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### **Executive Summary**

"An estimated 108 unduplicated RSVP volunteers will serve the Warren County, Ohio community. They will visit the homebound, frail elderly; assist at food pantries; and assist low income individuals with their medication needs, through a network of 9 volunteer stations such as aging services, food distribution sites and family services. The primary focus area of this project is Healthy Futures. At the end of the 3 year grant cycle volunteers will reduce the risk of elder abuse for homebound and older adults with disabilities; economically disadvantaged individuals will have their medication needs met; individuals and their children will become food secure; and homebound and older adults with disabilities will have increased social ties/perceived social support. The CNCS federal investment of \$50,366 will be supplemented by \$24,000 of local match.

### **Strengthening Communities**

Warren County covers 401 square miles and is located in Southwestern Ohio between two large cities Cincinnati (Hamilton County) and Dayton (Montgomery County). The county consists of 4 small cities, 9 villages and 11 townships. It is Ohio's second fastest growing county for two consecutive decades as families moved here from the surrounding metropolitan areas. The population according to the Office of Policy, Research and Strategic Planning in 2010 was 212,696, a 34.3% increase over the year 2000. Warren County is a predominantly white community at 89% due to the rural Appalachian roots of the community. This is gradually changing as families from various ethnic groups move into the area seeking employment. According to the U.S. Census the Warren County population in 2010 included 3.1% African Americans, 3.1% Asian and 1.8% Hispanic.

According to "The State of Poverty in Ohio" issued in January 2010 by the Ohio Association of Community Action Agencies, Warren County is the most expensive county in Ohio to live in due largely to the high cost of housing and child care. Warren County's rapid economic development and

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population growth from the late 1990's through 2008 created a huge discrepancy in income levels. The county includes a mix of upscale housing developments, very impoverished areas and isolated rural areas with limited access to social services.

The Warren County Community Report 2011 states that 6.02% or 12,761 Warren County residents live in poverty. The City of Franklin, with its 22.7% poverty rate, according to the U.S. Census, has the county's highest poverty rate. The county unemployment rate in 2011 was 7%. Many available employment opportunities in the county are in lower-paying service occupations. In addition, the county lacks a public transportation system which makes it difficult for those lacking transportation to work outside the county where the higher paying jobs are found. Over 11% of Warren County's population is over the age of 65 according to the Office of Policy, Research and Strategic Planning. The older population of Warren County, 55 plus is 34,283 or 17%.

The Primary Focus Area for this grant is Healthy Futures. There are four unmet community needs under this area in Warren County. They include; homebound, older adults needing increased social ties/perceived social support to prevent elder abuse; individuals at risk of long term hunger need services to increase their food security; homebound older adults under hospice care need companionship; and low income Warren County residents need assistance obtaining no-cost medication.

There is a lack of resources in Warren County to distribute food to individuals at risk of long-term hunger who need access to no-cost food. The Warren County Community Report of 2011 states that 6.02% or 12,761 Warren County residents live in poverty. A Southwest Ohio 2010 Hunger Study for Shared Harvest Food Banks reported that one in nine individuals receives emergency food assistance

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and one in five children are at risk of hunger. Shared Harvest also reported in 2011 an average of 6,206 Warren County individuals received assistance each month, an increase of 167% since 2001. To date in 2012 there has been an increase of 8.6% individuals receiving assistance. Families are finding themselves a grocery bag short each week. According to Feeding America, households receiving food assistance have incomes that are inadequate to cover their basic household expenses. More than 35% of these households report having to choose somehow between paying for utilities or heating fuel, mortgage, transportation, medical bills and food. One in four client households do not have health insurance and nearly half of our adult clients report that they have unpaid medical and hospital bills. Thirty percent of households report having at least one member of their household in poor health.

Food distribution sites are needed to provide low-income individuals at risk of long-term hunger with access to no-cost food, which is an unmet need in Warren County. These food distribution sites lack the funding to operate with paid staff. Volunteers are needed to assist these food distribution sites to increase the food security of those at risk of long term hunger.

