

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 conform to the Corporation's eGrants System)																							
2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS): 10/15/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:																					
2b. APPLICATION ID: 13SR143234	4. DATE RECEIVED BY FEDERAL AGENCY: 10/15/12	FEDERAL IDENTIFIER:																					
5. APPLICATION INFORMATION																							
LEGAL NAME: Volunteers of America of Oklahoma, Inc.. DUNS NUMBER: 158311337	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Annalee Webb																						
ADDRESS (give street address, city, state, zip code and county): 9605 E 61st St Tulsa OK 74133 - 6308 County: Tulsa	TELEPHONE NUMBER: (918) 683-1578 18 FAX NUMBER: (918) 683-4068 INTERNET E-MAIL ADDRESS: awebb@voaok.org																						
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 731354867	7. TYPE OF APPLICANT: 7a. National Non Profit 7b. Faith-based organization																						
8. TYPE OF APPLICATION (Check appropriate box). <input checked="" type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below):	9. NAME OF FEDERAL AGENCY: Corporation for National and Community Service																						
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002 10b. TITLE: Retired and Senior Volunteer Program	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: RSVP of Muskogee																						
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Muskogee County, Cherokee County, McIntosh County and Sequoyah County in Oklahoma	11.b. CNCS PROGRAM INITIATIVE (IF ANY):																						
13. PROPOSED PROJECT: START DATE: 07/01/13 END DATE: 06/30/16	14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="OK 001"/> b.Program <input type="text" value="OK 002"/>																						
15. ESTIMATED FUNDING: Year #: 1	16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS? <input type="checkbox"/> YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON: DATE: <input checked="" type="checkbox"/> NO. PROGRAM IS NOT COVERED BY E.O. 12372																						
<table border="1" style="width: 100%; border-collapse: collapse; font-size: small;"> <tr> <td style="width: 15%;">a. FEDERAL</td> <td style="width: 15%;"></td> <td style="width: 15%;">\$ 80,426.00</td> </tr> <tr> <td>b. APPLICANT</td> <td></td> <td>\$ 52,101.00</td> </tr> <tr> <td>c. STATE</td> <td></td> <td>\$ 14,328.00</td> </tr> <tr> <td>d. LOCAL</td> <td></td> <td>\$ 37,773.00</td> </tr> <tr> <td>e. OTHER</td> <td></td> <td>\$ 0.00</td> </tr> <tr> <td>f. PROGRAM INCOME</td> <td></td> <td>\$ 0.00</td> </tr> <tr> <td>g. TOTAL</td> <td></td> <td>\$ 132,527.00</td> </tr> </table>	a. FEDERAL		\$ 80,426.00	b. APPLICANT		\$ 52,101.00	c. STATE		\$ 14,328.00	d. LOCAL		\$ 37,773.00	e. OTHER		\$ 0.00	f. PROGRAM INCOME		\$ 0.00	g. TOTAL		\$ 132,527.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO	
a. FEDERAL		\$ 80,426.00																					
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18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT, THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.																							
a. TYPED NAME OF AUTHORIZED REPRESENTATIVE: Pamela D. Richardson	b. TITLE:	c. TELEPHONE NUMBER: (918) 307-3030																					
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/15/12																					

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Executive Summary

An estimated 525 RSVP volunteers will serve. They will deliver meals to homebound seniors, work at food banks, perform clerical duties, sort donations, organize fundraising activities, cook, arrange flowers and serve as shelter workers through a network of 57 volunteer stations such as churches, food banks, domestic violence shelters, city offices, libraries, museums and area chambers of commerce. The primary focus area of this project is healthy futures. At the end of the three year grant, 165 volunteers at 16 stations will provide 550 individuals with disabilities will have increased social support and 2800 individuals will report increased food security. The CNCS federal investment of \$80,426 will be supplemented by \$52,101 of non-federal resources.

Strengthening Communities

The RSVP office is located in the city of Muskogee and serves Cherokee, Muskogee, McIntosh and Sequoyah counties in northeastern Oklahoma. The four county service area of RSVP is considered primarily rural, has a low population density with Muskogee, Oklahoma being the largest community with a population of 71,000 people. Farming, ranching, and tourism are prominent economic activities. The area attracts individuals who wish to retire and have the benefits of a low cost of living and recreational opportunities at area lakes and rivers.

