

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: 37-0896981
2b. APPLICATION ID: 13SR143110	4. DATE RECEIVED BY FEDERAL AGENCY: 10/18/12	FEDERAL IDENTIFIER:
5. APPLICATION INFORMATION		
LEGAL NAME: Southwestern Illinois College DUNS NUMBER: 068547256	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Sharon S. Hamilton TELEPHONE NUMBER: (618) 234-4410 7028 FAX NUMBER: (618) 234-8634 INTERNET E-MAIL ADDRESS: sharon.hamilton@swic.edu	
ADDRESS (give street address, city, state, zip code and county): Programs And Services For Older Persons 201 N Church St Belleville IL 62220 - 4005 County: St. Clair	7. TYPE OF APPLICANT: 7a. Higher Education Organization - Private 7b. Community College Community-Based Organization 2-year college	
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 370896981	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: RSVP OF SOUTHWESTERN ILLINOIS COLLEGE 11.b. CNCS PROGRAM INITIATIVE (IF ANY):	
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Illinois Opportunity # 4 in St. Clair and Madison counties in Southwestern Illinois College District # 522	13. PROPOSED PROJECT: START DATE: 04/01/13 END DATE: 03/31/16	
14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="IL012"/> b.Program <input type="text" value="IL012"/>		
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
a. FEDERAL	\$ 91,060.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO
b. APPLICANT	\$ 71,797.00	
c. STATE	\$ 39,119.00	
d. LOCAL	\$ 13,500.00	
e. OTHER	\$ 19,178.00	
f. PROGRAM INCOME	\$ 0.00	
g. TOTAL	\$ 162,857.00	
18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT, THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.		
a. TYPED NAME OF AUTHORIZED REPRESENTATIVE: Beth Zurliene	b. TITLE:	c. TELEPHONE NUMBER: (618) 234-4410 7023
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/18/12

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Executive Summary

If Illinois Opportunity # 4 is awarded to Southwestern Illinois College District # 522, an estimated 768 RSVP volunteers will assist veterans with getting connected to valuable resources to improve their quality of life, mentor and tutor children in schools, assist patients, organize donations and assist with operations at thrift stores through a network of 120 volunteer stations such as senior centers, hospitals and nursing homes, shelters, food pantries, schools, shelter shops, Veterans' Commissions, VFW Posts, and other organizations throughout St. Clair and Madison Counties in Illinois. The RSVP program will focus much of its efforts on the Healthy Futures of the seniors and veterans that reside in this service area. The volunteers will provide transportation to and from medical appointments, community educational activities, and events, and will collect and distribute food to homebound frail seniors. The target outcome is to assist 860 frail and homebound seniors to have increased food security through volunteer assistance. At the end of the three-year grant, SWIC RSVP anticipates serving thousands of seniors, veterans and children (including military dependents) in the primary focus area, Healthy Futures. The CNCS federal investment of \$91,060 will be supplemented by \$39,119 in state of Illinois funding, local funding of \$32,678 and \$ 13,937 in grantee-share in-kind.

Strengthening Communities

The Southwestern Illinois College Programs and Services for Older Persons RSVP Program service area is comprised of St. Clair and Madison counties in Southwestern Illinois, a part of College District #522. The counties RSVP serves are multifaceted in their demographics. According to Quick Facts from the U.S. Census Bureau 2011, the population of St. Clair County is 270,259 and Madison County is 268,459. There are 42,998 seniors 60 years of age and older in St. Clair County and 47,660 senior citizens in Madison County. Because of the strong influence of German settlers and their love of church, education and community involvement, St. Clair and Madison counties share a strong history of excellent not-for-profit agencies that serve their populations with caring and innovation. Most of

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these agencies have suffered from the state of Illinois fiscal crunch, with late and/or reduced state funding during this state-wide crisis, thus needing volunteers to extend their services.

