120 reporting increased social support through meals on wheels, HIV food pantry and telephone reassurance and 100 reporting increased food security.)

10 RSVP Volunteers will serve at Texas State Health Services Immunization Clinics to distribute information on Health and Human Services Programs such as CHIP, Children's Medicaid, Women's Health Program, SNAP Stamps and TANF (Temporary Assistance For Needy Families) to 250 families annually.

**OTHER FOCUS AREAS:** 15 disadvantaged youth/mentor matches will be sustained through a

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Generations Program with Big Brothers Big Sisters/Communities In Schools and RSVP, and 60 economically disadvantaged individuals will receive financial literacy services.

COMMUNITY VOLUNTEERS: 40 RSVP community volunteers will serve as docents at museums, serve in hospitals in non patient care services and assist non profits by providing administrative assistance.

The current projection of 184 unduplicated volunteers would place 95 unduplicated volunteers or 52% of our volunteers in the primary focus area. 49 unduplicated volunteers or 27% in other focus areas and the remaining 40 unduplicated volunteers or 22% in community priorities. A total of 85 (46%) of unduplicated volunteers will be placed in workplans with outcomes.

### **Program Management**

Nortex Regional Planning Commission has many years of experience administering state and federal grants and has a proven track record in all these areas.

The RSVP Director attends all available training opportunities to stay informed of any changes in RSVP program regulations and applicable laws, refers to the RSVP Operations Handbook and works with peers throughout the state to further ensure proper program management.

RSVP of North Texas' goal is to develop work stations and volunteer assignments that meet community needs and national priorities, as well as provide meaningful placements for volunteers. To ensure that program management remains high-quality, where work stations and volunteers are mutually benefiting from their relationship, it's necessary to maintain an open line of communication with both parties. Volunteer stations are developed and managed through contact with the RSVP office. The Memorandum of Understanding ensures the requirements of the

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station and RSVP are mutually understood. Each individual that inquires about membership with RSVP is personally contacted and interviewed about their skills, talents and interests. Once signed up and matched with a station whose need reflects the skills and desires of the new volunteer, the individual is introduced to the appropriate station representative who then gives the volunteer orientation to the agency and their specific assignment. We work closely with work stations throughout the year to assess progress toward mutual goals, by reviewing activity logs, client database, surveys, etc. Prohibited activities are specified in volunteer and work station handbooks, Memorandums of Understanding, and are monitored through careful review of volunteer time sheets and publication of prohibited activities, at least, once annually in our newsletter. In the unlikely event that a volunteer placement does not work out, every attempt is made to replace the volunteer and to locate a replacement for the station.

We work closely with our work stations in developing job descriptions, recruitment, training, identifying community needs, and developing performance measures. This is done through surveys, on site visits, and advisory council participation. Once a performance measurement work plan is developed; we manage data and measure performance through various means including pre and post testing/surveys and time and accomplishment reports from the work station. Some surveys are administered quarterly while others are administered annually or at the beginning and the end of our report period. Assessing through outcome evaluations is the best way to demonstrate the actual measurable changes that our volunteer program has brought to our service area and the clients being served. Reporting these changes further enhances volunteer and work station satisfaction and retention and works as an excellent recruiting tool for new volunteers.

In addition to quarterly Advisory Council Meetings, where the council evaluates the project

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progress during the quarter, annual project evaluations have been completed in the following areas: Recognition, Advisory Council Fundraising, Volunteer Satisfaction, Work station Satisfaction, Overall Program Evaluation, By Laws, Advisory Council Orientation and Work site Needs. These evaluations are completed through review of RSVP reports, records and surveys administered.

Our sponsor, Nortex Regional Planning Commission's (NRPC) Area Agency on Aging program, has been an excellent resource for identifying community needs and developing performance measures as they are familiar with and must meet their own performance measures through the Texas Department of Aging and Disability Services (DADS). We will continue to monitor and address community needs in our service area whether they fall within the primary focus area or not. We will further attempt to recruit enough volunteers in the primary focus area to offset the maximum of 30% of community volunteers while maintaining a minimum of 25% within the primary focus area. One primary purpose of our sponsor, Nortex Regional Planning Commission has been to identify any possible gaps in services in our area, and it has been an excellent resource to our program, enabling us to identify and address unmet community needs. This process will continue.

