



# Narratives

## Executive Summary

### PART II -- SECTION A. EXECUTIVE SUMMARY

Over the three years, the estimated number of volunteers will increase from 700 to approximately 750 as the new programs of Disaster Preparedness and the Weld county Veteran Stand Down and other programs for veterans are realized. They will serve in a network of 935 volunteer stations. Some of the service activities include serving congregate meals at senior and recreation centers; grocery shopping and delivering to home bound senior/disabled individuals, delivering meals as a part of Meal on Wheels, reading to young children in schools and working with veterans and their families in Weld County and assisting with Medicare questions and tax preparation. Stations include churches, day care programs for the elderly, museums, community agencies, hospitals and preschool programs and Weld County RSVP office.

The Primary focus area of the project is Healthy Futures. Health Futures includes congregate meals at senior centers, Meal on Wheels, and grocery shopping and delivery. At the end of three years, 370 volunteers will provide 63,000 congregate meals prepared at the University of Northern Colorado for 1200 seniors at 21 stations in Weld County. Weld County RSVP will have volunteers who will deliver 59,000 meals prepared at North Colorado Medical Center to 1600 clients throughout the county. Further, 80 volunteers will shopped for and delivered 5100 grocery orders to 150 clients over three years.

The CNCS investment in the Weld county RSVP program of \$66,059 will be supplemented with \$20,000 kind dollars from the area Agency on Aging through the congregate meal program and by \$8,600 of in-kind returned from indirect cost recovery from the University of Northern Colorado.

## Strengthening Communities

### PART II -- Section B. Strengthening Communities

A) Requirement 1: 10% of the unduplicated RSVP volunteers must be in work plans. In the Primary

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Focus Area of Healthy Futures, Weld County RSVP has 450 volunteers serving congregate meals at senior centers, delivering meals on wheels or completing the grocery shopping and delivery programs for seniors in Weld County. All of the volunteers in this Focus Area, 60% of the total number of volunteers, will be in work plans.

B) Requirement 2: At least 25 percent of the unduplicated RSVP volunteers must be in one of the CNCS Focus Areas. Weld County RSVP has selected Healthy Futures as the Primary Focus Area. The three activities in this Primary Focus Area are congregate meals at senior centers, Meals on Wheels and grocery shopping and delivery. The total number of unduplicated volunteers in the Healthy Futures Primary Focus Area is 345. The number of unduplicated volunteers serving congregate meals will be 250, the number of volunteers delivering Meals on Wheels will be 50 and grocery shopping and delivery service will be 45. This Primary Focus Area has approximately 50 percent of the unduplicated RSVP volunteers.

C) Requirement 3: No more than 30 percent of the unduplicated RSVP volunteers can be placed in the community work priorities. The Community Priorities directly managed by Weld County RSVP include: Weld County Stand Down Day (for veterans and their families), Veteran Referral Services and the Office of Veteran's Service at UNC, Consumer Education, Medicare Navigation programs (SHIP and SMP), AARP tax assistance program and the handyman SHOP program. There are approximately 116 volunteers at 27 stations in the programs above. The other stations in Weld County have approximately 80 volunteers. Less than 30% of the volunteers fall into this group. D) The Other Focus Areas and Capacity Building include Mentoring for Educational Success and Disaster Preparedness. The Mentoring program has 30 unduplicated volunteers in 33 schools working with 900 children over the three year period. The Disaster Preparedness program is scheduled to begin in March 2013 and will recruit approximately 15 additional duplicated volunteers working with 3500 individuals over the three year period.

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Weld County, the geographical area served by Weld County RSVP, covers an area of about 4,000 square miles in north central Colorado. Wyoming is north of Weld County and Nebraska is east with the Denver metropolitan area on the south. Weld is the third largest county in Colorado with 31 towns. The principal city, Greeley, is located in the west central part of the county and contains almost half the county's population. Most of the remaining population resides within a 20 to 30 miles radius of Greeley although some communities are 45 miles from Greeley.