Seventy-five RSVP volunteers will distribute no-cost food boxes to 5,000 low-income individuals at risk of long-term hunger 3 times per week a minimum of 2 hours per week for one year at 6 local food distribution sites. Four of the six food distribution sites are managed solely by senior volunteers.

Volunteers will perform all the necessary duties at food distribution sites to sustain the daily operations including determining client's needs and facilitate requests. At least ten of these volunteers will be veterans of military service. Volunteer supervisors will coordinate supplies, supervise and schedule other volunteers.

There is a lack of resources in Warren County for homebound or older adults and individuals with

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disabilities, who are at risk of elder abuse including self abuse, to receive needed socialization and social support. There is currently no Friendly Visitor Program in place. The Elderly Services Program (ESP) reports that almost 1000 clients, 60 years of age and older, live alone in Warren County.

Warren County Adult Protective Services (APS) statistics show that over 50% of all cases reported are for self-neglect. Karen Hill, Warren County Aging Services Director states, "Elders living alone are at the highest risk for self-neglect." APS is required to close most of these cases after 30 days due to the volume of referrals. This leaves vulnerable "at risk" elders in their homes, alone, at increased risk for depression, anxiety, isolation and declining health. They are also prime targets for abuse.

It is estimated that 95% of all elder abuse is perpetrated by family members or someone close to the elder but only one in ten cases of elder abuse ever gets reported. Elders may be dependent on their abuser for care; they may feel shame or embarrassment or may fear being institutionalized. In other situations, the elder may be physically or cognitively unable to ask for help or report the abuse. Often, ESP care managers or the APS worker cannot get a good picture of what is going on in the home although they see the warning signs of abuse.

Warren County Ohio has a 65+ population that grew by 54% from 2000 to 2010 and according to Scripps Gerontology Center at Miami University is projected to increase by 145% from 2000 to 2020. Currently, the Warren County Department of Job and Family Services has only two part-time workers for the entire senior population of 22,936. Seniors served by the Warren County Elderly Services program are only visited every six months to one year by their care manager. This vulnerable population will continue to grow and the number of potential victims will expand. Warren County older adults will have a higher risk of depression, illness, self neglect and a greater chance of being placed in a retirement home or nursing home if their loneliness and isolation are not addressed.

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Volunteers are needed to be friendly visitors to homebound or older adults and individuals with disabilities who are at risk of abuse to increase their social ties and be a social support so they can continue to live independently.

Twelve RSVP volunteers will be provided with an initial ten hour training to become Intensive Friendly Visitors (IFV) by the Warren County Elderly Services Program. Trained volunteers can offer support and develop a relationship with older adults that no one else can. They will visit the home of 12 older adults 1 to 2 times per month for a minimum of 1 hour. IFV's will address the isolation and loneliness that many of these individuals experience and provide another person in the home who can add to the care manager's information about what is really happening. Once they gain the trust of the older adult, volunteers will be able to gather information that these adults often guard with professionals. These volunteers can be the eyes and ears in older adult's homes and alert the professional staff to any unusual circumstances so that issues can be addressed before a crisis occurs. Two RSVP volunteers are veterans and at least one of the adults served will also be a veteran.

There is a lack of enough resources in Warren County for homebound older adults under hospice care needing companionship. The National Hospice and Palliative Care Organization reported that approximately 41.9% of all deaths in America in 2010 were under the care of a hospice program with 66.7% of patients receiving care at home and 82.7% of these patients were 65 years of age or older. The Hospice of Butler & Warren Counties (HBWC) determined in 2009 there was an unmet need for hospice support services to terminally ill persons in Warren County, and expanded services for those wishing to remain at home during their last days. During 2011 HBWC served 297 patients in Warren County of which approximately 245 are over 65. Patient's emotional distress and the stress of their burden physically and financially can cause a number of psychological and physical difficulties

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leading to anxiety, depression, loneliness, depression, additional illness, and in some cases early death or suicide. Volunteers are needed to provide companionship to homebound older adults under hospice care to allow them to live independently for as long as they are able.

