

## PART I - FACE SHEET

<b>APPLICATION FOR FEDERAL ASSISTANCE</b>		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): 10/17/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 13SR143457	4. DATE RECEIVED BY FEDERAL AGENCY: 10/17/12	FEDERAL IDENTIFIER:														
<b>5. APPLICATION INFORMATION</b>																
LEGAL NAME: Schuylkill County Office of Senior Services DUNS NUMBER: 021441449	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Carol J. Bowen TELEPHONE NUMBER: (570) 622-3103 1752 FAX NUMBER: (570) 622-1752 INTERNET E-MAIL ADDRESS: cbowen@co.schuylkill.pa.us															
ADDRESS (give street address, city, state, zip code and county): 110 East Laurel Blvd. Pottsville PA 17901 - 2521 County: Schuylkill																
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 236003048	7. TYPE OF APPLICANT: 7a. Local Government - County 7b.															
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: <b>Corporation for National and Community Service</b>															
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 Schuylkill County 11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Schuylkill County Pennsylvania #1																
13. PROPOSED PROJECT: START DATE: 04/01/13      END DATE: 03/31/16	14. CONGRESSIONAL DISTRICT OF:    a.Applicant <input type="text" value="PA 017"/> b.Program <input type="text" value="PA 017"/>															
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;"> <tr> <td style="width: 20%;">a. FEDERAL</td> <td style="text-align: right;">\$ 46,553.00</td> </tr> <tr> <td>b. APPLICANT</td> <td style="text-align: right;">\$ 58,815.00</td> </tr> <tr> <td>c. STATE</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>d. LOCAL</td> <td style="text-align: right;">\$ 58,815.00</td> </tr> <tr> <td>e. OTHER</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>f. PROGRAM INCOME</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>g. TOTAL</td> <td style="text-align: right;">\$ 105,368.00</td> </tr> </table>	a. FEDERAL	\$ 46,553.00	b. APPLICANT	\$ 58,815.00	c. STATE	\$ 0.00	d. LOCAL	\$ 58,815.00	e. OTHER	\$ 0.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 105,368.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO	
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b. APPLICANT	\$ 58,815.00															
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f. PROGRAM INCOME	\$ 0.00															
g. TOTAL	\$ 105,368.00															
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: Georgene Fedoriska	b. TITLE: Executive Director	c. TELEPHONE NUMBER: (570) 622-3103														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/17/12														

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## **Narratives**

### **Executive Summary**

Schuylkill County Office of Senior Services

CNCS Grant Amount: \$46,553

Local match: \$58,788

RSVP of Schuylkill County will place a total of 375 volunteers and will engage an anticipated 172 of those in the primary focus area of Healthy Futures. Volunteers will increase social supports by providing support services for older adults and persons with disabilities who want to remain living independently in their homes. Volunteers will provide medical transportation, companionship, respite services, meal delivery, grocery shopping, minor home repairs and links to additional services.

Additionally, volunteers will improve access to health insurance and health benefits by staffing the Medicare hotline, providing comparisons and outreach during open enrollment. They will also facilitate increased food security by providing support staff for food banks/pantries.

Volunteers will provide these services in the primary focus area through 4 multi-functional, broad based volunteer stations including: Schuylkill County Office of Senior Services, Schuylkill Community Action, Diakon Community Services for Seniors and Service Access Management.

Additional activities provided in other focus areas will include tutoring students in public schools to achieve academic success, helping to provide marketable job skills for job placement through tutoring adult literacy, math and ESL, setting up and staffing shelters during times of emergency, assisting at VITA tax sites and providing capacity building support to agencies raising needed funds for direct consumer services. Volunteers will also provide assistance to local non-profit organizations to help them meet their missions through providing a myriad of direct and support service activities. These volunteers will serve in a network of an additional 25 volunteer stations.

### **Strengthening Communities**

RSVP of Schuylkill County serves all of Schuylkill County, located in the southwestern part of

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northeastern PA. Built on the industries of hard coal mining and garment manufacturing, Schuylkill County has been struggling economically for the past 50 years as those industries declined. Most recent Labor and Industry statistics set Schuylkill County's unemployment rate for at 9.6% while the national average is 9.1%. The average household income in the service area, according the Census Bureau, is \$42,618 while the national average is \$52,224.