According to the 2010 census, the population of Weld County is over 252,825; Weld County is one of the two fastest growing counties in the state (Aging in Colorado). According to the State Demographics Report (2006), between 2000 and 2020, Colorado's populations of individuals 55 to 64 will more than double. In 2010, the population of individuals over age 55 was 51,016. The 65+ population grew from 16,240 to 24,235 (+49.2%) between 2000 and 2010; a rate which is greater than most counties in Colorado. The statistics support that Weld County RSVP is well suited to capitalize on the experience and education of this growing population in Weld County.

Weld County has 16,712 veterans in with 62% of them 55 years of age or older (Census 2010).

Thirteen percent of the total population in the county is below the poverty level (2010 Census) with 9.9% of the adults over 65 falling below the poverty level. Of the individuals over age 65, 7,774 have a disability including hearing, vision, cognition and self-care issues.

The Healthy Future is the Primary Focus Area and includes congregate meals at senior centers, meals on wheels and grocery shopping and delivery for home bound/disabled individuals. The 21 stations which provide the congregate meals complete an application with Weld County RSVP. That application is reviewed and the Director makes a site visit to verify the information in the application with careful monitoring of accessibility issues. If the site is deemed appropriate and meets an unmet need consistent with the scope of RSVP, a Memorandum of Understanding (MOU) with the Weld County RSVP is created. That MOU is reviewed every three years. The RSVP Director meets with

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each site coordinator to assure all of the policies are in place to provide outstanding services for the recipients. In addition to the orientation provided by a volunteer staff member concerning all of the activities of Weld County RSVP, the station coordinators must provide orientation, in-service instruction and specialized training when appropriate. Volunteers are given a position description and information concerning the National Organization for Community Service and the impact of RSVP volunteers in this community. The volunteers are trained to complete monthly travel, volunteer hours and reimbursement forms. Information concerning appropriate religious activities and station accessibility is also discussed. As a part of the effective management, station coordinators are asked to verify volunteer hours quarterly. Any discrepancies are addressed by the Project Director.

The 370 volunteers provide congregate meals prepared at the University of Northern Colorado to 1,200 seniors at 21 stations in Weld County. Weld County RSVP has 35 volunteers for Meals on Wheels who delivered 59,000 meals per year, prepared at North Colorado Medical Center, to 1,539 clients throughout the county. Public transportation is available, on a limited basis, in Greeley. No public transportation is available in the rural areas. Between 2006 and 2011, the number of meals delivered increased from 45,000 to 59,000 and the need continues to grow. The recipients are all homebound or disabled with either physical or mental disabilities. The third component of the Healthy Futures Priority is grocery shopping and delivery for homebound individuals who can prepare their own meals but cannot get to the grocery store. In 2011, 150 clients served by 45 volunteers received 1,200 grocery orders delivered to their homes.

In Weld County, the a total of 450 RSVP volunteers support 1,889 senior or disabled recipients in the three programs which are part of the Primary Focus Area- Healthy Futures. The total volunteer hours reported in this Focus Area was 23,423. Without the volunteers, the programs would have to be curtailed significantly or the volunteers would have to be replaced with paid employees. The average hourly cost to replace a volunteer exceeds \$20.00 an hour. The total cost for paid staff would exceed

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\$468,460.

Weld County RSVP is initiating three programs for veterans in Weld County. The first program for veterans and their families is in the planning stage with initiation in March 2013. The Weld County Veteran's Service Officer stated there are service agencies in Weld County for all veterans, but there is no single referral or coordinating agency to assist veterans when they seek assistance. Weld County RSVP will create the network and collect the information county wide to provide a referral site for veterans. The volunteers will be located in the Weld County RSVP office but will provide extensive outreach within the County.

The second program for veterans will also be developed during the early part of the 2013. The number of homeless veterans in Weld County is difficult to determine. Reportedly, the number has increased significantly over the past 10 years. The program called the Weld County Veterans' Stand Down Day will be modeled a similar program in adjacent Larimer County in Ft Collins and other cities in Colorado and across the nation. The need for this program in Weld County was identified following a discussion with providers in Larimer County. Annually, 25 homeless veterans are bused to Ft. Collins to receive services on this support day. This number represents a small percentage of the homeless veterans in Weld County. Five veterans organizations in Weld County and 18 cities will be asked to partner with this Weld County RSVP program to provide homeless veterans with basic living essentials and dental services, flu shots, assistance with VA eligibility claims, haircuts, bicycle repair, watch repair, transportation and clothing. We will collaborate with faith based organizations and the Weld County RSVP will be one organization that collects items throughout the year that will be distributed at the annual event. The new connections with community and veterans services will be used to expand the recruitment of veterans to volunteer with Weld County RSVP.