Approximately 15% of individuals in the RSVP service area are 65 and older, and the population will continue to grow as the population ages (factfinder2.census.gov). In order to live independently and healthier lives, seniors will continue to require more assistance from organizations that can help them stay in their own homes. Because the RSVP service area is primarily rural, volunteer services provided by RSVP members are vital to allow seniors to continue to live independently. RSVP volunteers who deliver meals, work in nutrition centers and transport seniors to doctor appointments many times offer the only resources available. RSVP volunteers provide these services through programs designed

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to help seniors maintain independence and help reduce the cost of caring for an aging population.

Feeding America states, "Older Americans have a continuum of need based on their mobility and ability to prepare meals. As a result, different nutrition interventions are required to reach seniors throughout the continuum of need." According to the study, Hunger in America 2010, an average of 7.9% of households with seniors were food insecure with 8.9% of seniors living below the poverty line as compared to 13% in the RSVP Muskogee service area.

To provide support in these areas, RSVP Muskogee will effectively manage 165 volunteers at 16 volunteer stations in the primary focus area, healthy futures. These volunteers prepare and deliver meals to homebound seniors, provide transportation to critical appointments and distribute food to the needy. Volunteers are recruited by the RSVP Director, Volunteer Coordinator and Transportation Coordinator by making presentations to community groups, booths at local activities, local advertisements, attending local senior community meetings and volunteer referrals. All volunteer information is recorded in the Volunteer Reporter electronic volunteer management system.

Additional community needs are regularly reviewed at local senior community meetings at the Eastern Oklahoma Development District, Muskogee Elder Resource Council, Area Agency on Aging, Lake Area United Way, Muskogee Area Non-Profit Resource Center and the Jack C. Montgomery Veterans Administration Hospital.

RSVP of Muskogee will utilize 65 volunteers in the Primary Focus Area-Aging in Place to deliver meals to over 550 individuals. RSVP will provide 100 food pantry volunteers to support the Primary Focus Area-Obesity and Food, to deliver services to the 2800 clients who are in need of emergency

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food through out the year. Through consistent volunteer staffing, including meal delivery volunteers, cooks, donation sorters and clerical workers, the RSVP will provide the support needed to lead to the National Performance Measure outputs and outcomes.

RSVP Muskogee will provide service to veterans through volunteer assistance at the Jack C.

Montgomery VA Medical Center and the USS Batfish War Memorial. Volunteers at the VA Medical Center will serve veterans and their families by volunteering as a surgery waiting room attendant, working in the lobby as an information desk attendant, as a cashier at the cafeteria or the gift shop, arranging flowers in the floral department, driving patients and families to and from parking areas and organizing POW-MIA recognition events. Volunteers at the USS Batfish War Memorial will serve veterans and their families by volunteering as park docents and admission attendants.

Veteran and RSVP volunteer, Nancy Ellis, organizes a POW/MIA ceremony at the Jack C.

Montgomery VA Medical Center in Muskogee, to remember the fallen heroes. At the ceremony, Nancy dresses in her Army Nurse Corps uniform she wore when she served in active duty and leads a special ceremony for the nation's prisoners of war and soldiers missing in action.

Bill Frame, Vietnam Veteran and RSVP volunteer serves as a volunteer at the Jack C. Montgomery VA Medical Center in Muskogee and the Honey Springs National Battlefield in Checotah, Oklahoma.

During a recent interview, Bill said, "'Honey Springs was the largest civil war battle in Oklahoma.

Both the Union and Confederate armies had Native American soldiers in their regiments. Every three years we have a battle down in Checotah. This battle was the largest of its kind with three thousand troops on the Union side and it introduced the first African American regiment to the area. I enjoy telling people about this event in Oklahoma history and I enjoy seeing the thousands of people who

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come out and watch as we dress up and show them what happened. We are a part of history and we I just love to see the faces of the people who are watching. I always say, "The south fell that day but it made it better for all of us today."

Recruitment and Development

RSVP Muskogee visits each volunteer station quarterly to continually assess the needs of the partner station. Each partner station and volunteer is surveyed annually to assess effectiveness, efficiency and satisfaction. On the 2012 volunteer station survey, Greg Sorenson, Volunteer Director for the Jack C. Montgomery VA Medical Center said, "RSVP volunteers make my job easier because they are always so happy about giving back. The RSVP volunteers that work in the VA do it with passion and because they love to help others. We use the RSVP volunteers in all areas of the VA and our patients and other visitors love to see them and look forward to seeing them daily."

To determine the volunteer's areas of interest and facilitate a lasting volunteer placement, prospective volunteers are encouraged to indicate areas of interest by checking any of the fifty volunteer activities available. RSVP opportunities allow the volunteer to build new skills, develop leadership abilities or realize the potential they possess to enhance their community and to touch the lives of people they meet through volunteer service.