Fifteen RSVP volunteers will complete the Caring Angels training from The Hospice of Butler & Warren Counties to become companionship visitors to older adults under hospice care. They will visit homes according to physician's orders to address the isolation and loneliness that many of these individuals experience. They will offer support and develop a relationship with patients and report back to hospice any concerns they may have regarding their wellbeing. They will visit 50 home bound older adults under hospice care 1 time per week for a minimum of 1 hour per week for one year at these older adult's homes.

Throughout the year RSVP volunteer veterans will honor hospice patients that are military veterans with a Hospice Veteran Partnership pin. The Partnership Pin is a tribute to the veteran for serving their country, for their sacrifice, and an opportunity to thank them for their service. The pin will be presented during a veteran pinning ceremony with family, friends and/or staff of the patient.

A lack of enough resources exists to assist low income Warren County residents with their medication needs. The Family Services Dept identified 564 low income individuals from 2006 until December of 2011 that needed medication assistance. There were no resources to assist 58% of these individuals. Warren County Family Services researched existing Medication Assistance programs available for low income (125% of FPL) individuals in the Warren County Community. Warren County Health Department (WCCHD) and only 2 local food pantries offered medication assistance for clients struggling to obtain physician prescribed medications. The WCCHD has at any given time a 2 month

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wait to be seen in the clinic to be assessed and provided necessary medication if needed. One out of the two local Warren County Hospitals, The Atrium Medical Center, and Care Management Department provided some prescription coverage for their patients but only about \$22,000.00/year. Kings Food Pantry provided \$13,000.00 worth of medication assistance in 2010. The Family Services Department's limited staffing cannot accommodate the demands of an increasing client population struggling to obtain medications, pay utility and rent bills and more. The Warren County Medication Assistance Program (MAP) was established to assist low income Warren County residents with access to no-cost medication because of a lack of enough county resources. MAP needs volunteers to assist these individuals one on one with their medication needs.

Five RSVP volunteers will be trained on an internet based application, Rx Assist Plus to help low income individuals to apply for long term medication assistance for their chronic health care needs. They will conduct client intake, assessment of need and determine the best prescription assistance program for the client. They will complete the prescription applications for the client and then get the necessary applications and accompanying documentation to the individual's physician. Follow-ups on individuals are completed by volunteers as well. These volunteers will conduct intake, assessment of medication(s) needs and complete medication applications for approximately 30 economically disadvantaged individuals 2 times per week, a minimum of 4 hours, for one year in the Family Services Department.

RSVP staff will manage volunteers and stations as a highly effective means to address the identified community needs in the Primary Focus Area. RSVP will assist stations in developing assignments that serve their mission, address critical community needs and enrich the lives of RSVP volunteers.

Volunteers will be recruited and placed according to their interests and skills in the Primary Focus

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Area. Volunteer stations will provide required training so volunteers may be effective in their assignments. Volunteers will be surveyed to assure they feel they have received all the support and training they need to fulfill their roles. A personal relationship will be fostered with each volunteer so they are comfortable contacting the office with concerns.

RSVP Staff will train existing and new volunteer stations on performance measurement. Stations will receive the materials needed to become familiar with it. Performance measurement in the Primary Focus Areas will be established at site with the assistance of RSVP staff. This ensures that the station understands performance measurement and how to measure and collect outcomes and outputs. RSVP will assist new volunteer stations with developing assignments that address these unmet community needs in the primary focus area. Staff will keep in regular contact with volunteer stations and make sure reporting is kept up to date. Stations will be visited when possible and any needed assistance provide. RSVP staff will annually assess performance measurement plans to ensure volunteer assignments continue to address community needs.

### **Recruitment and Development**

RSVP offers volunteers a variety of high quality volunteer assignments by working-one on-one with volunteer stations to develop opportunities that meet community needs. RSVP sets program goals by utilizing the "Community Update", The Warren County Family and Children First Council's report to the community that reviews and identifies their findings on Warren County's unmet needs.