Finally, volunteers will serve in the Office of Veterans' Services. The Center is not staffed full time and the volunteers will provide coverage when regular staff members are not available. These

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volunteers will serve the more than 300 identified veteran students and their families and will provide answers concerning benefits and will assist with outreach and promotion of services for student veterans available at UNC and throughout Weld County.

### **Recruitment and Development**

#### **Part II -- Section C. RECRUITMENT AND DEVELOPMENT**

The ninety stations which are part of the Weld County RSVP program provide a tremendous range of high quality volunteer opportunities. The stations include schools, churches, museums, group homes, day programs for seniors with dementia, the VA Medical Center and community agencies, to name a few. The volunteers impact the lives of children and adults with disabilities, children in the public schools, seniors, homebound, nursing home residents and many others. The volunteers associated with Weld County RSVP serve a variety of roles including coordinating some of the volunteer stations, delivering meals and mentoring school aged children. The Director has successfully developed relationships that create high quality volunteer opportunities.

All existing stations not housed in the RSVP office and all new station complete a process for establishing a volunteer station. All site coordinators make application to the RSVP Director to become a RSVP station. Care is taken to include well managed stations in those made available to the volunteers. When volunteers indicate interest in Weld County RSVP, they meet with the Director or a staff volunteer one on one or in small groups and receive an overview of the goals and activities of Weld County RSVP. Each volunteer receives the RSVP Handbook and information concerning the range of volunteer activities available in a diverse set of stations in the county. The volunteers then complete a personal inventory and a survey of areas of interest and expertise. Potential volunteers are provided an opportunity to meet with current volunteers. The Director or staff volunteer assures that the volunteers' interests and the potential volunteer station are well aligned. Volunteers can select more than one option and are encouraged to engage in activities they find fulfilling.

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Volunteers work with other volunteers at each station and have the opportunity to interact at least weekly with a volunteer colleague. Anecdotal information provided by the volunteers revealed that volunteering added value to life, gave them opportunities to meet new friends, gave them a purpose and new skills and that recognition from the station coordinator or the RSVP organization was greatly appreciated. A volunteer survey completed in 2005, revealed the volunteers liked keeping active, helping others, doing meaningful activities and contributing to the community.

Prior to meeting with the station representative, the new volunteer receives a more intensive overview of Weld County RSVP from a staff volunteer. When a station is selected, each volunteer then meets with the station coordinator and receives an orientation to the station purpose and the details of the volunteer experience.

Some of the stations require in-depth training. The volunteer training described below provide insight into the skills and leadership abilities created for RSVP volunteers. For example, volunteers for senior nutrition congregate meals at senior centers receive training on sanitation, food temperatures, calibration of thermometers, personal hygiene, glove use, portion control, food disposal, food borne illness and food safety. Weld County RSVP has two contracts with the Colorado Division of Insurance and recruits highly qualified individuals to work in these programs. The State Health Insurance Assistance Program (SHIP) provides assistance and information concerning all aspects of Navigating Medicare. The second program, Senior Medical Patrol (SMP), is used to identify Medicare fraud. Weld county RSVP conducts an aggressive recruitment drive using public service announcements and other public communiques to attract qualified volunteers. Three and one half days of training are required of volunteers annually. They have an additional day of training prior to the Part D Medicare enrollment period. The volunteers are on call to answer questions from residents in Weld County. As a part of another important program, AARP sponsors tax preparation assistance to seniors using Weld County RSVP volunteers. This set of volunteers is well versed on tax

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preparation issues affecting seniors. Additionally, the volunteers for the Mentoring for Success program in the schools receive a full day of training before they begin working with children. Other stations, like North Colorado Medical Center, have specialized training to assure the volunteers are prepared to work in the setting. One of the stations is a senior center utilized primarily by Hispanic seniors and another is a community based program for individuals with disabilities. Several of the volunteer activities, for example the handyman SHOP program which builds ramps and installs grab bars, require specific skills and knowledge. There are sufficient opportunities to attract a diverse group of volunteers, some of whom have very specific interests and skills.