A volunteer orientation (and background check for volunteers working with vulnerable populations) is conducted with each new volunteer. During the orientation, volunteers are informed about various volunteer positions, reporting volunteer hours and miles driven. Each volunteer is given the RSVP handbook, a volunteer pin, RSVP shirt and most recent newsletter. Newsletters are also mailed to each member and each site director every three months with information on current RSVP activities, a letter from the director, a list of available volunteer positions, and other helpful information such as

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safety tips for inclement weather, flu shot information when appropriate, and prescription drug disposal sites.

RSVP of Muskogee conducts a training and informational workshop each year. During the workshop members receive information on reporting volunteer hours and mileage, available volunteer positions in their communities and information on topics of interest to a senior population. Volunteer driver training is provided annually for individuals who agree to drive other seniors to critical appointments through the We Care Transportation Program. Station supervisor and station staff training are also arranged and conducted as needed. Volunteers of America of Oklahoma provides training for staff such as computer training, safety in the workplace, conflict resolution, and team-building at quarterly statewide staff meetings.

RSVP networks with other non-profit organizations and community groups to market current volunteer opportunities. RSVP Muskogee maintains an active role in the Muskogee Non-Profit Resource Center by attending quarterly interagency meetings, the Eastern Oklahoma Development District monthly partner meetings as well as quarterly interagency meetings, OG&E Roundtable, United Way Partner meetings and the Muskogee Ride for the Vets Bike Rally. RSVP volunteer and advisory council members participate in United Way programs, activities at the Martin Luther King Center, events at the Northeastern State University Sequoyah Institute in Tahlequah, activities at the Tahlequah Go Ye Village and at Muskogee Art Guild events.

RSVP of Muskogee ensures input from the community through volunteer and volunteer station surveys designed to assess each of the RSVP programs. The Advisory Council as well as partner stations, individual volunteers, and clients of We Care Transportation are provided a survey that

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allows input into program design and evaluates success.

RSVP volunteers are individuals from a variety different life experiences, from a variety of socioeconomic and cultural backgrounds and varying degrees of disability. RSVP's community partners are 501c3, non-profit organizations who fill a recognized need within the community and have expressed a need for volunteers to help meet community goals. The community partners are selected based on the need they meet within the community and the quality of experience each will provide the RSVP volunteers who serve there. By coordinating the activities of approximately 525 RSVP seniors who volunteer to help individuals in need, RSVP Muskogee can enhance the community partner's efforts by providing reliable, enthusiastic and energetic senior volunteers.

RSVP maintains a high retention rate of volunteers by providing effective communication between RSVP staff and member volunteers through newsletters, site visits, surveys and individual phone calls. RSVP Muskogee recognizes all volunteers at the annual Volunteer Appreciation Banquet held in June. At the banquet volunteers receive a catered meal, goodie bag, entertainment and door prizes. A number of volunteers also receive "years of service" pins (three, five and ten year pins) and special recognition. In addition, in early 2012 two RSVP volunteers were nominated for the Non-Profit Resource Center Volunteer of the Year Award.

Program Management

To maintain oversight, volunteer stations are visited quarterly by the project director or volunteer coordinator to ensure compliance with RSVP regulations. RSVP staff maintain a close relationship with each volunteer station checking in via telephone and email between site visits.

The Volunteers of America of Oklahoma RSVP project is dedicated to the task of finding meaningful

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experiences for each volunteer and to making a difference in the community by helping non-profit organizations meet critical community needs with volunteer assistance. Research of local chambers of commerce, news releases, requests by telephone and e-mails in the four county RSVP service area has identified major community needs: assistance for veterans, food and clothing distribution, transportation for senior citizens, nutrition needs for senior citizens, help with reading skills for children, assistance at local hospitals, tourism and economic issues for local governments and safety issues. RSVP will continue recruiting individuals, 55 and older, to serve as volunteers with RSVP non-profit partners.

The RSVP of Muskogee staff, Director, Annalee Webb, Volunteer Coordinator, Andreka Pace, and We Care Transportation Coordinator, Faye Waits will continue to effectively oversee the daily operations of the program as well as strive to recruit volunteers and maintain a good working relationship with local partner sites.

RSVP Muskogee will responsibly graduate volunteer stations to meet community needs. If a volunteer station is graduated, volunteers assigned to that station will be offered other volunteer opportunities that fit with in the six focus areas. Reasons for graduation include but are not limited to: assignment does not fit national priorities, not complying with the standards of the program and if the station is outside of the RSVP service area. Volunteers and stations will be notified in writing at least 30 days in advance and the RSVP Director or his/her designee will individually meet with volunteers to make long-lasting reassignments.