Community partnerships are developed that address the specified community needs. RSVP also takes into account the interests and concerns of our volunteers so volunteers can share their, experience, abilities, and skills. Volunteers are surveyed for their interests and skills as part of the registration process. During the volunteer interview care is taken to ensure they are placed in an assignment that suits them. In addition volunteers are surveyed annually to ensure their participation and service is

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personally meaningful.

RSVP staff work with volunteer stations to ensure volunteers receive the required training needed to be effective in their assignments. RSVP sponsors The Hospice of Butler & Warren Counties new volunteer training that includes a three hour orientation and a three hour in depth training for those who provide direct patient care or come in contact with patient's families. Additional training needed in specific assignments as in "Stepping Stone Seminars" are educational, teach new skills, and develop leadership qualities are provided at hospice. Warren County Adult New Readers provides a twelve hour training to RSVP tutors in the Laubach Training method. The La Luz Homework Zone provides a four hour training for tutors. Volunteers will be surveyed to assure they feel they have received all the support and training they need to fulfill their roles.

WCCS sponsors many varied programs, such as Family Services, Aging Services and The 741 Senior Center. Through this connection and through RSVP partners, the program comes in contact with people of diverse socio-economic backgrounds to recruit from. RSVP also focuses on engaging volunteers of varied cultures in the community. The program is promoted throughout the county in every community to ensure RSVP's membership is representative of the community. RSVP recruits for volunteers through their sponsor's website, [www.wccsi.org](http://www.wccsi.org). RSVP has a page of its own on the website with a link to Volunteer Match where all of RSVP volunteer opportunities are promoted. Articles are frequently included in the agency newsletter, in press releases and magazines directed to the senior community. Program staff speak at community groups, gatherings and organizations to promote the program, to highlight volunteer opportunities and recruit volunteers. Health fairs and community events; such as the Springboro Expo, the Deardoff Health Fair, the Senior Safety Symposium are also attended. Promotional materials such as brochures and flyers are distributed

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Banquet where they receive certificates and awards. It is a very popular event with over half of active volunteers attending the banquet. Throughout the year articles highlighting volunteers and their specific service are written by a local newspaper columnist, an RSVP volunteer, and placed in the WCCS newsletter and sent out as a press release.

### Program Management

RSVP ensures the management of volunteer stations is in compliance with RSVP program regulations and laws by providing training at the start of a partnership. When the program first partners with a new volunteer station, staff meet with the station's supervisory staff and provides them with an orientation, and to discuss and sign the Memorandum of Understanding (MOU). The MOU is a partnership agreement that describes program requirements, working relationships, mutual responsibilities and general conditions as found in the RSVP program regulations. This ensures the station will comply with all policies and terms and conditions required including civil rights and inclusion laws, safe working conditions and performance measurement. The station is provided with the RSVP Volunteer Station Handbook describing detailed information regarding the management of RSVP volunteers, such as volunteer rights and responsibilities, volunteer supervision, recordkeeping, volunteer discipline and dismissal. RSVP will assist stations in developing assignments that serve their mission, address critical community needs and enrich the lives of RSVP volunteers. Staff will stay in regular contact with volunteer stations and make sure reporting is kept up to date. Stations will be visited when possible and any needed assistance provided. Every three years the MOU will be reviewed and renegotiated. It may be amended at any time by mutual agreement. The project sponsor will maintain on file for each project station a current, signed MOU, Letters of Agreement, and a listing by name of the RSVP volunteers placed at the station. Volunteer files will be kept for each volunteer that includes a signed enrollment form, an assignment description (including the name of the volunteer station), and a signed Designation of Beneficiary. All files are kept in secure cabinets.