The Weld County RSVP volunteers are recruited with a grassroots approach using the local media, a newspaper targeted to individuals 50 plus years age; La Tribuna, a local paper written in Spanish, and direct contact with the Weld County Coordinator's group, Directors of Volunteers in Action, the Interfaith Council, and the Union Colony Exchange Club. These nonprofit and service organizations provide an excellent network for recruiting new volunteers to RSVP. One of the RSVP Council members serves on the Board of the Area Agency on Aging. This representative has an opportunity to recruit individuals who have already found reward in volunteering for another agency. Weld County RSVP is establishing new programs for veterans including a referral service, a Weld County Stand Down Day and volunteer support at the Office of Veterans' Service the University campus. This will provide another opportunity to recruit additional veteran volunteers.

The RSVP Director, volunteer staff and graduate assistants are involved in many community events including health fairs and senior Olympics. Further, staff volunteers are asked to speak at churches, senior centers, hospitals, service groups, schools and numerous nonprofit agencies. They provide verbal and written information concerning Weld County RSVP and the benefits of volunteering. RSVP has approximate 700 very active volunteers include 667 Caucasians, 27 Hispanics, 2 Native Americans, 3 Asian, 64 veterans, with 201 males and 491 females. The predominate minority in the

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Weld county area is Hispanic with few African American residents. During the next few months, efforts will be made to match Hispanic and disabled volunteers to new stations in the County.

RSVP volunteers are recognized in a variety of ways. Each volunteer receives a thank you note sent to his or her email address from the Director and/or the volunteer staff member. The note will thank each individual for the time and contributions to the success of the RSVP programs. A Volunteer of the Month is identified each month. Each recipient receives a plaque and attends a luncheon sponsored by a local bank. In alternative months, recognized volunteer comes from the congregate meal programs at the senior centers and then from one of the other stations. They are nominated by other volunteers or by coordinators at the individual stations. The Volunteer of the Month is recognized in the RSVP newsletter. Each volunteer also receives a phone call from a volunteer staff member on his or her birthday. Volunteers have noted the RSVP birthday call was the only one they received that day.

An annual banquet is held at UNC to recognize all of the volunteers. Volunteers with 20 and 25 years of service receive special recognition. At the last banquet, 7 individuals were recognized for 20 years or 25 years. Additional recognition is provided by station coordinators in their own newsletters, on bulletin boards, and at special gatherings or banquets.

### **Program Management**

#### **Part II -- Section D. PROGRAM MANAGEMENT**

Weld County RSVP has procedures which assure compliance with RSVP program regulations and University of Northern Colorado procedures. For all existing and new volunteer stations, Weld County RSVP has a Memorandum of Understanding or will write a (MOU) concerning aspects of the volunteer experience including the scope of initial and ongoing training provided by personnel at each station. The MOU is reviewed and modified every three years by the University attorney. Any problems associated with volunteers at a station are addressed by the RSVP Director in collaboration

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with station supervisor.

Annually, the Weld County RSVP Director visits each station to assure compliance with the CNCS regulations, University requirements and applicable laws. The Director checks the site and reminds the station coordinator that all of the compliance topics are discussed in the RSVP handbook and in the Memo of Understanding (MOU). In addition, each station provides quarterly reports to the Director of RSVP to verify information concerning numbers of volunteers and volunteer hours.

A survey is completed by the United Way to assess community to identify unmet need and possible new stations not part of the Primary Focus Area. It is a valuable tool for Weld County RSVP to match volunteers with certain skills or interests to community needs. As needs are identified, community agencies who hold 501 C3 tax status can apply to become a station for RSVP volunteer. The site coordinator must make application to the Weld county RSVP Director. The application is carefully reviewed to assure the site meets a community need and is consistent with programs in existence. If the application is accepted, the Director visits the site to assure all CNCS requirements are met. If the Director is satisfied that all requirements are met, a MOU is written. Information about the new station is made available to all volunteers as the station coordinator requests volunteers.