According to the US Census Bureau Schuylkill County's population is 147,513 with an average population density of 190.4 per square mile. 14,486 residents live within the city limits of the county seat of Pottsville with the remaining in small communities scattered throughout the 779 square miles. The rural nature of large parts of the county presents many challenges with respect to isolation, transportation, service delivery and access to services.

Twelve and a half percent of the population in the service area is age 55-64; 20.3% of the population is age 65-84; 3.1% (the fastest growing segment of the population) is age 85 and over according to the Census Bureau's 2011 American Community Survey. The median age in Schuylkill County is 41.9 while the median age in PA is 38.

RSVP of Schuylkill County, under the sponsorship of Schuylkill County Office of Senior Services has a 20+ year history of effectively working with community partners to identify critical community needs, engage volunteers to answer those needs and the means to effectively measure outcomes. Established partnerships with over 50 volunteer stations and service networks like Association of Schuylkill County Services, Schuylkill United Way, Schuylkill County's VISION, and Community Volunteers in Action provide a vast array of input into identifying unmet needs. This information, combined with strategic plans from the PA Department of Aging, Schuylkill County Office of Senior

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Services, Schuylkill Community Action and Schuylkill County Human Services strategic plans, provides solid direction for the most effective placements of RSVP volunteers, using their skills and talents to provide a cost-effective, efficient way to address critical gaps in services.

As a result of analyzing service gaps in the community, in keeping with the Corporation for National Services strategic plan, RSVP will focus its efforts to address issues outlined in the Healthy Communities focus area. For the period of this grant, RSVP volunteer activity will be concentrated in two areas: 1) providing increased social supports for older adults and individuals with disabilities that will enable them to live independently, and 2) increasing food security for individuals and their families.

Transportation access for medical appointments, grocery shopping and other services for older adults and individuals with disabilities is a critical area of need as outlined in the Schuylkill County Office of Senior Services (OSS) Five Year Plan. Although the Schuylkill Transportation System (STS) provides a door to door shared ride service, it is not a viable means of transportation for individuals who are frail, need to cross county lines to access care, or those who have certain cognitive impairments.

There are also some very rural areas of the county where access to STS is extremely limited.

Additionally, for those individuals ages 60 to 65 the cost of the shared ride service is often prohibitive.

Using a referral system set up by OSS, RSVP Volunteers will be enlisted to fill this need by providing transportation, using their own vehicles. Although the primary purpose is to provide transportation to medical and other services, RSVP volunteers will receive training to serve as liaisons between the consumer and OSS, linking consumers to additional services, as needed. OSS has a system in place for receiving referrals, tracking activities, identifying the number of veterans receiving services, and assessing the effectiveness of services provided.

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Companionship, minor home repairs, grocery shopping and food delivery have also been identified as critical needs for older individuals and those with disabilities. Volunteers will be paired with consumers and visit, either over the phone or in person, to alleviate loneliness and isolation and also as a means of wellness checks. Again, these volunteers will receive training to identify individuals in need of additional services and will act as liaison between consumers and OSS. Volunteers will also provide assistance with grocery shopping and home delivered meals to provide access to food that promotes optimal nutrition levels. With the services of RSVP volunteers, consumers who access transportation or the other services will have increased ties to the communities and the social support to remain independent in their homes for as long as possible.

2) Under the Healthy Communities Focus, the second area to be addressed is food security. As noted above, a large percentage of individuals and families live below or slightly above the poverty level. As they struggle to pay for basic human needs, they often need additional support with access to food. Through Schuylkill Community Action (SCA) and a network of faith-based organizations, food pantries and food banks have been established to meet the needs of the low-income community. These distribution sites are largely or totally dependent upon volunteers to maintain inventory, stock shelves, fill boxes, screen and register clients. Because of the support provided by volunteers, food will be available for emergency needs, as well as, meeting the needs on an ongoing basis. SCA has a long history of engaging volunteers and the infrastructure to track and assess effectiveness. RSVP has established partnerships with SCA and other organizations providing this critical service and will continue to recruit volunteers to place at these stations. Faith-based organizations sometimes need some technical assistance in volunteer management. RSVP will provide that technical assistance, as needed.

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Many of the volunteer service activities will provide support for veterans and and/or their families.

