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Executive Summary

Southeast Missouri Area Agency on Aging, sponsor of RSVP of Pemiscot/New Madrid Counties since 1986, is a non-profit agency serving 18 counties. The mission of RSVP is to act as a mechanism in sustaining a strong infrastructure that meets critical social needs by connecting people who want to help others and by building community partnerships between RSVP and community service organizations whose united efforts benefits the communities within the service area.

Fifty (50) RSVP Volunteers will serve seniors, children, low income families and the disabled.

Volunteers will provide transportation, tutor children, tax services, assist with food preparation and delivery, respond to disasters, and other needs through a network of 5 volunteer stations.

The Primary Focus Area of this project will be Healthy Futures. At the end of the 12 month performance period, 100 low income families will be served at food pantries and receive non-perishable food to help supplement their household; 600 individuals will receive access to companionship, telephone reassurance, transportation, and 471 homebound will receive a daily hot nutritionist meal five days a week

The CNCS federal investment of \$32,642 will be supplemented by \$50,036 non-federal resources and in-kind donations. RSVP has 197 unduplicated volunteers and 19 work stations. .

Strengthening Communities

The Pemiscot County Retired Senior Volunteer Program has expanded to include part of New Madrid County. The total population for Pemiscot County is 18,174. Of this number, 14.6% are 65 years of age and older with the majority relying on social security for their sole financial support. The total population for New Madrid County is 18,783. Of this number, 16.3% is 65 years of age and older with the majority relying on social security for their sole financial support.

Both counties are located in the Bootheel of Missouri which is an economically depressed area. The poverty level for all ages in both counties is 26.5% with a median household income of \$22,314.

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With limited resources and less personal income of the population, it is especially important to strengthen and develop community resources and organizational support. The mission for RSVP is to act as a mechanism in sustaining a strong infrastructure that meets critical social needs by connecting people who want to help others and by building community partnerships between RSVP and community service organizations whose united efforts benefit the communities within the service area. With this mission in mind; 20 volunteers will transport 50 persons 65 years of age and above to medical appointments, grocery shopping, and bill paying. RSVP has obtained a grant from the Missouri Department of Transportation for maintaining and insuring a van for this purpose. The van is available for larger numbers of persons that need assistance in visiting the Social Security Office, Missouri Division of Aging and Division of Family Services. In addition to this service, sixty (60) volunteers will contact seventy (70) homebound seniors on a weekly basis to check on their well being. These volunteers through phone visits are able to ascertain whether or not the individual is still receiving their homebound meals, whether or not the individual has any difficulty in swallowing or digesting the food and if they may have incurred any other needs since their last phone visit such as any falls or unwanted visits from persons trying to sell them a product or service. The Caruthersville Public School System will train eight volunteers to tutor students needing assistance with skills building and to help students with special needs. Volunteers will also help teachers by copying training materials and test papers and distributing them to the students. RSVP volunteers will maintain a daily contact with students regarding their studies, if not in person, phone contacts will be made. The RSVP Director will recruit twenty-five (25) additional volunteers to assist nineteen (19) existing volunteer stations. These new volunteers will assist the Pemiscot Memorial Hospital by manning the information desk which advises visitors to the hospital as to where medical testing is located and with directions to patients' rooms. Volunteers will also handle transactions at the in-house gift show and assist patients with ordering hospital meals from the cafeteria. New recruits

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will also assist three area nursing homes by sitting with residents who may not have a family member visiting often; assisting them with meal activities including cutting meats, handling utensils, refilling beverage containers; and supporting 4 senior centers by delivery meals to home bound seniors. The Lions Club will acquire new volunteers who will be involved in transporting persons of all ages to have their vision and hearing tested. The Fraternal Order of Eagles and the Salvation Army will partner and acquire new volunteers to assist victims of disasters in locating temporary lodging, acquiring necessary prescription medications and food. The American Red Cross and the Community Emergency Response Team (CERT) will recruit 6 volunteers to function as first responders during an emergency. These volunteers will assist with triage, relocating hospital patients when the need occurs, and with removing disaster victims from their homes. At this time, five volunteers have completed 32 hours of training in disaster (CERT) preparedness. Thirty (30) existing and new volunteers will provide support to three area Health Fairs. At these fairs, volunteers will aid approximately 50 senior participants with the Medicare Part D prescription program plan choices available, help medical professionals with health screenings and distribute literature on health care access available in the area. Ten volunteers will support three local food projects by packing backpacks with non-perishable foods for low income children at two area schools and by assisting a food pantry located within the Hayti Public School System by distributing food boxes to low income families. Ten volunteers will assist the two libraries by aiding visitors to the library with locating and returning books and by providing computer class assistance to those needing training. These volunteers will also assist the Caruthersville Library with their Historical Room which has as its' primary purpose the preservation of old legal documents. Eight volunteers will assist older adults with tax preparation including circuit breaker which aids low income seniors in receiving a return on their property taxes. This volunteer assistance to low income families and seniors in 2012 resulted in a total tax return to the Pemiscot County area of \$81,173. The RSVP Director partners with Missouri CLAIMS to assist anyone with