Each year, the director reviews the number of volunteers and the volunteer hours for each station to determine if any stations should be graduated. If there have been no requests for volunteers or if the number of volunteers is small or if the volunteers have completed less than ten hours, the Director will contact the station coordinator to determine if the station should be graduated. The Director makes the determination concerning continuation or graduation based on current or future need. Likewise, if a station coordinator indicates an increased need, the Director will facilitate identifying additional volunteers for that station. Volunteers who find their station has been graduated are invited to review the other stations in need of volunteers; they are encouraged to continue their volunteer activities at another station.

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The coordinators of all stations are required to report information concerning number of volunteers, hours for volunteers and number of clients or events served. Additional information is obtained annually using the surveys recommended by CNCS and included in the work plans. The Director has immediate access to all of the Performance Measures Outcomes and Outputs and can use that information for ongoing program evaluation and improvement.

The Director obtains approval of all financial expenditures from the University, specifically from the Director the School of Human Sciences. The Office of Sponsored Programs has oversight of all financial matters and assures that all activities are consistent with the CNCS guideline, the requirements of the University and the laws of Colorado. The University also has prescriptive procedures to deal with all in-kind dollars and contracts with outside agencies. Although the Director has some autonomy in directing the very limited resources of the Weld count RSVP, those decisions are shared with the Director of Human Sciences and with the RSVP Advisory Council.

### **Organizational Capability**

#### **PART II -- SECTION E. ORGANIZATIONAL CAPACITY**

The Program Director of Weld County RSVP has responsibility for day to day management of the volunteer staff, supervision of Graduate Assistants and interns, setting long and short term goals, obtaining data from the stations and assuring that all of the CNCS and University's policies are followed. Further, the Director is responsible for the management of funds, the budget, marketing and public relations. The Director of RSVP is a full time position funded with CNCS grant funded dollars. The Director supervises a half time person who is responsible for the Medicare Navigation Program for the State Health Insurance Assistance Program (SHIP) and the Senior Medical Patrol (SMP) program funded by the Colorado Division of Insurance. These are the two funded positions. The Director is also the liaison with the Weld County community agencies and works closely with the RSVP Advisory Council. The Director reports to and meets with the Director of the School Human

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Sciences on a monthly basis and at other times as needed. As with all University employees, the Director is subject to annual evaluations, account audits, and an annual strategic plan and report. Weld County RSVP has two distinct volunteer tracks. RSVP has a number of programs that are managed by volunteers at the RSVP office. The other track is volunteer opportunity with agencies in the community who have applied for and are RSVP stations.

The volunteer staff in the RSVP office completes a variety of activities including recruiting and orienting new volunteers and collecting station data for the Director. They also answer phones and provide a reception person for the RSVP office, respond to inquiries from the community and plan and direct fund raising activities. The volunteer coordinators for the Disaster Preparedness Program, the Medicare Navigation programs, AARP tax assistance program, the handyman SHOP program the Shopping and Delivery Program, Consumer Education, the future service activities for the Office of Veterans' Service and the Weld County Stand Down Day initiative will be supervised by the Director or a designated staff volunteer. The Graduate Assistant and student interns have position descriptions consistent with the annual priorities and activities and are also supervised also by the Director.

Healthy Futures is the Primary Focus Area and includes congregate meals at senior centers, meals on wheels and shopping and delivering groceries for homebound individuals. The partnership between Area Agency on Aging (AAA) and RSVP exists for the congregate meals in the senior centers. AAA oversees meal preparation at UNC and makes in-kind meal contributions to RSVP volunteers. Each senior center station has a coordinator. Some of the coordinators are paid staff and some are RSVP volunteers. The coordinators are responsible for training and managing the volunteers. Meals on wheels partners with NCMC for food preparation and uses RSVP volunteers for meal deliveries. The coordinator of the meals on wheels station is paid staff member and provides the supervision for the volunteers. The grocery shopping and delivery program partners with King Soopers, a large grocery store. King Soopers expedites the grocery shopping and payment and RSVP volunteers shop and

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deliver the groceries. The grocery shopping and deliver program is managed by a volunteer in the Weld County RSVP office.