### Recruitment and Development

RSVP has a long history of engaging volunteers to meet critical community needs. In collaboration with an established network of community partners that works to meet needs that align with Corporation for National and Community Service's strategic plan, RSVP of Schuylkill County will continue to develop high-impact, high-quality volunteer opportunities, negotiating Memoranda of Understanding and providing technical assistance to stations when necessary. Staff is vigilant of and pursues new collaborations and innovative ways to engage volunteers in high-quality volunteer opportunities.

In addition to the recruitment, placement and tracking of volunteers, wherever possible, RSVP will facilitate opportunities for volunteers providing the same or similar services, to meet in small groups where they will receive ongoing training, opportunities to share their knowledge and experiences, and time to celebrate their success. These small group sessions will serve to enhance skills, exchange ideas, and provide feedback and recognition. The goals will be to enhance the skills and satisfaction of volunteers and to constantly adjust service delivery to meet the ever-changing needs of the community.

In addition, in developing Memoranda of Understanding with stations, training and ongoing volunteer development will be addressed.

RSVP staff takes advantage of every opportunity to recruit new volunteers from diverse populations and does not discriminate with regard to race, ethnicity, sexual orientation, degrees of English

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language proficiency, ability or age. With a broad-based recruitment plan in place, RSVP takes advantage of community outreach events, opportunities for public speaking, radio, newspaper, recruitment posters, the placement of agency brochures, online recruitment tools, current volunteers as recruiters, and much more. This diverse approach to recruitment ensures the engagement of volunteers of diverse ages, ethnicities, race, abilities, religions and sexual orientation. RSVP will also develop opportunities to speak with organizations serving veterans and military families to actively engage that group in service to their community, as well as, develop meaningful opportunities to serve veterans and military families.

RSVP will retain and recognize RSVP volunteers by: providing high-quality placement options, providing follow-up after placement, ensuring adequate training and orientation, informally recognizing volunteer accomplishments with phone calls and/or cards, making birthday calls, providing accomplishment feedback, nominating volunteers for special awards, presenting years of service pins and certificates, presenting the Presidential Volunteer Service Awards for reaching milestones in service hours and keeping them connected through a bi-monthly newsletter.

### **Program Management**

To effectively manage and ensure volunteer stations are in compliance with RSVP program regulations and applicable law, RSVP staff will meet with volunteer stations annually to review their volunteer management practices, address any issues, assess the working environment, provide technical assistance, assure the appropriateness of volunteer placements, discuss potential collaborative opportunities and update the Memorandum of Understanding when appropriate.

During this time, staff will also discuss National Performance Measure outcomes and outputs and the best avenue for data collection. The reporting of appropriate data will be addressed in the Memorandum of Understanding.

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Additionally, periodic interviews with volunteers placed at stations ready for renewal will assess volunteer satisfaction, volunteer management practices, recognition of volunteers and any safety issues that may be of concern to volunteers.

While addressing needs in the priority focus area, RSVP of Schuylkill County is fully aware of the need for volunteers in other focus areas outlined by CNCS. The same recruitment efforts outlined in the Recruitment and Development section of this grant application will be employed to recruit volunteers to fill specific needs in areas of Education, Disaster, Economic Opportunity and Capacity Building as outlined in the work plans.

Schuylkill County Office of Senior Services (OSS) has a 20 year history of managing federal grants and many more years of experience managing multi-million dollar state grants. OSS supports a fiscal unit that employs sound fiscal practices with policies in place to ensure accountability and efficient and effective use of available resources. This unit is responsible for tacking all fiscal transactions. Expenses are cost-allocated to specific line items and a series of sound checks and balances are in place.

Our plan for responsibly graduating volunteer stations to meet the new focus area requirements and minimize disruption to current volunteers will have several facets. First, volunteers serving in areas that do not fit the new focus areas will be interviewed to determine their interest to transition to a position that aligns with the current CNCS strategic plan. Secondly, those stations that can safely and effectively manage volunteers without RSVP support will be asked to assimilate current volunteers who do not wish to transition or who are meeting a priority local need not identified in a CNCS focus

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area. RSVP will provide technical assistance to those stations, as needed, to pave the way for a seamless transition. Thirdly, when attrition occurs in positions that do not align with the CNCS strategic plan (when volunteers age out, move, find other interests, etc.) RSVP will not seek to replace volunteers in those assignments.