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enrolling in Medicare Part D open enrollment which takes place beginning October 15 through December. The Director and 2 volunteers have been certified by Missouri Claims by attending 20 hours of training. RSVP also partners with the American Red Cross, the Salvation Army, the Emergency Management Agency in Pemiscot County and their response team to aid with all disasters. The RSVP Director attends civic organizational meetings and is a member of the Lions Club, the Fraternal Order of Eagles, the Pemiscot County Historical Society, the Salvation Army, the Pemiscot Initiative Network (PIN) and the Hayti and Caruthersville Chambers of Commerce. The Director seeks out the opportunity to speak to any new organization within the service area in order to make that organization aware of the volunteer opportunities available through the Retired Senior Volunteer Program.

Recruitment and Development

The Southeast Missouri Area Agency on Aging, the Community Participation Advisory Council and the RSVP Director will develop volunteer assignments that inspire and challenge volunteers.

Assignments will take into consideration the varied interests and skills of the youngest volunteers known as the baby boomers while fine tuning the existing assignments of long term RSVP volunteers.

With regards to the Primary Focus Area -- RSVP and three Area Food Pantries will pack backpacks filled with non-perishable foods for low in-come children at three area schools. RSVP and SEMO AAA will recruit volunteers to assist home bound seniors struggling to maintain their independence, health and general well being through the provision of nutritious noon lunches. Volunteers placed at four senior centers will help to prepare, package and deliver food to 471 home bound elderly persons.

Volunteers will contact homebound seniors through phone visits on a weekly basis to check on their well being.

RSVP will assist the VFW in establishing VA Boot Camps to be held monthly for veterans. These Camps will offer information on benefits to veterans and their families. Volunteers will be recruited to

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assist with copying training materials and distributing notices about the location, dates and times of the event.

RSVP will recruit volunteers for the Bootheel Assistance for Independent Living (BAILS). Volunteers will build wheelchair ramps for disabled persons and assist with other aids needed for independent living.

RSVP will recruit volunteers for the Pemiscot Initiative Network (PIN) which seeks to help youth in conflict. PIN counsels young women regarding teen pregnancy and tutors persons interested in acquiring a GED. RSVP will partner with PIN to help children in the Caruthersville and Hayti School systems that have parents incarcerated. RSVP plans to train 4 volunteers to help children with their homework and listen to their problems and share their successes.

Both Chambers of Commerce unite to offer a skills building conference for non-profit agencies. Volunteers are recruited to provide the training, be responsible for registering conference participants and to distribute conference materials.

A partnership will be established the Southeast American Red Cross Chapter, the Salvation Army and Emergency Management agency to help victims recover from local disasters. These Disaster Case Manager Volunteers will assist affected residents by connecting them with local resources such as food, water, clothing and lodging. RSVP will develop a new station with Habitat for Humanity in homebuilding for low income families.

The Southeast Missouri Area Agency on Aging will provide training and technical assistance to project staff, volunteers, volunteer station supervisors, and community groups. Orientation will introduce volunteers to assignments and their outcomes as well as the method used to measure outputs and outcomes. Station Supervisors receive orientation when they become supervisors for the first time. The Participation Advisory Council receives training regarding all aspects of the volunteer program and the key role that they occupy in its development.