The major city in St. Clair County is Belleville is experiencing an influx of African Americans from E. St. Louis who want better housing stock and better educational opportunities for their children. St. Clair County educational levels show that 87% have high school degrees and 24% with college degrees. The median income for a household in the area is \$ 24,770 and the median income for a family is \$ 48,452. Persons below the poverty level are about 15.5%, including 9.97% of those aged 65 or over.

In Madison County, one of the major cities of this depressed area is Granite City. This city and its surrounding area are defined by the recent loss of industry with the closing of several steel mills that formed the backbone of the local economy. Madison County educational levels show that 89% have high school degrees and 23% with college degrees. The median income for a household in the area is \$ 26,127 and the median income for a family is \$ 51,941. Persons below the poverty level are about 13%, including 9.80% of those aged 65 or over. The racial makeup of the counties is 67.94% White, 28.77% Black or African American, 0.26% Native American, 0.91% Asian American, 0.05% Pacific Islander, 0.80% from other races, and 1.29% from two or more races. 2.19% of the population is Hispanic or Latino of any race.

RSVP is always striving to bridge gaps and improve racial tensions by placing volunteers throughout the community, ensuring that placements are appropriate and adequate training is given and blind to race, creed or national origin. Although RSVP has few minorities in its membership, the Foster Grandparent and Senior Companion programs have larger percentages of African Americans in their memberships because of their need for stipended volunteer opportunities.

In a 2011 general health comparison for St. Clair County using the University of Wisconsin County Health Ranking Report, the county ranked 94th out of 102 Illinois Counties for health outcomes such

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as premature mortality, poor physical health, and poor mental health; 101st out of 102 for health behaviors such as tobacco use, excessive drinking, teen pregnancy, obesity and motor vehicle crash death rates; 25th out of 102 Illinois counties for clinical care such as uninsured adults, primary care physicians, preventable hospital stays, diabetic and mammography screening and 99th out of 102 Illinois counties for Social and Economic Factors such as high school and college graduation rates, unemployment, children in poverty, inadequate social support and violent crime rates and 64th out of 102 for physical environment factors such as air pollution ozone days, access to healthy food and access to recreational facilities. According to the County Health Ranking & Roadmaps 2011 report, 52% Madison County residents have access to healthy foods compared to 54% of all Illinois residents. These statistics reported above support the initiative to take on Healthy Futures as the RSVP primary focus area.

Staff will work with sites to help identify those persons with food insecurity. Stations like LINC, Inc., which was founded to help persons with disabilities to realize their full capacity to integrate into the community will be surveyed. RSVP volunteers will assist clients of LINC by providing transportation to various appointments such as medical visits, food pantries, grocery stores and social service agencies, other activities such as connections to community events which keep clients engaged and active. Healthy Future focus areas will also include RSVP volunteers serving seniors and veterans with food insecurity, providing rides to medical appointments, teaching healthy lifestyle choices in schools, assisting with health initiatives at senior centers, helping seniors access information on Medicare/Medicaid programs, and educational assistance programs which are spread throughout the two-county area as well. Faith-in-Action programs in both counties utilize a substantial number of RSVP volunteers. Since one of the on-going goals of this program is to improve the lives of seniors, staff strives to reach as many senior assistance programs as possible for placement of volunteers. The veteran contacts will include the two county Veteran Assistance Commissions, the Veterans

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Outpatient Center and a local VFW post. A memorandum of understanding will also be sought with the Scott Air Force Base Retirees Activities office.

Through dialog with these station supervisors, Southwestern Illinois College Programs and Services for Older Persons (PSOP) has identified thousands of seniors and veterans who have nutritional issues, such as the inability to get to meal sites or grocery stores, no family to assist them in the local area, neighbors who are not caring or responsive, or limit incomes to afford grocery delivery. The Healthy Futures initiative that RSVP will tackle will be food insecurity. The plan is to assist them by dropping off unprepared food to those who can still fix a meal and prepared food to those who are no longer able.