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Volunteer stations are selected by determining the most pressing issues the community is facing, how the nonprofits address the needs and the impact they have. Agency wide performance measurement outside of the Healthy Futures Focus area will be taken into consideration when developing stations or new assignments that address the counties unmet needs. The Warren County Family and Children First Council, bi-annually reviews and identifies the unmet community needs in Warren County and produces a document called The Warren County Community Update. New volunteer stations will be developed based on the findings of the Community Update that impact the community and are outside the primary focus area. In addition networking with current partners' increases our awareness of unmet community needs to be addressed that are not reported in the assessment.

RSVP staff will train existing and new volunteer stations on performance measurement. They will also receive materials to assist in their understanding. Training will include an explanation of the focus areas and discussion on where their assignments fit in. Those assignments outside the Primary Focus Area will establish performance measurement at their site with the assistance of RSVP as well as with its implementation. This ensures that the station understands their focus area and how to measure and collect outcomes and outputs. RSVP will assist new volunteer stations with developing assignments that address these unmet community needs outside the primary focus area. Staff will keep in regular contact with volunteer stations and make sure reporting is kept up to date. Stations will be visited when possible and any needed assistance provided. RSVP staff annually assess performance measurement plans to ensure volunteer assignments continue to address community needs.

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RSVP will continue to recruit veterans to honor hospice patients that are military veterans with a Hospice Veteran Partnership pin. The Partnership Pin is a tribute to the veteran for serving their country, for their sacrifice, and an opportunity to thank them for their service. The pin is presented during a veteran pinning ceremony with family, friends and/or staff of the patient.

RSVP will graduate volunteer stations that do not align with this application's program design. RSVP staff will meet individually, with the station's volunteer supervisor and explain the situation. They will be furnished with a letter detailing the new requirements. RSVP staff and the station supervisor will discuss the possibility of creating new volunteer opportunities at that station that fit into the RSVP performance measure model. They will also discuss transforming the station into sites where RSVP volunteers perform capacity building service activities. If new opportunities are created methods will be discussed as to how to go about reassigning volunteers at that station. But if it is not possible for the station to continue as an RSVP station, RSVP and the station supervisor will discuss ways to best graduate the station while minimizing disruptions to current volunteers and the station.

RSVP will contact volunteers to be graduated by letter, explaining the new requirements and giving them several options regarding volunteering. The letter will include why the station is being graduated and their options regarding volunteering with RSVP. They may continue to be a RSVP member if they choose to transition into a position at another volunteer station or continue volunteering where they are outside the RSVP program. They will be asked to contact us if they would like to meet to discuss other opportunities. Longstanding volunteers and those extremely committed to the program will receive a phone call from staff along with a letter.

The performance measurement training the site receives will include the importance of measurement

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and collection. Staff will assist with developing the stations measurement tools if there is not one already in place. Staff will keep in close contact with the station during the time the tools are to be administered or when a report is due. Reminders will be issued to them and assistance with collection may be necessary. Results from the measurement tools will be evaluated to provide a summary of the outcomes.

WCCS fiscal operations are in accordance with OMB A-122 and tracked by Grants Management systems software. The Executive Director is responsible for all fiscal operations with the aid of a Controller and Director of Accounting Operations. All activities of the fiscal agent are subject to single-point audits. Annual agency audits conducted in accordance with OMBA-133 have resulted in no instances of non-compliance ever being reported.

The RSVP project director works in conjunction with the WCCS Fiscal Department to manage project funds and in-kind. RSVP funds are accounted for separately and monitored by the Controller and the RSVP Director. Monthly reports are provided to RSVP for review by the project director including in-kind resources. To ensure there is sufficient in-kind by the end of the budget year quarterly reports are kept on file and reported to the fiscal office. Periodically the budget is compared to actual cost. The entire budget is taken into consideration before transactions are made. The Fiscal Director and Executive Director are available to discuss questions the RSVP Director may have. Accurate records are maintained and documents, reports and other supporting documents are either stored in the RSVP or Fiscal offices.

