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Executive Summary

THE NUMBER OF UNDUPLICATED RSVP VOLUNTEERS: 200 RSVP Volunteers will serve in Yolo County, specifically the cities of Davis, West Sacramento and Woodland.

TYPES OF POPULATIONS THE VOLUNTEERS WILL SERVE: RSVP volunteers will serve children, low income families, seniors, veterans, and animals.

PRIMARY FOCUS AREA THAT THE PROJECT WILL ADDRESS: At least 50 volunteers will be placed in the primary focus area of this project, which is education.

EXPECTED OUTCOMES OF VOLUNTEER SERVICES PROVIDED: At the end of the 12-month performance period, 75% of children that participated in RSVP supported programs will demonstrate gains in language arts.

VOLUNTEER SERVICE ACTIVITIES: Volunteers will assist children in early childhood education settings and public schools with their literacy skills. Volunteers will participate in other activities such as delivering meals, providing companionship to the frail and homebound, tutoring adults in reading, assisting veterans and military families with obtaining needed services, teaching disaster preparedness, and helping partnering agencies with volunteer recruitment and fundraising.

LOCATIONS OF THESE SERVICE ACTIVITIES AND NUMBER OF STATIONS: RSVP Volunteers will serve in a network of 15 volunteer stations such as preschools, elementary schools, senior centers, congregate meal sites, food banks, law enforcement service centers, libraries and other non-profit and public agencies.

THE FEDERAL AND NON-FEDERAL FUNDING LEVELS: The CNCS federal investment of \$84,000 will be supplemented by at least \$36,095 in non-federal cash and in-kind resources, meeting the 30% match, from our sponsor, partnering agencies, indiv. and community donations.

Strengthening Communities

DESCRIBE THE COMMUNITY YOU SERVE. PROVIDE PERSUASIVE EVIDENCE THAT

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COMMUNITY NEEDS IDENTIFIED IN THE PRIMARY FOCUS AREA EXIST IN THE GEOGRAPHIC SERVICE AREA AND IS CURRENTLY UNMET. USE DEMOGRAPHIC INFORMATION, CENSUS DATA, OR OTHER SOURCES AS NEEDED TO PRESENT YOUR CASE.

The County of Sacramento, Department of Human Assistance (DHA), has sponsored the Retired and Senior Volunteer Program (RSVP) since January 1994. RSVP has been part of the Sacramento community since 1971, sponsored first by San Juan Unified School District, then the Sacramento Housing Authority until 1994 when all of the community service programs were transferred to Sacramento County. In 2010, RSVP was awarded a Programming for National Significance (PNS) award to start a new project in Yolo County, specifically targeting the cities of Davis, West Sacramento, and Woodland.

The city of Davis is located west of Sacramento and northeast of San Francisco, and has a total area of 10.5 square miles. As of the 2010 Census, the population of Davis is 65,622 (excluding the University of California) with the racial makeup of the city as follows: 64.9% White, 2.3 % African American, 0.5 % Native American, 14.3% Asian, 0.2 % Pacific Islander, 4.8 % other races, 5.4 % two or more races, and Hispanic or Latino of any race 12.5 % of residents.

The city of West Sacramento is separated from Sacramento County by the Sacramento River. West Sacramento has a total area of 22.8 square miles and is made up of four distinct communities: Broderick, Bryte, Southport, and West Sacramento. . As of the 2010 Census, the population of West Sacramento is 29,521. The racial makeup is as follows: 60.6% White, 4.8% African American, 1.6% Native American, 10.5% Asian, 1.1% Pacific Islander, 13.8%, other races, 7.7% two or more races and Hispanic or Latino of any race 31.4% of residents.

Woodland is the County Seat of Yolo County, located 15 miles northwest of Sacramento and is spread out over 15.303 square miles. As of the 2010 Census, Woodland has a population of 55,468. The racial makeup of Woodland is as follows: 62.9% White, 1.5% African American, 1.3% Native

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American, 6.2% Asian, 0.3% Pacific Islander, 22.5% other races, 5.2% two or more races, and Hispanic or Latino of any race were 47.4% of residents.

Along with Davis, West Sacramento, and Woodland, the city of Winters and fifteen unincorporated communities make up the County of Yolo. As of the 2010 Census, 16.1% of residents are age 55 and over nine percent of individuals and families reside under the poverty line. The California Department of Veterans Affairs' VetPop2007 report estimates there were 10,996 veterans residing within the Yolo County limits between 2000-2006.