Helping to achieve its goals is an outstanding advisory council, consisting of community representatives, retired military, current military dependents, RSVP volunteers and volunteer station representatives. We also have strong ties with the college administration and the Southwestern Illinois College Board of Trustees, both of which are very supportive of the RSVP program. Also, part of the success of RSVP is the community partnerships that have grown and solidified over the years. These have grown out of a common need, and for the good of the communities we serve. Volunteer services and stations are managed and strengthened by the annual assessments and the Memorandums of Understanding (MOU) RSVP completes every three years. They are reviewed and signed by both host station and RSVP staff, and are reviewed and changed to reflect the roles of today's volunteers if needed as an effective means to assure the goal of achieving Healthy Futures for many within our community. As these Memorandums of Understanding will be redone for this new grant, a special emphasis will be placed on securing placements that meet our six strategic initiatives for the three year grant.

The RSVP Advisory Council helps us enormously by representing some of the key sites, several RSVP volunteers, other community leaders and representatives of two veteran groups. The Advisory Council

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has been instrumental in helping to secure funds, suggesting new ways to help veterans, and in making suggestions for the improvement of the program toward the new strategic initiatives. Their established goal is to assist RSVP with Healthy Futures as the # 1 strategic target for the 25% focal initiative. Staff will also confer with local agencies, such as the St. Clair County Office on Aging, the United Way of Greater St. Louis, mayors and other elected officials, and the Area Agency on Aging when conducting their community needs assessment. One of the strengths of RSVP is its grantee, Southwestern Illinois College (SWIC) and their vision to put all programs and services under one roof as a "one-stop" for senior services as well as support for their caregivers. Therefore, RSVP is part of a family of services and can easily meet the changing needs of that segment of our service area as well as the changing needs of our volunteers as they age. At bi-monthly staff meetings, PSOP & RSVP staff are always evaluating what services are available and attempting to determine if any new needs are being realized. This is one of the greatest strengths of the SWIC RSVP program, to have all aging service providers under one roof and be able to confer daily when need arises and collaborate on important senior issues. PSOP is recognized nationally as an innovative, one-stop senior center. Staff is fortunate when one of the RSVP volunteers or their clients expresses a need as we can usually meet it instantly.

To show the commitment to healthy futures, RSVP, the Senior Companion Program and the Foster Grandparent Program of Southwestern Illinois College Programs and Services for Older Persons (PSOP) applied for and received an award of \$ 2,500 to be used for increasing awareness of the benefits for screening for diabetes and pre-diabetes that are offered by Medicare. The volunteer programs of PSOP was one of fifteen Senior Corps programs across the United States to receive an award from the Medicare Diabetes Screening Project (MDSP), a national coalition of patient, nonprofit organizations, and corporate partners, that is leading the way in encouraging seniors to improve their health by getting checked for diabetes.

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SWIC PSOP is using the \$2,500 grant to increase awareness, advertise Medicare screening options, and spread the word through RSVP, Senior Companion and Foster Grandparent volunteers. Increasing awareness of diabetes and the need for appropriate screening is in line with PSOP's mission and coincides with other disease prevention and health promotion activities already underway.

The Medicare Diabetes Screening Project is designed to help improve the lives of seniors ages 65 and older by educating them about the diabetes screening benefits offered by Medicare and encouraging them to ask their health care providers about getting screened during their next office visit. To date, these three partners have distributed 4,500 brochures, flyers and screening reminders to area seniors. The two local Veteran's Assistance Commissions (VAC) have asked RSVP to recruit veterans and other volunteers to help provide transportation to St. Louis, Missouri to the two veteran's hospitals. In exchange, PSOP has asked the VACs to provide a veterans' service representative to help PSOP participants one day per week. Both of these goals will be worked on in the next three years of this grant.