### **Organizational Capability**

WCCS has been in existence for 46 years providing programmatic, administrative support and financial management to more than 10 programs. An 18 member Board of Directors jointly oversees

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the activities of WCCS programs. They are active in preparing the agency's strategic plan every 5 years. The WCCS Executive Director manages the agencies ten program directors to assure quality management and make certain the needs of the Warren County community are being addressed. Agency staff and program directors are annually evaluated by the WCCS Executive Director through Employee Performance Appraisals, and an Annual Evaluation based on the Employee's Job Description. The Board of Trustees annually evaluates the Executive Director.

The RSVP project director works with the WCCS Fiscal Department to manage project funds and in-kind resources. The fiscal department ensures sound accounting practices through their 30 plus years of experience. Monthly reports are provided to RSVP for review by the project director including in-kind resources. To ensure there is sufficient in-kind by the end of the budget year quarterly reports are kept on file and reported to the fiscal office. The entire budget is taken into consideration before transactions are made. The Fiscal Director and Executive Director are available to discuss questions the RSVP Director may have. Accurate records are maintained and documents, reports and other supporting documents are either stored in the RSVP or Fiscal offices.

WCCS has clearly defined internal policies. Program Directors receive copies of the WCCS Fiscal Policies that include information on purchasing, payroll, travel, cash receipts and disbursement, budgets, etc. An Operational Policy Manual includes all agency policies such as new employees, staff termination, local travel and security. All employees receive an Employee Handbook at hire that includes the terms and conditions of employment.

Volunteer Works is the data base utilized to update records, organize information and data collected to manage RSVP. It accurately generates the information needed for reporting and tracking volunteer

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accomplishments. RSVP works closely with partners (volunteer stations) to get statistical data on performance measurement and community needs.

RSVP program staff consists of the RSVP Director. The director is responsible for the management and day to day operations of the program such as providing administrative oversight for the program, plans develops and implements program goals, recruits and provides orientation and placement for volunteers and develops positive community relations.

The Program Director dedicates 30 hours per week to RSVP. In accordance with the Office of Management and Budget, the director uses no federal funding or match to solicit funds for the RSVP program. The director dedicates an additional 10 hours per week to WCCS for marketing/communications, including fundraising for the RSVP program. This is covered by funding sources outside of the grant funds and non-federal share. Each position has a separate job description and the time for each position is reported separately on the agency time sheet submitted bi-weekly.

The director position is sustained by funding from the Corporation for National and Community Service, the Ohio Department of Aging and Warren County United Way. RSVP Director, Dolcee Hoffman, has the responsibility for the project. Dolcee has 19 years experience with Warren County RSVP, 15 years as Director. She knows the county well, and has a good working relationship with many community leaders. Ms. Hoffman has a B.S. in Business from Clarion University. As a Warren County resident, Dolcee has been an active volunteer in her own community and local church.

WCCS has sponsored RSVP for almost 38 years. For most of RSVP's history, food pantries have been a major focus area. Almost 50 volunteers have assisted individuals at risk of long-term hunger to

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access no cost food. RSVP volunteers at the Head Start Program have assisted classroom teachers to prepare children for school, socially and emotionally for over 5 years. Warren County Family Services, sponsored by WCCS, created the Medication Assistance Program (MAP) program in 2011. They have assisted 20 individuals obtain medication assistance. The program is well supported by the community.

WCCS has sponsored aging programs for most of its history. In addition to RSVP the agency sponsors Aging Services, which including the 741 Senior Center, Senior Nutrition, Home Delivered Meals, Senior Transportation and the Elderly Services Program. The Home Energy Assistance Program and Weatherization clients include many aging clients. RSVP has been successful meeting community needs by their senior volunteers placed at stations such as; Warren County Adult New Readers, The Hospice of Butler and Warren Counties, the Step Towards Employment Program, Head Start, and local food pantries.

Most WCCS programs utilize volunteers to assist meeting community needs. The Early Learning Centers have been sponsored by WCCS for over 40 years managing hundreds of volunteers annually. Last year they had over 650 active volunteers. The Senior Center currently has 19 volunteers, and RSVP has successfully managed volunteers for 38 years, currently managing 235 volunteers. Both have been sponsored by WCCS almost 40 years. In addition the Family Services Department has 13 volunteers.