Yolo RSVP's primary focus area and partners were chosen by researching statewide critical needs and identifying one that is not being met in this geographic area. According to the 2011 Statistics from the National Center of Education, just 32% of the nation's fourth graders were reading at proficiency and above. Without intervention, the national statistics shows that fewer than 20% of students reading below grade level in third grade go on to attend college and students who are not reading at grade level by the third grade are six times more likely to leave high school without graduating. In West Sacramento, 2012 Standardized Testing and Reporting (STAR) testing showed that, only 50.1% of 5,532 children tested in grades two- to- eleven were proficient or advanced in Language Arts. Of the 7,542 students grades two-to-eleven attending schools in Woodland, only 51.4% were proficient or advanced in Language Arts. In the city of Davis, STAR test scores were significantly higher than the other two cities with 76.9% of 6,624 children testing proficient or advanced in Language Arts, but more one-on-one time could be spent with children to help strengthen listening, reading, writing, and comprehension skills. Proficiency in these skills is crucial, as being able to read and comprehend material is integrally tied to every subject in school, including math and science.

DESCRIBE YOUR PLANS AND INFRASTRUCTURE TO MANAGE RSVP VOLUNTEERS AND THEIR STATIONS AS A HIGHLY EFFECTIVE MEANS TO ADDRESSING THE IDENTIFIED

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COMMUNITY NEED(S) IN THE PRIMARY FOCUS AREA.

Yolo RSVP plans to narrow the range of volunteer opportunities by focusing on the more pressing needs in the community. With education as the top priority, RSVP will continue the partnerships as outlined in the Memorandum of Understanding (MOU) with Washington Unified School District in West Sacramento and Woodland Unified School District. RSVP will pursue a partnership with Davis Joint Unified School District, independent reading partner/reading buddy programs, and the Yolo County Office of Education for placement of volunteers in school readiness programs. A study of past academic scores, a review of schools where there is a majority of economically disadvantaged students, and a survey to each school indicating their need for more one-on-one academic assistance will dictate the schools in which RSVP will be recruiting for and placing volunteers.

The RSVP Director will ensure that there is a designated person at each site that can serve as a point of contact for the volunteers. This person will be familiar with the program, forms involved, and types of activities in which volunteers can participate. The designated staff will assign the volunteer to a classroom(s) where there is significant need for literacy tutoring. The teacher will be informed of the volunteers purpose in the classroom and will be asked to assist with tracking the progress made by students who received support from an RSVP volunteer.

DESCRIBE THE SERVICE ACTIVITIES IN THE PRIMARY FOCUS AREA THAT WILL LEAD TO NATIONAL PERFORMANCE MEASURE OUTPUTS OR OUTCOMES.

RSVP will work with schools and reading programs to ensure that a variety of service activities are available for volunteers to assist children of all ages with their language arts skills. Starting with school readiness, volunteers will work in preschool or transitional kindergarten classes to help children with skills to prepare them for reading, such as recognizing and reciting the letters of the alphabet, identifying sounds letters make, and reading to children so they can listen to what words sound like. Volunteers will keep an activity log for each child where they can document the activity and what

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skills are being introduced or practiced. RSVP will ask teachers to share pre-activity/pre-test and post-activity/post-test results so the volunteer knows where assistance is needed so that literacy gains can be reviewed and reported at the end tutoring period.

In the primary grades, volunteers will work with identified children needing assistance with language arts skills. They will provide one-on-one assistance in classrooms helping with activities such as recognizing site words, spelling and delineations, reading and comprehension, and writing complete sentences. Volunteers will be asked to keep track of the students they work with and report progress and gains at the end of the school year. Site supervisors will be asked to share pre-activity/pre-test and post-activity/post-test results with RSVP, so that language arts gains can be reported. RSVP plans to have at least 50 volunteers engaged in the education focus area.

CONNECT THE FOLLOWING THREE MAJOR ELEMENTS IN THE PRIMARY FOCUS AREA, SO THAT THE SERVICE ACTIVITIES ADDRESS THE NEED, AND RESULT IN THE ANTICIPATED OUTPUTS AND/OR OUTCOMES: 1. THE COMMUNITY NEEDS IDENTIFIED, 2. THE SERVICE ACTIVITIES THAT WILL BE CARRIED OUT BY RSVP VOLUNTEERS, 3. THE ANTICIPATED OUTPUT(S) OR OUTCOMES.

In the three target cities in Yolo County, 7,948 of 19,698 children tested are not meeting grade level standards in language arts. According to 2012 STAR tests results, in West Sacramento and Woodland, over 45% of children in grades two-to-eleven are not proficient in language arts. Although the percentage of children who are proficient or advanced in Davis schools is higher than that of West Sacramento and Woodland over 20% of children in grades two-to-eleven would benefit from assistance.