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RSVP of Pemiscot and New Madrid Counties enters its first year in grant cycle with 197 volunteers and will generate 38,000 hours of volunteer service to the communities. Looking beyond this initial momentum, SEMO AAA and the Community Participation Advisory Council will launch a campaign to broaden RSVP's range of volunteer assignments and create new volunteer assignments that appeal to baby boomers, the disabled, veterans, community leaders and educators. As sponsor for the Retired Senior Volunteer Program of Pemiscot and New Madrid Counties, The Southeast Missouri Area Agency on Aging will continue to have a working relationship with community partners that address community needs and to recruit a volunteer pool reflective of the demographics of the communities served. Partnerships will be maintained with the Ministerial Alliances, the Missouri Department of Transportation, the Veterans of Foreign Wars, the Caruthersville Armory, the Caruthersville Public School System, the Hayti Public School System, the Cooter Public School System, the Southeast Missouri American Red Cross Chapter, the OAKS Senior Centers of Pemiscot and New Madrid Counties, the Cancer Society, the Heart Association, the Southeast Missouri Transportation System, the Emergency Management Agency, the Missouri Division of Aging, and the Division of Family Services.

Pemiscot and New Madrid County RSVP will hold an annual volunteer recognition to honor all program volunteers. The recognition will be held at the Caruthersville Housing Authority. An evening meal will be catered and offered to all volunteers plus station supervisors and staff of the Southeast Missouri Area Agency on Aging. The Advisory Council helps with the planning of the recognition and participants with the gathering of door prizes and their distribution.

Program Management

The Southeast Missouri Area Agency on Aging and the RSVP Director will provide vital program functions that include; providing guidance and support to advisory council members and station supervisors. The Director will meet quarterly with the 12 member Community Participation Advisory

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Council. Council members will be involved with and apprised of all program activities including: the development of volunteer assignments at each station and the numbers of volunteers involved; the annual volunteer recognition; program marketing within the service area; and their compiled results of the annual evaluations of ten percent (10%) of the volunteers and stations plus the evaluation of the RSVP Director. The Council maintains an active role in the recruitment of new volunteers through their assistance with presentations made by the Director to organizations composed of persons that may be interested in becoming RSVP volunteers. Volunteer Station Supervisors will be visited annually to discuss existing volunteer assignments. The Station Supervisors will have the opportunity to expand existing assignments and to create new ones. The RSVP Director will review forms to report volunteer hours and the dates the information must be received. Annual visits will allow the RSVP Director the opportunity to be knowledgeable about any staffing changes incurred by the Volunteer Station and to further maintain a working relationship with the station that stimulates dialogue promoting the program and allowing for a quick response to any adverse situations that may exist at the station. A Safety Checklist and Accessibility Checklist will be completed during the annual visits and the RSVP Director will secure a copy of the stations 501(C)(3) IRS Tax Status.

Memorandums of Understanding will be updated at least every three years.

The RSVP Director promotes public awareness of the program by maintaining her memberships in the Caruthersville and Hayti Chambers of Commerce which e-mails all of their members weekly on current community activities or events; as well as the establishment of new businesses. Other memberships are maintained in the LIONS Club, the Fraternal Order of Eagles, the Pemiscot Historical Society, the Salvation Army, and the Pemiscot Initiative Network (PIN). SEMO AAA through its many in-house programs has been able to educate service providers, civic organizations, business associates and non-profit agencies about the volunteer opportunities that exist with RSVP. The Director provides an RSVP Events Schedule to the local cable channel and is a frequent guest on

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the Pemiscot Forum, which is a weekly radio program that updates its listening audience on community events being held throughout the service area. A monthly RSVP newsletter is created that provides current information on Volunteer Station Needs and Special Events. The newsletter is printed and mailed to all RSVP Volunteers and left at stations frequented by the older population. Area Newspapers are also provided with news articles regarding special activities involving RSVP including the addition of new volunteer stations and the kick-off activities involved.

All new volunteers will attend an in-service training at their assigned work stations. New station supervisors are apprised of the mission of RSVP and the required volunteer records.

The Southeast Missouri Area Agency on Aging Board of Directors and the Community Participation Advisory Council assess project performance through an annual evaluation to assure all goals and objectives are met. Volunteers, stations, the RSVP Director's performance and the sponsor's involvement are evaluated. Three members of the Community Participation Advisory Council compile the results and submit their findings at the next advisory council meeting. A copy of the yearly evaluation is submitted to CNCS.