All WCCS programs measure the results of the performance of staff and volunteers for funding purposes. Family Services evaluates clients for the effectiveness of their programming and tracks individuals assisted on a daily basis using the Results Oriented Management and Accountability

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Report. The Early Learning Centers administer the Devereaux Early Childhood Assessment to Head Start Children and for over 10 years RSVP has been measuring the performance of their volunteers in the community for the Corporation for National and Community Service.

WCCS owns the three buildings, including furniture and equipment, that house the three Early Learning Centers in the county. In addition the 30 vans used by Meals on Wheels, Senior Transportations and the Weatherization program are all owned outright by the agency. All the office furniture and equipment, including 109 computers and 54 printers for WCCS's 36 offices are owned by WCCS. Office supplies are available in the supply closet for all departments. The agency's 8 million dollar budget ensures that all necessary equipment and supplies can be purchased by the agency.

Agency directors possess and are well versed with the WCCS Operational Policy Manual. The manual contains all internal policies from the hire of new employees to client confidentiality. The Fiscal Procedures Manual includes all financial policies including information on purchasing, payroll, travel, cash receipts and disbursement, budgets etc. All policies and procedures are reviewed and updated periodically. The Executive Director (ED) has the responsibility for all operations and activities, including financial management. He reports to the WCCS Board of Trustees. The controller is responsible to the ED for all financial operations and the Director of Accounting Operations is responsible to the ED with respect to all fiscal issues.

New WCCS hires receive an Employee handbook during orientation which includes all personnel policies for the agency. Job descriptions are provided to employees at hire. The Executive Secretary/Personnel Manager is responsible for the agencies human resources. The Systems Director/Benefits Manager handles the benefits side of human resources. Both the Personnel Manager

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and Benefits Manager are always available to discuss questions employees may have.

RSVP has an established Advisory Council with 11 members who have varied backgrounds and include seniors, baby boomers and community partners. The advisory council members advise and assist on matters affecting project operations such as advice on volunteer recruitment, retention and recognition strategies. They assess project accomplishments, impact, the satisfaction of volunteers and suggesting ways the project can gain increased visibility and recognition in the community. Members are interested in and have the knowledge of the capabilities of older adults and are well informed of the human and social needs of the community. Members include professionals who are competent in the field of community service and volunteerism such as the Hospice of Butler & Warren Counties Director of Volunteer Services, the Warren County Family Services Director, and the Adult New Readers Director.

WCCS fiscal operations are in accordance with OMB A-122 and tracked by Grants Management systems software. The Executive Director is responsible for all fiscal operations with the aid of a Controller and Director of Accounting Operations. The Controller, a CPA for over 20 years, has been with WCCS for six years and the Director of Accounting Operations has been Fiscal Director for 17 years. All activities of the fiscal agent are subject to single-point audits. RSVP funds are accounted for separately and monitored by the Controller and the RSVP Director. Annual agency audits conducted in accordance with OMBA-133 have resulted in no instances of non-compliance ever being reported.

WCCS has managed federal grant funds for over 40 years, currently managing four federal grants, four state grants and other local grants. Total agency funding in 2011 was just under 8 million dollars.

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In addition to RSVP, WCCS has managed the federal Head Start grants and Community Service Block Grant.

RSVP has exceeded the non-federal share needed in the past. The program currently receives funding on an annual basis from the Warren County United Way and the Ohio Department of Aging. Local organizations and businesses sponsor the entire annual volunteer recognition. The Hospice of Butler & Warren Counties fund the recognition annually as does the Warren County Board of Commissioners. Several volunteer stations such as Cedar Village Retirement Community and Otterbein Retirement Community provide meals to volunteers during their service throughout the year which is used for in-kind toward the non-federal share. The RSVP Director will continue to identify and secure local resources that assist RSVP with its funding needs by networking with partners and others in the community.

**Other**

N/A

**PNS Amendment (if applicable)**

N/A