### Organizational Capability

Schuylkill county Office of Senior Services (OSS), recognizing the importance of senior volunteer involvement, applied for the first Schuylkill County RSVP grant in 1984 and successfully managed the grant for 4 years before it transitioned to another agency. Three years later, RSVP applied to have the project brought back to OSS where it has been sponsored since 1992. Schuylkill County Office of Senior Services is a county run social service agency that, among other things, promotes wellness among seniors as well as services to seniors. Using a multi-faceted approach to improve the quality of life for Schuylkill County's aging population, OSS promotes volunteer involvement through a vast array of contacts.

In addition to managing a multi-million dollar budget and providing mandated services, OSS maintains its own volunteer program that helps consumers manage to live independently in their homes. This program grew from providing some grocery shopping support to a full award-winning volunteer transportation program, telephone outreach and in-home support programs with over 80 volunteers. RSVP recruits and places volunteers into this program.

Key staff positions responsible for program management include the OSS Executive Director and the Deputy Director who is directly responsible for overseeing the RSVP program. Carol Bowen currently serves as RSVP Project Director and has been in that position for 20 years. Bowen earned her BS degree from Bloomsburg University and came to RSVP after serving as Executive Director for Big

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Brothers/Big Sisters of Schuylkill County. Her background, both as a volunteer for many organizations and as a director of a social service agency, has provided her with the expertise to successfully manage RSVP and make the program the premier volunteer program for Schuylkill County's seniors and to answer critical community needs. Additional staff includes Susan Conner, part-time Volunteer Coordinator, who has been with the program for 8 years. Her excellent organizational skills and personal communication style are well suited for the position. Ms. Conner also serves as part-time coordinator for the Schuylkill County Office of Senior Services volunteer program. RSVP also has the support of a well-run fiscal department that is versed in sound accounting principles.

Having a long history of managing a multi-million dollar agency with state mandated services and quantifiable outcomes, Schuylkill County Office of Senior services continues to be well-positioned to oversee RSVP. The OSS volunteer program relies primarily on senior volunteers. OSS has a strong record of managing an outcome based volunteer program in addition to RSVP by providing oversight of senior centers, the APPRISE and Ombudsman programs, all of which engage significant numbers of volunteers in outcome-based activities.

Office of Senior Services is committed to ensuring that office space, equipment and supplies are adequate for RSVP. Equipment is upgraded as needed. Purchasing of supplies is done through internal purchase orders, recommended/requested by staff, prepared by the office manager, approved by the supervisor and fiscal departments and the Schuylkill County Controller's office. Personnel policies and procedures are in place for all staff, posted on the county's internal website and updated regularly. All staff members are required to read and sign all policies. Local travel is approved by supervisors. Long distance travel requires the approval of supervisors, department heads and the

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county administrator. Reimbursement policies and procedures are in place and strictly followed. All staff has written position descriptions and receives an annual performance evaluation with improvement plans when necessary.

Schuylkill county Office of Senior Services regularly surveys providers and consumers to gauge the efficacy of the service delivery system. All staff is encouraged to provide as to how the agency can operate more efficiently and to meet pre-determined agency objectives. A computer system has been developed to provide an up-to-the-minute indicator of the agency's ability to comply with state-mandated standards as it relates to assessment, care management and service delivery to our consumers, outcomes and outputs. Through regular team and general staff meetings, employees are apprised of policy additions/changes. These meetings serve as a venue to offer input/suggestions and to share information.

Regularly scheduled staff meetings, annual stations meetings, periodic discussions with small groups of volunteers and an annual assessment and comprehensive program evaluation conducted by the Advisory Council all help to ensure a quality RSVP volunteer program that is responsive to the community's ever changing needs.

To ensure input from the community, an RSVP Advisory Council of 15 community representatives provides programmatic guidance, conducts annual program evaluations, provides outreach for volunteer recruitment and potential community partners, plans and implements an annual volunteer recognition event. This body is representative of various sectors of the community, volunteer station representatives and is representative of the geographic service area.

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Schuylkill County Office of Senior Services is committed to sustaining the required CNCS match as demonstrated by the fact that OSS had substantially exceeded the required match for the past several years.

**other**

N/A

**PNS Amendment (if applicable)**

N/A