The Southeast Missouri Area Agency on Aging has specific accountability policies and internal control procedures. Cash receipts are received and recorded by the secretary who opens the mail. The receipts are deposited in the SEMO AAA's bank account by a member of the Fiscal staff and entered in the financial records by the Fiscal Officer. A purchase order system is used for purchasing supplies.

Invoices are entered in the Accounts Payable system by the Accounting Clerk, The checks are written by the Fiscal Assistant and signed by the Board Treasurer, Executive Director and or the Nutrition Project Director. The checks are mailed by the Fiscal Officer. SEMO AAA is also subject to an annual audit performed by a Certified Public Accounting Firm. The budget is managed by the RSVP Director and the Nutrition Project Director but is controlled by the Fiscal Officer with final approval by the Southeast Missouri Area Agency on Aging Board of Directors. Monthly financial reports are prepared

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showing a comparison of actual to budget revenues and expenditures. The report that is based on the CNCS fiscal year is distributed to the RSVP Director and the Nutrition Project Director. The report that is based on the Agency's fiscal year is distributed to the Executive Director, the Nutrition Project Director and the SEMO AAA's Board of Directors.

RSVP will secure resources through cash and in-kind contributions to sustain and expand the project through community grants, civic club contributions; landlord in-kind space contributions and station meal contributions to volunteers. The Southeast Missouri Area Agency on Aging (SEMO AAA) is a key funding source for the program and provides 61% of the total operating cost. The Southeast Missouri Area Agency on Aging provides many fiscal services at no cost. These include but are not limited to: an annual audit, bill paying, financial record keeping and the preparation of monthly financial statements.

Fund raisers greatly increase revenue for RSVP. An annual golf tournament and Trivia night are held in the spring. A local TV auction and Talent Show are held in the fall. Area businesses and individuals donate items to be auctioned. RSVP provides volunteers with liability insurance while traveling to and from the work site and also during the time of service.

The Volunteer Reporter database will be utilized to compile and track volunteer contact information, service hours and other pertinent data. The database provides the generation of volunteer reports, including total enrollment, hours by work stations or by service activities. The database is a valuable tool to track and assess the programs performance and impact within the community and will serve as the primary resource for information management.

All donations, grant funds and receipts from program operations and fundraising activities will be deposited to the Pemiscot RSVP Program and will appear on monthly financial statements. In-kind contributions will also be tracked monthly by the Program Director. Our sponsor, Southeast Missouri Area Agency on Aging will review resource management closely and make recommendations as

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needed to ensure accountability and the efficient use of resources.

The Southeast Missouri Area Agency on Aging searches new funding sources for RSVP every year. Grants are written to obtain additional financial support for RSVP. The Community Participation Advisory Council will continue to service the program with its close oversight of available resources and will seek new opportunities to ensure project sustainability.

Organizational Capability

The Southeast Missouri Area Agency on Aging (SEMO AAA) was created by the Older Americans Act in 1965, as amended and was established October 1, 1973 as a 501(c)(3) not-for-profit corporation. The mission is to enhance the quality of life for seniors by offering a variety of services while being a significant community resource. This agency is governed by a Board of Directors representing each of its 18 county service area. SEMO AAA contracts and directly provides services to seniors. These services include the family caregiver support program, the information and assistance program, the Ombudsmen program, in-home services including homemaker and personnel care, the EVE program, RSVP in Cape and Scott Counties, the volunteer intergenerational center, the silver haired legislature, legal services, transportation including emergency medical transportation, the disease prevention and health promotion program, financial counseling, case management, and the nutrition program. The Southeast Missouri Area Agency on Aging Board of Directors oversees the sponsor evaluation and its programs. Each program such as RSVP is responsible for its internal assessment and annual evaluation. The Nutrition Director of SEMO AAA completes a yearly evaluation on the RSVP Director as to her quality of work, productivity, job knowledge, reliability, punctuality, independence in performing tasks, creativity, initiative, adhering to policies, interpersonal relationships, and demonstration of proper judgment in making decisions. All evaluations are submitted to the sponsoring agency to be reported and finalized by the Executive Director of SEMO AAA and its Board of Directors. Monthly reports on program inputs, outputs, resource development, and financial reports

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are aggregated and reported to the Executive Director and the Board of Directors. The SEMO AAA Board of Directors meets monthly to review agency financial reports. The Fiscal Officer prepares these reports reviews them with the Board of Directors at the monthly board meetings. Each program has a separate financial statement completed, RSVP included. A copy of the monthly financial statement is mailed directly to the RSVP Director. The RSVP Director meets with the Nutrition Director of SEMO AAA who is the appointed liaison for the sponsoring agency to discuss and review finances and program improvement.