Recruitment and Development

The core mission of this RSVP program will be to provide meaningful volunteer experiences to older adults. Staff will evaluate volunteer sites and volunteers for meaningful training and placements. In order to make successful placements, staff will carefully interview all applicants. An assessment of their skills, interests and mode of transportation will be used to make appropriate placements. The volunteer will then be given an extensive list of opportunities in the strategic plan areas. To ensure their satisfaction and to understand their job responsibilities, when placed, they will be closely monitored the first month or so of their placement. Staff will also recommend upgrading assignments, learning new skills (i.e. computer skills) and working on focus areas such as disaster preparedness, senior assistance and independence (to include access to food services), education, veterans' assistance or other training opportunities when appropriate. RSVP staff started the SeniorLink Computer

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training program, which is peer-assisted computer training run entirely by volunteers. Volunteers who express an interest in learning new skills or in doing volunteer jobs that require computer skills are encouraged to take computer classes to enhance their skill sets. RSVP staff is constantly in search of volunteers who need additional attention and/or who might help us build capacity because of their natural leadership abilities.

All of this attention to who we are and how to improve our volunteers' lives lends itself to recruitment. Staff has now identified and/or recruited more than 40 volunteers as recruiters and volunteer leaders. They may recruit for one site or one event, or they, in most cases, recruit just for the joy of seeing others so fulfilled in their volunteer assignments and remaining engaged in the communities in which they live. The RSVP staff is always developing new stations and graduating out those that no longer seem beneficial to the new mission we have adopted. Because of the emphasis now being placed on programs to highlight volunteerism in the focus areas, the SWIC RSVP program, with the assistance of the Advisory Council, has re-tooled to emphasize placement in the 6 strategic plan focus areas. We are especially excited with the partnerships that have developed with Scott Air Force Base, the two county Veteran's Assistance Commissions and other veteran support groups. While we will continue to support those volunteers currently serving in Community Priority areas, through attrition alone, our numbers will begin to shift, most likely through reduction of total volunteers, from an all-encompassing volunteer recruitment program to a more targeted focus-based volunteer recruitment program. This action will allow SWIC RSVP to enhance the services rendered to the community. Recognition comes to all volunteers at the annual luncheon banquet. In addition, staff writes special newspaper articles about outstanding volunteers and celebrates volunteers whose work is exceptional. When people are too frail to volunteer, RSVP volunteers continue to call them to check on their well-being and solicit assistance for them if needed. RSVP also has a volunteer who calls EVERY volunteer on his/her birthday. Homebound by physical limitations, she can still feel useful and be a contributing

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member of RSVP, while checking on other members well-being. She reports to staff when any of the seniors express concerns about their well-being so that we can get them the services they need to stay independent. Volunteer sites also provide recognition and a member of the RSVP staff tries to attend as many as possible. Volunteers who have reached the hours designated for Presidential Awards have been thrilled to receive them and if they can't make the large recognition luncheon, staff pre-arranges time with the site supervisor and takes it to their site and honors them amongst those they serve with daily.

Although staff recruitment efforts include formal presentations, newsletters, newspapers, local fairs, etc., other satisfied volunteers are still the best recruitment tool. New sites are added as opportunities arise, especially if they have an added benefit to the new strategic plans initiatives. Drawing in the baby boomers is also a priority. Many of the younger, more energized volunteers that staff has recruited lately for the veterans and military family's initiatives are baby boomers. All new RSVP volunteers receive a newly-revised volunteer handbook when signing up with RSVP. The handbook explains the mission, responsibilities as a volunteer, forms to be completed and benefits. The RSVP staff, in conjunction with the site staff, ensures that all volunteers are comfortable and safe in their sites and have a good, working job description.

Both the director and field coordinator belong to the Speakers' Bureau at Southwestern Illinois College and at the Belleville Chamber of Commerce and give frequent talks to any group that ask us to share the RSVP story. Online recruiting is one of the ways staff hope to entice more participation by baby boomers. A volunteer created a Facebook page for us and it has now grown to have enough fans for its own URL. (www.facebook.com/swicpsop) SWIC RSVP has been registered with Volunteer Match for several years, and periodically staff does receive a referral from the program. People may also find us on the website at www.swic.edu/psop. Two years ago, RSVP purchased the online features offered by Volunteer Reporter and many volunteers and volunteer station supervisors enjoy putting their

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hours in on-line on the website. Occasionally, staff also receives a new volunteer from the website. RSVP is also registered with the regional Volunteer Center at www.swivc.org, which is a virtual volunteer center. The PSOP website can be located at www.swic.edu/psop. Adding all of these on-line opportunities to find us and to enhance recruitment is just another way of making the SWIC RSVP program stand out and be recognized as progressive, innovative and accessible.