The track record of the Primary Focus Area is impressive. The Primary Focus Area of the project is Healthy Futures. There are 370 volunteers who provide congregate meals prepared at the University of Northern Colorado to 2100 seniors at 21 stations in Weld County. Weld County RSVP also has 35 volunteers for Meals on Wheels who will deliver 59,000 meals for 1,600 clients throughout the county. Further, 35 volunteers will shop for and deliver 1,200 grocery orders to 150 clients. The numbers of clients served each year increases and the need grows.

The Weld County RSVP program is housed on the campus of the University of Northern Colorado in the lower level of Centennial Hall. The program rents 1,434 square feet with a kitchen area, a meeting space, a main office and two private offices. RSVP has typical office equipment including copier, two personal computers, 3 monitors, 3 printers, paper shredder, bookcases, tables and chairs, desks, filing cabinets and storage units. Office supplies are adequate for the program needs. The University provides the phone and internet services.

The sponsor for the Weld County RSVP program is the University of Northern Colorado. The University has served as the sponsor for 39 years. The RSVP program is linked to the College of Natural and Health Science in the School of Human Services. The administrative oversight for the program is provided by the Director of Human Sciences. The dollars directed to the RSVP program are managed in the same manner as any other revenues to programs at the University with strict guidelines and policies for all aspects of the operation. The oversight for grant funds is provided by the staff of the Office of Sponsored Programs to assure RSVP follows current CNS grant guidelines and all fiscal rules of the University. Other services provided by the University include Accounting, Facilities, Human Resources, Legal, the Mail service, Payroll and the Housing Department.

The governance of Weld Count RSVP is guided by CNCS guidelines for RSVP programs, by the rules

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and regulations of the University of Northern Colorado and by the by-laws of Weld County RSVP. The State of Colorado has prescriptive practices related to personnel and fiscal matters which must be incorporated in programs at the University including grant funded programs like Weld County RSVP. Monthly and annual compliance reports are made to the appropriate CNCS, University or State oversight groups.

Weld County RSVP Advisory Council is active in guiding and providing support for the Director, volunteers and the stations. The Counsel consists of nine to thirteen members representing diverse employment sites and perspectives. Currently there are seven members, 4 members are 55+ and 3 are under 55 years of age. Six of the members are female, one is male and one is disabled. A graduate assistant and a representative of the College of Natural and Health Sciences serve in an ex-officio capacity. The Advisory Council meets 10 times a year. The By-laws for the Council guide the range of activities and authority of the Council in relationship to the Director and sponsoring agency.

Members serve three year terms and may serve consecutive terms is approved by the Council. The Council is committed to recruiting additional Council members from the diverse population in Weld County. The Advisory council reviews annual objectives, is involved in public relations and assists with fund development. The Advisory Council Chair attends most of the funding raising events.

When new Advisory Council members are identified, they meet with the Director concerning the activities and focuses of Weld County RSVP. An annual retreat is held so the Council has an opportunity to discuss progress, long and short term goals and reports from the stations.

The Office of Sponsored Programs manages and provides oversight for all grant funds coming to the University. During fiscal year 2012, the University was awarded 64 grants for nearly \$6,000,000.

The Office of Sponsored Programs has four full time staff members to support grant funded programs with a specialist assigned specifically to the CNCS grant for RSVP. The Office of Sponsored programs has supported faculty with external funding for decades.

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Nonfederal funds come from the Area Agency on Aging (AAA) and UNC. The AAA provides \$20,000 of nonfederal in-kind funding associated with congregate meal program at senior centers. The program has existed for more than 30 years and has grown annually. The need continues and the program is expected to continue far past the three years of this grant proposal. UNC provides \$8,600 of in-kind nonfederal dollars. The support will continue as long as the CNCS grant is funded for the Weld County RSVP. Weld County RSVP will pursue additional grant opportunities to enhance the services in Weld County.

### **Other**

Not applicable

### **PNS Amendment (if applicable)**

Not applicable