RSVP will continue annually assessing the project accomplishments by setting short term goals and reviewing the goals with the Quality Improvement (QI) Team of Volunteers of America of

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Oklahoma. The RSVP project is evaluated quarterly with peer reviews, annually with staff performance evaluations, funder site visits, and volunteer and volunteer station surveys.

The RSVP Advisory Council members will consist of individuals representing the four counties of the RSVP service area and will serve as ambassadors of RSVP in their local communities as well as recruit volunteers, assist with local funding, and communicate with volunteer stations. They will be encouraged to attend trainings and conferences that will broaden their knowledge of the RSVP project as well as the needs of the community.

RSVP staff will manage the project by communicating with volunteers and volunteer stations with a regular newsletter. E-mail, personal one-on-one contacts, orientation meetings at volunteer stations, volunteer training activities in each county, personal letters, and an annual volunteer recognition event will also be used to stay in touch with the volunteers. Volunteer station staff will provide orientation, training, and supervision for volunteers placed at the site. RSVP staff will schedule volunteer station visits, invite station directors to recognition events, and send RSVP newsletters to volunteer stations as a means of communication with community partners.

RSVP will use Volunteer Reporter Software to manage and track personal information, areas of interest and hours served by individual volunteers. Mileage to and from place of volunteer service and dates of placement at volunteer stations will also be tracked on the Volunteer Reporter Software. Information collected from individuals will be used to connect volunteers to the volunteer station whose job descriptions meet their interest. In addition, electronic media (i.e. facebook, organizational website, volunteermatch.com) is being used to promote partner stations, volunteer needs and to inform volunteer members of current events within the RSVP project allowing volunteer members the

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opportunity to feel more connected to the project.

Organizational Capability

The RSVP Director and staff will work with the Volunteers of America of Oklahoma Vice President of Programs and staff accounting department to manage the RSVP budget. All resources secured both cash and in-kind funds, will be recorded and expended within the budget. The RSVP staff and Volunteers of America of Oklahoma leadership team will search for means to obtain local cash and in-kind donations in order to sustain the project. Local foundations, businesses, and organizations will be invited to join in RSVP's efforts to supply needed volunteers to non-profit agencies by providing cash and in-kind contributions.

Volunteers of America of Oklahoma received the initial RSVP Project grant in September of 1998 which helped establish an RSVP program in Muskogee, Cherokee, Sequoyah and McIntosh Counties. The project will serve approximately 525 volunteers and 58 volunteer stations. RSVP staff attends trainings each year to keep informed of trends associated with volunteer recruiting, changes in Senior Corps project regulations, needs of senior citizens, and needs of the community. Training and orientation for volunteers are offered in each county at various times during the year.

Volunteers of America of Oklahoma is a faith based organization led by President and Chief Executive Officer, Pam Richardson. Mrs. Richardson joined Volunteers of America of Oklahoma in March 2012 after serving as the Executive Director at the Resonance Center for Women. Prior to that she was a Development Officer for Oklahoma State University in Tulsa, the Executive Director of The Bridges Foundation and Vice President of Administration and Compliance for Merrill Lynch for 18 years. Richardson received an MBA from Oklahoma State University and is a Certified Fund Raising Executive (CFRE). Richardson is active in local and statewide community organizations. She served

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as President of the Association of Fundraising Professionals and served on the Board of the Oklahoma Women's Coalition. Mrs. Richardson feels very strongly that the actions of the organization should stand behind the name; therefore, she supports and encourages the RSVP project.

Katie Kissinger, Vice President of Programs, has been in this position for over twenty years. She holds a Masters of Science in Public Administration and has been the RSVP Project Director's supervisor since its inception. She also oversees eight other programs within Volunteers of America of Oklahoma.

Larry Krieg joined Volunteers of America of Oklahoma in January 2011 after serving as the Chief Financial Officer for Community Action Project of Tulsa County. Prior to Community Action Project of Tulsa County, Mr. Krieg retired as the Vice President of Finance after serving 23 years for CITGO Petroleum Corporation. He graduated from Oklahoma State University and received his Bachelor's degree in Accounting. Mr. Krieg is a Certified Public Accountant, and is a member of both the American Institute of Certified Public Accountants and the Oklahoma Society of Certified Public Accountants.