RSVP staff attend meetings and conferences to improve their skills; i.e. Illinois Department on Aging, Illinois Conference On Volunteer Administrators (ICOVA), CNCS/Points of Light National Conference on Volunteerism, etc. Staff also participates in a local Chamber of Commerce, area clubs and organizations and regional organizations for volunteer directors and takes advantage of the training opportunities they offer. Southwestern Illinois College also offers a wide range of training opportunities for staff.

Staff has offered several trainings at volunteer stations for volunteers and site staff. Staff saw a need especially to enlighten site supervisors on the volunteer trends of baby boomers and recently offered a training to enhance their knowledge of how baby boomers like episodic opportunities that utilize their skills and talents on short-term assignments. This training was especially effective. Also a recent training was held for the staff of the Retirees Activities Offices at Scott Air Force Base, John Cochran Medical Center and Jefferson Barrack's V.A. hospitals on programs and services that might assist their retired military clients. They were very appreciative.

Staff is also gearing up to enhance our newest focus area, Veterans' assistance programs, with new and innovative ways to assist not only veterans, but also deployed military and their dependents. Since we are so close to Scott Air Force Base, home of the Military Airlift Command and the 375th Airwing Refueling Reserves, staff have lots of opportunities to assist the active military, their dependents and local retirees. Also, many veterans and military retirees are volunteers.

Program Management

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RSVP Staff developed the 'Needs of the Community' list for new volunteers with a lengthy list of volunteer opportunities in the six primary focus areas, Healthy Futures, Economic Opportunity, Environmental Stewardship, Disaster Preparedness, Education and working with Veterans and military dependents. This list and the PSOP newsletter are also available on the PSOP website www.swic.edu/psop.

In order to manage information and data, RSVP employs two part-time staff persons to keep the flow of hours and time sheets smooth and inputted into the software package we use. We use 'Volunteer Reporter' software and added the on-line Web Assistant in 2009. Potential volunteers can now go to the PSOP website and sign up to be a volunteer, send us a personal message or put their volunteer time in each month 'on-line'. This feature is also available to volunteer station supervisors and random verification by staff and volunteers ensures that reporting is accurate. This random verification system policy was written and approved by the RSVP Advisory Council.

Through the attention to detail that is given to information stored in the Volunteer Reporter software set up to capture information exclusively for volunteer programs and the annual assessment conducted by the RSVP Advisory Council, it is easy to determine if we are meeting the integral workplan initiatives. We have been very successful in meeting all of the chosen objectives over the history of the program.

To secure additional resources for the RSVP program, staff and Advisory Council members visit many of the municipalities served to ask for assistance. Staff reminds them that federal dollars don't come free and most recognize this fact. Staff hopes to continue receiving these monies in FY 13. Currently, monies are received in support of the RSVP program from the city of Belleville, Belleville Township, St. Clair Township, Stookey Township, the Illinois Telecommunications Access Corporation and the state of Illinois. RSVP also receives ongoing in-kind contributions, most of which come from our sponsor, Southwestern Illinois College. The Advisory Council sponsors an annual fundraiser which

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solicits monies to help pay for the annual recognition banquet. It generally raises \$2,000 to \$3,000 dollars.

Since RSVP is a part of a community college, all bookkeeping for federal, state, local and in-kind dollars is done within the college system, which is an accrual system with checks and balances with the grant staff accounts. The college's bookkeeping department is also the central accounting and budgeting department and handles the annual audit. RSVP's primary means of non-federal support is through the grantee, Southwestern Illinois College. SWIC provides rent, postage, telephones, internet access, national background checks, accounting, administrative and bookkeeping support, bill paying, check writing and fax services, all for no cost. These expenses would be cost prohibitive, if not for their generous in-kind support.