To address this need, RSVP plans to recruit and place 25% of its volunteers in programs that address language arts in school readiness settings, such as preschools and in K-12 classrooms. RSVP will also

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seek out reading programs for placement of volunteers. The volunteers that are placed in all of the educational settings will provide one-on-one tutoring with children identified by their teacher or site supervisor as needing assistance. Volunteers will be engaged in activities such as reading to children, introducing and reviewing the alphabet, introducing and reviewing site words, having children read to them, asking questions about the material read, and engaging children in listening and writing activities.

RSVP plans to have at least 50 volunteers working in school readiness programs, public school classrooms and reading programs. It is anticipated that each volunteer will provide service to a minimum of two children per school year. By the end of the school year, it is anticipated that at least 75% of the children that received services from RSVP volunteers, will have made gains in school readiness and/or have improved literacy performance. Prior to working with children, RSVP will request that teachers share activity/pre-test information with the volunteers, so they have an idea what goals their assigned children are trying to reach. At the end of the tutoring period, post-activity/post-test information will be requested to determine if the desired goals were met. This information, minus any identifying information on the children, will shared with RSVP.

Sacramento RSVP, which is also sponsored by Sacramento County DHA, has been recruiting volunteers to work with children having academic difficulty since 1971. The neighboring program has a track record of providing schools with dedicated and knowledgeable volunteers who are genuinely interested in the academic success of children. In the next three years, the project's primary focus on education and plan to have at least 50 volunteers serving in educational settings will prove to have a significant positive impact on the children served.

INCLUDE CURRENT OR PLANNED SIGNIFICANT ACTIVITIES IN SERVICE TO VETERANS AND MILITARY FAMILIES.

RSVP is confident that many of the services provided by current volunteers directly benefits

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veterans and military families. RSVP Volunteers who work in classrooms may be tutoring the child of a veteran or active duty personnel. RSVP volunteers who deliver meals to the homebound, may be providing food to a veteran and assisting them in their ability to remain in their home. RSVP will contact partnering volunteer stations and request that they share this information with the project if veteran or military family status is known about a student or client served by RSVP.

RSVP will also make efforts to pursue new partnerships with agencies within the focus areas that provide service to veterans and military families. RSVP would like to recruit volunteers for agencies that participate in activities such as transporting veterans to appointments at the VA Medical Center in Sacramento, assisting veterans with obtaining housing and employment or helping the family of active duty military personnel with services such as obtaining emergency food or needed home repairs.

Volunteers will also have opportunities to participate in short-term assignments geared towards providing services to veterans. If a Stand Down Event is scheduled in Yolo County, RSVP volunteers will be recruited to participate. Stand Downs are one to three day events where services such as food, shelter, clothing, health screenings and referrals to a variety of necessary services are provided to homeless veterans. RSVP Volunteers will assist at Stand Down Events by collecting food and supplies prior to the event, serving meals, and providing veterans with information about additional services in the community.

Recruitment and Development

DESCRIBE YOUR PLAN AND INFRASTRUCTURE TO CREATE HIGH QUALITY VOLUNTEER ASSIGNMENTS WITH OPPORTUNITIES SUCH AS SHARING THEIR EXPERIENCES, ABILITIES, AND SKILLS TO IMPROVE THEIR COMMUNITIES AND THEMSELVES THROUGH SERVICE IN THEIR COMMUNITIES:

RSVP will partner with agencies that can provide a variety of opportunities with a range of skill

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levels. The partnering agencies are asked to provide RSVP with job descriptions that include information such as the types of activities involved in the position, if training will be provided, if special skills are needed, and if there are special conditions, such as lengthy amounts of sitting or standing. These opportunities are available to potential volunteers who attend orientation, and to existing volunteers who contact the RSVP office seeking additional volunteer opportunities.

All recruited RSVP volunteers attend either an individual orientation or a bi-monthly group orientation to explore past careers, current interests and skills, restrictions, and personal reasons for volunteering. The goal is to discover the perfect match of volunteer interests and skills with community needs so that the volunteer feels they are contributing to something important and gaining personal skills, meeting new friends, and gaining a sense of accomplishment. Job descriptions for volunteer positions, as well as the current agency contacts, are available for all of the opportunities. All RSVP volunteers can request the assistance of program staff to help with introductions to an agency of interest or to find out about new opportunities. RSVP has office volunteers available on a daily basis to answer general questions about RSVP, to record hours or answer timesheet questions, and to check and respond to email that comes into the RSVP mailbox.

If volunteers are interested in assuming an organizational or supervisory function with other volunteers, arrangements are made to utilize these volunteers as 'senior leaders' who help recruit or place volunteers in agencies. Volunteers are encouraged to become members of the RSVP Advisory Council, which is an organizational structure with membership that includes individuals with an interest in and knowledge of the capabilities of older adults. Members must be willing and able to help Program Staff meet administrative and program responsibilities, such as outreach and public speaking, recruitment of new members and volunteers, fundraising, and recognition planning.