The Southeast Missouri Area Agency on Aging encourages senior involvement and volunteer opportunities for residents ages 55 and older. SEMO AAA relies on RSVP to engage and place older volunteers wishing to serve the community into not for profit volunteer stations. RSVP meets needs in education, seniors living independently, disaster recovery as well as focusing on new services to veterans, military service members, and families of both. The Project Director devotes 100% of her time toward operating the program. The Retired Senior Volunteer Program Director of Pemiscot and New Madrid Counties has more than 10 years of experience in managing senior volunteers and helping to meet community needs through the services of its participants. She has maintained a strong connection with the seniors and through her commitment to the program, has consistently secured the financial resources needed to continue and expand RSVP in the county. Each year, RSVP has increased its efforts to place its volunteers in service opportunities programmed to demonstrate accomplishments and impact. The RSVP Director, along with the Nutrition Project Director and the Fiscal Officer at Southeast Missouri Area Agency on Aging, work on the renewal application for RSVP.

There are 24 individuals holding positions within the Central Office, many of which work directly with RSVP. Thirty-one (31) additional personnel are employed through the Southeast Missouri Area Agency on Aging and work in the 18 county area. The Executive Director of the Southeast Missouri

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Area Agency on Aging has a Bachelor of Science Degree and has been with the agency since 1976. The Nutrition Project Director, who has a Bachelor of Science Degree, has been with the agency's nutrition program since it began October 1, 1973. The Fiscal Officer has been with the agency since 1977 and has a Master's Degree in Accounting. The Fiscal Assistant has been the sponsoring agency since 1985 and has a Bachelor's Degree in Accounting. The Fiscal Officer and the Fiscal Assistant manage all financial funds and the Senior Corps grant for RSVP. The program also utilizes the Public Information Director to assist with marketing the Retired Senior Volunteer Program. She has been with SEMO AAA since 1995 and is well known to all seniors living.

With regards to the Primary Focus Area -- Healthy Futures and the track record of the Southeast Missouri Area Agency of Aging concerning this focus area; this agency is a leader in its community in fighting hunger especially in the senior population. Fifty (50) volunteers at 5 work sites will pack weekly nutritionist meals to 100 low in-come families through the "school backpack program". These same volunteers will deliver hot nutritionist meals to 471 homebound seniors five days a week.

RSVP's companionship program will provide medical transportation; assist with bill paying and daily errands for homebound seniors. The Nutrition Program under this agency has existed since 1973 and has 33 senior centers located in the 18 county region. SEMO AAA utilizes 74% of its operating money to support nutritional services. A new service called Distance Dining has now been made available through this agency which provides home-delivered meals to Medicaid-eligible clients, ages 63+ living anywhere in the 18 county rural service area that are currently not receiving delivery service from area senior centers. Ten frozen meals are delivered by FedEx once a week to 86 clients. SEMO AAA is the leader in fighting senior hunger in Southeast Missouri.

Southeast Missouri Area Agency on Aging is intensely committed to the welfare and well-being of seniors. It recognizes volunteer services as a key building block of life success, and operates a number of special programs and services targeted to the senior population. RSVP's proposed volunteer

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activities support a critical purpose. The Southeast Missouri Area Agency on Aging has two in-house volunteer programs besides RSVP. The Long Term Care Ombudsmen Program seeks volunteers throughout the 18 county region. Ombudsmen serve residents of nursing homes and residential care facilities providing support and assistance with any problems or complaints. Following screening and training, the volunteer is assigned to a facility. EVE is another volunteer program operated directly through SEMO AAA which provides advocacy for the elderly who live at home. EVE (Elder Volunteers for Elders) receives referrals from families, friends, churches, and agencies who are concerned about individuals who live alone or who do not have the assistance needed to remain independent. Volunteers visit the home when welcomed by the older adult and assist in securing solutions to any problems. Each volunteer is mandated to take a 12 hour training program before they are assigned to a client. RSVP recruits volunteers for the Ombudsmen Program and EVE Program. SEMO AAA is also the current sponsor of the RSVP Program in Cape Girardeau and Scott Counties and has been since 1992.