Community impact for all RSVP sites can be seen in the number of hours volunteers serve, approximately 180,000 per year, in the number of persons receiving assistance at various locations (10,000 alone at the home PSOP offices) and the success stories reported to funding sources bi-annually. To conform to the new National Performance measures, RSVP will keep outcomes for food insecurity but report in all six strategic areas. The veterans initiatives are especially exciting as so many new doors have opened for RSVP. With two veterans, two veterans service agencies and one national veterans association on the RSVP Advisory Council.

Organizational Capability

Programs and Services for Older Persons (PSOP) has 40 years of experience organizing and coordinating projects in the community and administering grants, the RSVP program being the first grant funded at PSOP in 1972. PSOP is considered a one-stop shop for seniors offering a variety of social, educational and recreational programs along with assistance in Medicare, Medicaid, Senior Health Insurance, a Wellness and fitness center, a Gero-Psych Nurse Practitioner one day per week, and dozens of outreach programs such as the social worker/counselor who visits homebound as well

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as having office appointments and the paralegal that visits in-home if necessary to assist in the completion of advance directives.

PSOP is supported by qualified staff members (both full and part time) available to assist all persons visiting the center at any time. In addition to the staff at PSOP operational support also comes from the program grantee Southwestern Illinois College (SWIC). In order to track activity within PSOP each program is required to keep a log sheet which includes names, reason for visit and contact information. This information is later transferred to program computers and available for reports and statistics as needed.

Recruiting volunteers, organizing teams and advisory councils and coordinating with diverse agencies are always challenging tasks. All staff involved use organizational and people management skills. The dedication to the community by the grantee, Southwestern Illinois College, the number of volunteers and their quality, in addition to the qualified RSVP staff, will ensure the success of this project. Some of the most qualified volunteers serve as recruiters/leaders in this project to help with recruitment. The systems RSVP has developed on computers make gathering data a relatively rapid procedure with Volunteer Reporter.

Southwestern Illinois College is structured to ensure financial records and data gathering are accomplished responsibly. Before financial requests are finally approved, they proceed through three levels of managers and bookkeepers. All records are kept in exemplary order and an accrual accounting system is employed within the college. Signatures on all expenses pass from the director to the executive director, then to the Vice-President and finally, to the President of the college prior to any budget changes.

The full-time staff include the Senior Corps director, Sharon Sea Hamilton, and RSVP field coordinator, Pat Etling, who are familiar with the field of aging and volunteerism, having worked at PSOP collectively for over 45 years. Mrs. Hamilton has a Bachelor of Science degree in education and

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a Master's Certificate in Gerontology and has administrative oversight over RSVP, the Foster Grandparent and Senior Companion programs. To enable the Director to effectively administer RSVP, there are two Assistant Directors, Carla Boswell and Quintella Matthews, who concentrate on the Senior Companion and Foster Grandparent Programs respectively. They are also being trained on RSVP policies and procedures. CNCS approval for this hierarchal system was received about 10 years ago and it has worked effectively since the director and staff have many years of experience and a genuine appreciation of the CNCS-sponsored volunteer programs. The Executive Director of Programs and Services for Older Persons is Elizabeth Zurliene. Ms. Zurliene is a registered nurse and has her Master's in Public Health. She is a tremendous leader and true advocate for our primary focus of Healthy Futures.

Part-time staff RSVP staff include Connie Kaiser, three-quarter time secretary/bookkeeper, and Sue Patrick, part-time (20 hours per week) clerk typist. All staff are well versed in RSVP and the software, Volunteer Reporter. The staff is flexible and dedicated.