Project Director, Annalee Webb, graduated from Oklahoma State University with a Bachelor's degree in Child and Family Services. She joined Volunteers of America of Oklahoma in 2010 as the Volunteer Coordinator and Director of the Caring Companions Program. Ms. Webb joined RSVP as the Project Director in 2011 and looks forward to continuing to work closely with the RSVP of Muskogee staff, volunteer members and the RSVP community partners.

Andreka Pace, Coordinator of Volunteer Services, has been employed with RSVP of Muskogee since 2011. Andreka graduated Ashford University with a Bachelor's degree in Organizational Management

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and is skilled in the use of computers and software programs. Volunteers of America of Oklahoma's Director of Information Technology, Tom Hammer, addresses all technology needs.

Over 90% of the nonprofit RSVP partner sites have successfully continued for eight to ten years. RSVP will continue working diligently to strengthen these partnerships through regular communication and by enlisting volunteers who fit the needs of individual partner sites. Currently, 16 volunteer stations and 165 volunteers in the primary focus area include activities such as transportation, food delivery and food banks.

The RSVP project is housed in the Muskogee Volunteers of America of Oklahoma branch office. The site provides sufficient office space for all RSVP staff as well as sufficient storage, training and conference rooms. The site is located on a busy thoroughfare and is easily accessible and visible.

Volunteers of America of Oklahoma has a comprehensive policies and procedures which cover Governance, Development, Communications, Personnel, Volunteers, Fiscal, Payee Services, Information Management, Quality Improvement, Research, Permanent Supportive Housing, RSVP, Service Coordination, Vocational and residential services for individuals with Developmental Disabilities. These policies are reviewed annually as a means to ensure the organization is compliant with guidelines.

Volunteers of America of Oklahoma is governed by the Volunteers of America of Oklahoma Board of Directors which meets regularly to discuss programs, services, finance, development and governance. The Bylaws of the Volunteers of America of Oklahoma Board of Directors were last updated September 20, 2007. The Bylaws Articles cover offices, membership, membership meetings, Board of

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Directors, Director Emeritus, conflict of interest, officers, operating committees and amendment of Bylaws.

The RSVP Muskogee Advisory Council is comprised of volunteers from Cherokee, McIntosh, Muskogee and Sequoyah counties. The RSVP Advisory Council meets quarterly to discuss volunteer recruitment, retention, satisfaction and the changing community needs.

Volunteers of America of Oklahoma has an on-site, 8 person accounting department. The accounting department handles all accounts receivable and payable, mileage reimbursement, billing for federal and state contracts and grants, payroll and all other finance related matters. The accounting department has experience managing federal grant funds from the US Department of Housing and Urban Development, the US Veterans Administration, the US Department of Children and Families, and the Corporation for National and Community Service.

Non-federal funds in the amount of \$52,101 will be requested from the City of Muskogee Foundation, the Oklahoma Department of Human Services, Lake Area United Way, the Kirshner Foundation and individual donations. These organizations and individuals have supported RSVP Muskogee for a number of years and continued support is anticipated. As in previous grant years, Volunteers of America of Oklahoma will supplement local funds raised.

Volunteers are provided with excess accident medical insurance, excess volunteer liability insurance and excess automobile liability insurance. The excess accident medical coverage will pay up to \$50,000 for medical treatment, hospitalization and licensed nursing care required as the result of a covered accident. The excess volunteer liability insurance provides protection if a volunteer is liable for

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bodily injury or property damage arising out of the performance of volunteer duties. The excess automobile liability insurance provides insurance after the volunteer automobile insurance policy has been exceeded.

Volunteer mileage reimbursement is available up to all volunteers (\$100 for transportation program, \$50 for all other programs). Volunteer requests must include beginning and ending odometer readings, location of volunteer service and volunteer signature. Volunteer reimbursement requests are due to the RSVP Director on the 4th of each month. Requests are forwarded to the Volunteers of America of Oklahoma state headquarters for processing. Checks are disbursed at the beginning of the following month.

Background checks are conducted by the RSVP Director for all volunteers who will be working with vulnerable populations e.g., children, individuals with disabilities or the frail elderly. Screenings are conducted by American Background Checks, a local company that is accredited through the National Association of Professional Background Screeners. Background checks include a national wants and warrants screen, search of the nationwide criminal database which includes a national sex offender registry and violent offender check and a social security number verification.

The RSVP budget was developed by analyzing the income and expenses from the previous RSVP program year and planning accordingly. The budget is comprehensive, realistic and consistent with the organization's mission and long term objectives. The Vice President of Programs and the RSVP Director review program expenses monthly to ensure that expenses stay within the budget. Non-federal funds in the amount of \$52,101 is adequate and reasonable to cover expenses incurred by the Muskogee RSVP Program.