Southeast Missouri Area Agency on Aging measures performance by an annual review of their programs. Program Directors evaluate senior services offered to recipients of service. These services are examined and determined whether or not they comply with the codes of state regulations, and fall under guidelines mandated by agency's policies. SEMO AAA has overseen RSVP's annual evaluation and the collection of data in measuring their performance and impact for the past 20 years. SEMO AAA has partnered with the Caruthersville Housing Authority since the program began. Through this partnership, RSVP has been able to maintain offices at no cost to the program. The Housing Authority provides free space and pays for all utilities including the space utilized for the recognition banquet held annually.

Under the sponsorship of Southeast Missouri Area Agency on Aging, RSVP of Pemiscot and New Madrid Counties is able to utilize SEMO AAA's various accounts set up with local businesses in order

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to purchase office supplies and equipment. RSVP Staff has access to all accounts as well as agency credit cards. In regards to purchasing equipment that costs over \$500, three bids are needed from local businesses. These bids are submitted to the Fiscal Office of SEMO AAA. The SEMO AAA Board approves all equipment purchases that cost \$500 or more. Staff car pool whenever possible which greatly saves travel dollars. Travel policies are to cover reimbursement for normal expenses incurred when traveling on program business. Travel expense statement forms are completed with mileage, lodging, and meals expenses if incurred out of the service area. Mileage is reimbursed at .55 ½ cents per mile. Travel forms are approved by each program director. Personnel policies and policy amendments are for the mutual benefit of the employee and SEMO AAA. A simple majority of the SEMO AAA Board of Directors amend policies at a regular session after the employees have been given the opportunity to openly express opinions and recommendations regarding the proposed changes. The Southeast Missouri Area Agency on Aging has extensive expertise in human services, and oversees the HR component. There are job descriptions for all positions. Written personnel policies define employment, recruitment, terms and conditions of employment, benefits, evaluations, required personnel records, nepotism and conflict of interest, sexual harassment policy, drug-free work place policy, staff committees, staff development, work periods, pay period, reimbursement of allowable expenses, work related incidents/accidents, affirmative action , policy amendments, travel policy and a salary schedule. Again, these policies are reviewed annually and revised as needed with any changes approved by the Southeast Missouri Area Agency on Aging Board of Directors. A copy of these personnel policies are distributed to each staff member including RSVP Staff.

Southeast Missouri Area Agency on Aging obtains community input through the Community Participation Advisory Council who meets quarterly. A 12 member Advisory Council is composed of two bank vice presidents, a representative from the Southeast Missouri Transportation System; a retired caseworker from the Department of Social Services Child Support Division; the Pemiscot

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County Emergency Management Director; a retired office manager for a local business, a retired medical billing clerk, 2 retired teachers; the Area Supervisor for three senior centers; a retired AT&T representative and the Food Service Supervisor for the Pemiscot County Public School system. The Advisory Council takes the lead in evaluating the program each year, giving advice and input on program policies, procedures, and solutions to program issues and problems. Advisory Council Members play an important role in the program with special training as to the scope of their assignment and responsibility and the status of volunteer opportunities in the program. At each meeting, Advisory Council Members are given a full report on the successes and difficulties within the program and which problem issues need to be addressed. Committee members develop and implement a plan to tackle those problem issues and also crucial services needed in our program area.

The yearly evaluation conducted by the Advisory Council and SEMO AAA will analyze the extent to which the project goals and objectives have been achieved. It will provide ongoing feedback to program staff and this sponsor in order to allow changes to improve program effectiveness and efficiency. In addition, the evaluation will include quantitative and qualitative examination of both process components (services and management tasks) as well as impact of service. Non-profit agencies (volunteer stations) as well as RSVP Volunteers will be evaluated.

The Southeast Missouri Area Agency on Aging is audited annually by an independent auditing firm selected by the State Division of Aging. The agency consistently has an excellent audit. In 2011, the Southeast Missouri Area Agency on Aging had total revenue of \$12,349,298.00. The agency receives funding from the federal government, the state of Missouri, the Missouri Foundation for Health, program contributions from clients receiving services, county government, organizational and business contributions, and in-kind donations. These funding sources are part of sustaining and securing the required non-federal share for RSVP.