Programming for impact has always been the goal of all programs at PSOP. Goals that we have achieved because of the dedication of staff and volunteers include a small Falls Prevention Program that was planned for 2010, and by the time all partners were in place, it became huge, with the assistance of PSOP, St. Elizabeth's Hospital, the St. Clair County Health Department and the SIU-E School of Nursing. Collaboration is alive and well at PSOP. The current goal of reaching 10,000 seniors to have a diabetes screening was previously mentioned. The collaborations alone in the diabetes screening program have been phenomenal. PSOP developed the "lunch with a Doctor" program 7 years ago and it is still successful. The history of PSOP shows a continuous growth. Management and staff are always seeking innovative ideas in order to expand current services to its senior population. The variety of programs currently offered are: all three Senior Corps Programs, Activities, Travel, SeniorLink (computer classes), Education, Wellness programs and clinic,

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Counseling, Outreach & Senior Health Insurance programs, Caregiver counseling and Advocacy are often serving at maximum capacity. Managing so many programs includes the need for volunteers at times. Therefore, those involved with the Senior Corps programs and all other volunteers follow written guidelines for signing in and out during times of service (all volunteers use timesheets or attendance logs). For those programs where performance is measured, timesheets, attendance logs along with site visits from staff and surveys from volunteer sites are all used to track outcomes.

Southwestern Illinois College is an exceptional grantee for RSVP, having administered the program now for 40 years. The college purchased the PSOP facility 38 years ago and a new 6,000 square foot addition was added in 2004. The college offers RSVP free office space, free postage, free phones, free internet access and I.T. support, free national background checks and the use of any office equipment that is not needed by another department. The college employs a Purchasing agent who oversees all purchases and guarantees us the best possible prices. Likewise, the College Board has procedures for staff development, policies for the department of Human Resources, and a written policy for all travel. All staff have written job descriptions that are reviewed annually when their annual evaluation is conducted. All volunteer data is gathered through the Volunteer Reporter software system and the software is installed on all staff computers for easy access. Monthly reports are generated so that staff, at their monthly meetings, can ascertain if all impact projects are on target for completion and data is being collected appropriately. If goals and impact plans seem to be falling short, a plan of action is generated and staff redoubles their efforts to recruit, train or inspire volunteers to get on task. This has worked very well for RSVP staff and volunteers, and this program has always met or exceeded their impact projects.

The RSVP Advisory Council helps us enormously by representing some of the key volunteer stations and the RSVP volunteers themselves, who sit on the council along with other community leaders representing two veteran groups. The Advisory Council has been instrumental in helping to secure

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funds, suggesting new members, and in making suggestions for the improvement of the program. Committees include fundraising, annual assessment & evaluation, grant application input & review and nomination/membership. The grant application committee has been especially busy this year studying all of the Recompensation literature and helping staff define new goals and steps from graduating stations that no longer meet strategic plans. Their insight and assistance have been invaluable especially in the area of graduating volunteers and stations who no longer fall within the strategic goals of the program.

Southwestern Illinois College under the umbrella of Programs and Services for Older Persons has been managing the RSVP grant for 40 years, the Senior Companion grant for 38 years and the Foster Grandparent grant for at least 12 years. Other grants include a transit district grant, monies from the Illinois Department on Aging and the Area Agency on Aging.

Donations are annual and come from many political subdivisions including the City of Belleville, Belleville Township, St. Clair Township and Stookey Township, and we receive donations from the Illinois Telecommunications Access Corporation monthly and the advisory council does an annual fundraiser to help with the costs of the annual recognition. RSVP also receives bequests and memorials on occasion. Most of the annual donations have been received for more than 30 years. The sponsor, Southwestern Illinois College will again provide free rent, phones, postage, internet access and bookkeeping services, along with other professional services such as Human Resources support.

Other

Since Southwestern Illinois College is currently the grantee of RSVP, Senior Companions and the Foster Grandparent Programs, staff coordinate many special events, including the annual 9/11 recognition that features an Honor Guard which presents the colors (flags), a volunteer orchestra which plays patriotic songs after the opening Star Spangled Banner and all veterans are asked to stand

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and be recognized.

Martin Luther King Day in January of each year sees all three programs collecting food, warm clothing, i.e coats, gloves, scarves, hats, etc. that are donated to local food pantries and the Airman's Attic at Scott Air Force Base.

Senior Corps week is usually highlighted with a volunteer recruitment fair and treats at all in-service meetings.

PNS Amendment (if applicable)

n/a