Other sources for identifying community needs have been our Advisory Council members, current volunteers, and work stations as well as continuous review of the United Way's 2-1-1 Texas Help Line. We work to integrate senior service into the activities of other programs within the community by matching volunteers to organizations with missions the volunteer feels passionate about, and by working with both the volunteer and the organization toward strong and measurable outcomes. The work site can then use these measurements for obtaining grants from various funders. Open communication with both our volunteers and work sites assures continued satisfaction by both. We are also thrilled with the ability to fill gaps in some of our work stations where we have been unable

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to place on site volunteers. We have done this through our "Homebound Volunteer Program." This program not only meets a need of the work site but gives those who would otherwise be unable to volunteer, the opportunity to do so. The value to the volunteers is immeasurable. While RSVP recruits volunteers 55 and older, we often come in contact with potential volunteers who do not yet meet our age limit. In a collaborative effort, we still refer these individuals to one of our work sites or other local organizations. This effort has been appreciated and has been perceived as going above and beyond and has served to strengthen our reputation and strengthen collaborations in the community and among the various organizations with whom we work.

We have been working over the past few years focusing on recruitment in areas where we have current work plans with performance measurements and striving to minimize disruption to volunteers. We have also been using attrition to maximize placement in performance areas. Any current work stations with an Memorandum of Understanding who has no RSVP volunteers presently serving, we will only renegotiate a new MoU for the 2013-2016 grant period if they have volunteer opportunities in the focus areas. We hope to "graduate" as few volunteers as possible by offering secondary assignments into the Corporation's 6 focus areas. We further intend to recruit additional new volunteers into the 6 focus areas which will increase the number of volunteers we are allowed to place into community volunteer assignments. While we feel that having to "graduate" current volunteers will be a public relations nightmare, our Advisory Council will develop a written method/policy for "graduating" volunteers and through feedback we will determine how the RSVP program moves forward as the changes are made and implemented to focus on key outcomes as required by the Serve America Act and CNCS. It is imperative that we present the new RSVP model in a proactive, positive manner to the community, works stations, and volunteers. It will be difficult to explain to funders, elected officials and other community leaders why we are "graduating"

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volunteers, when there is such a community need for all volunteers willing to serve. After all of the above has been done and, if at that time we are forced to "graduate" volunteers in order to maintain the required percentages, we will begin with work stations that have a history of poor reporting performance, thanking them for their service and referring them to other agencies.

We have had the RSVP Program for the past 13 years and have consistently met or exceeded our goals and expectations. The work stations we will be continuing to work with have always been very cooperative in the past by promptly sending in hours and working with us on performance measurements and administering surveys and have pledged to continue to do so. The new sites we propose to work with over the next 3 years have agreed to do the same. We will be periodically meeting with the stations and reviewing documentation to ensure that outcomes and outputs are being measured and collected and that we are remaining on track.

Management of project resources both financial and in-kind, is carefully monitored by the Director of the Area Agency on Aging, Rhonda Pogue, LBSW, who has been with Nortex Regional Planning Commission for the past 30 years and has been the Area Agency on Aging Director for the past 23 years. Financial oversight is further overseen by Dennis Wilde, Executive Director who has been with Nortex for 30 years and served as its' Executive Director for the past 23 years. Finance Director, James Springer has been with Nortex for approximately 5 years. RSVP Director, Dee Anna Booker, who has been with Nortex for the past 13 years is the only RSVP paid staff. Dee Anna has 18 years experience in volunteer recruitment, retention and development, previously served as the Director of Volunteer Services at Bowie Memorial Hospital, and has 23 years experience in grant writing, reporting and performance measures. Each of the above individuals is experienced in ensuring that available resources are efficiently and effectively utilized. Periodic meetings are held between these

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individuals to further ensure effective and efficient use of all available resources.

RSVP of North Texas utilizes Volunteer Reporter to maintain all volunteer statistics including unduplicated volunteers and finds it to be an extremely valuable tool in all areas of recording, tracking, and reporting.

### Organizational Capability

Our Sponsor, Nortex Regional Planning Commission's organizational experience include provision or administration of the following programs: The Area Agency on Aging of North Texas, providing technical assistance to local member governments in economic development, community development, demographics, planning, and grant applications, fiscal management for the local Workforce Board, 911 Emergency Services for 9 of the eleven counties in the region, Homeland Security grants, Disaster Preparedness, Hazard Mitigation Planning, Interoperability Communications and Citizen Corps Council, Criminal Justice/Law Enforcement Planning and Training, Solid Waste planning, and is the fiscal agent for Early Head Start in Wichita Falls.

Nortex Regional Planning Commission has a long history of developing relationships with community agencies and collaborating on various projects to serve the citizens of the region. Virtually every division of Nortex Regional Planning Commission deals with clients, agencies, contracting, finance, and reporting. The successful operation of programs in rural areas depends on collaboration and cooperation; and Nortex Regional Planning Commission has a proven track record in all these areas.

Nortex Regional Planning commission has an annual audit performed by an independent audit firm in accordance with the Single Audit Act of 1984 and OMB Circular A-133, "Audits of States, Local

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Governments and Non-profit Organizations." For the past twenty one years, NRPC has been free of any audit exceptions.

RSVP of North Texas affiliation with and sponsorship from Nortex Regional Planning Commission ensures that RSVP will have adequate facilities, equipment, supplies, purchasing procedures, and personnel management support as required. Nortex Regional Planning Commission operates utilizing comprehensive personnel policies and fiscal management policies.

RSVP staff consists of Director, Dee Anna Booker who directs all aspects of the Retired and Senior Volunteer Program. She has 18 years experience in volunteer recruitment, recognition, retention and development, and 23 years experience in grant writing, reporting and performance measurement. Dee Anna has been with Nortex Regional Planning Commission in the position of RSVP Director since the program began locally in 1999. While there is no additional RSVP staff, the RSVP Program Director reports directly to Rhonda Pogue, LBSW, Area Agency on Aging or North Texas Director who supervises the overall program operations. Rhonda has been Area Agency on Aging Director for the past 23 and has been with Nortex Regional Planning Commission for 30 years. Financial management is further overseen by James Springer, Finance Director who has been with Nortex for approximately 5 years and Dennis Wilde, Executive Director who has been with Nortex for 30 years and has served as Executive Director for the past 23 years. The program is continually assessed and evaluated for improvement by the RSVP Director, the Area Agency on Aging Director, the RSVP Advisory Council as well as the NRPC Executive Director and Board.

One program of Nortex Regional Planning Commission is the Area Agency on Aging of North Texas which has been the primary source of information regarding the trends and needs of and

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assistance to the elderly and disabled of this area since 1973. One of their primary goals is to provide assistance needed to keep individuals living independently for as long as possible. They have been an excellent resource for identifying community needs and developing performance measures as they are familiar with and must meet their own performance measures through the Texas Department of Aging and Disability Services (DADS).

RSVP of North Texas has had thirteen years of experience in the primary focus area of Healthy Futures, managing volunteers and measuring and meeting performance measures successfully. We have always remained well above the required percentage of volunteers placed in outcome based assignments and have continually met or exceeded our goals and outcomes.

RSVP of North Texas operates under the policies and procedures of Nortex Regional Planning Commission in areas of facilities, equipment, supplies, purchasing procedures, personnel management support, including clearly defined roles for staff, internal policies and travel policies. Nortex Regional Planning Commission is comprised of 86 local governments: all 11 counties, 30 cities, 30 school districts, and 15 special districts. The Commission is a voluntary association of local governments committed to regional planning and development of programs to improve the health, safety, and general welfare of citizens of the region. The Executive Committee, which governs the affairs of the Commission, is representative of all of the membership.

An Advisory Council has been in place for the past 13 years and remains an active part of RSVP, meeting at least quarterly to evaluate the progress of the program, advise of unmet community needs, assist in volunteer and work station recruitment, handle fundraising events, and explore possible additional funding. The Council consists of individuals with diverse backgrounds representing

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the like diversity of the communities we serve.

Nortex Regional Planning Commission was established in 1966 (46 years) and administers an annual budget of approximately \$10.8 million, consisting of federal, state, and local funds.

We will continue to educate citizens in our service area as to the role of RSVP and the differences being made through the efforts of RSVP to meet community needs and support organizations throughout this area. Education to the public as well as education to our government representatives will aid in ensuring the continued support through our state grant which represents a portion of our required non federal resources. Our sponsor will continue efforts to seek additional funding and support; and our Advisory Council will continue to explore and carry out fund raising efforts to further supplement and sustain our non federal resources.

### Other

N/A

### PNS Amendment (if applicable)

N/A