YOUR PLAN AND INFRASTRUCTURE TO ENSURE RSVP VOLUNTEERS RECEIVE THE

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TRAINING NEEDED TO BE EFFECTIVE IN THEIR ASSIGNMENTS.

When an agency partners with RSVP, the Program Director determines steps needed to begin serving. This information is passed on to volunteers who have some idea what they would like to do. For example, volunteers who will be assisting children in school settings will receive personalized direction by their assigned teacher as well as any training for new volunteers at the school site. Volunteers serving seniors receive training from their volunteer site on aging issues, establishing client relationships, problem-solving, and elder abuse. Volunteers that choose to serve at law enforcement sites are interviewed and undergo intensive training on report writing, responding to individuals who come to the office seeking assistance, providing outreach, and must complete a driving course if driving will be part of their volunteer duties. In addition to pre-service orientation, volunteers receive pamphlets on senior housing, legal, and health services. RSVP provides its volunteers with information through email and the bi-monthly newsletter about upcoming trainings related to issues such as mature driving, falls prevention, mental health, and nutrition.

DESCRIBE YOUR PLAN AND INFRASTRUCTURE TO RECRUIT A VOLUNTEER POOL REFLECTIVE OF THE DEMOGRAPHICS OF THE GEOGRAPHIC COMMUNITIES SERVED. AS APPLICABLE, INCLUDE PLANS TO RECRUIT AND PLACE: INDIVIDUALS OF ALL RACES, ETHNICITIES, SEXUAL ORIENTATION, AND DEGREES OF ENGLISH LANGUAGE PROFICIENCY; VETERANS AND MILITARY FAMILY MEMBERS AS RSVP VOLUNTEERS; RSVP VOLUNTEERS WITH DISABILITIES, INCLUDING AGE-RELATED DISABILITIES.

Yolo RSVP will utilize a variety of methods to educate the public and recruit volunteers that are representative of this diverse service area. The project will have brochures at the local libraries, senior centers and in the offices of community partners. Advertisements will be placed in community newsletters, church bulletins, and other free and low cost publications that target the senior population. Project staff or volunteers will be present at health fairs and community events to

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provide information about RSVP volunteer opportunities and benefits. In addition, project staff will take advantage of public speaking opportunities to community groups, service organizations, agency volunteer orientations and retiree groups. RSVP will participate in special events within different racial and ethnic communities and will have introductory material translated into a variety of different languages. The program sponsor, Sacramento County DHA, has translation services that RSVP can utilize to communicate with potential volunteers who do not speak English. RSVP will also have staff, volunteers or information available at Lesbian, Gay, Bi-sexual and Transgender (LGBT) community events.

RSVP will participate in events that honor veterans and agencies that serve veterans and military families. Age eligible veterans and family members will be encouraged to join RSVP while others that are younger, but interested in service, will be encouraged to contact Hands On Networks, The Volunteer Center or to look for local opportunities on Volunteer Match. Program staff is sensitive to the needs of individuals with differing abilities and makes every effort to accommodate volunteers for orientation and placement needs. For example, RSVP will tailor presentations to meet the needs of the audience. In a recent presentation, the size of text and use of colors were altered for an interested group with macular degeneration.

YOUR PLAN AND INFRASTRUCTURE TO RETAIN AND RECOGNIZE THE RSVP VOLUNTEERS.

When a match is made between a volunteer and volunteer site, RSVP continues the support for the volunteer by providing accidental/supplemental insurance, mileage reimbursement if needed, assistance by the RSVP office during business hours and recognition. Recognition begins after the first month of volunteering, as each volunteer receives a welcome letter and a small gift when the first timesheet is received. Throughout the year, RSVP volunteers receive the bi-monthly newsletter with the most recent volunteer opportunities as well as program information and activities in their area.

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The newsletter is also used to recognize volunteers that are honored for their service by their volunteer site. For volunteer birthdays, cards are signed by RSVP's Director and Advisory Council and sent in the volunteer's birthday month. The program also sends out pins to all volunteers, each year, honoring their years of service. Further, each year, a recognition event is held to honor all volunteers. Historically, this consists of lunch, recognition of milestone years of service, and appreciation by local government officials. On occasion, community members have donate tickets to sports events and concerts for the RSVP volunteers. RSVP also sends "get well" cards if a volunteer's illness is known, and sympathy cards are sent to families when an active or former volunteer passes away.

RSVP encourages partnering agencies to recognize their volunteers in their newsletters and recognition events, and seeks out opportunities to nominate volunteers for local and nationwide awards. Recently, a volunteer who coordinates RSVP's Veteran's History Project was nominated for a California Volunteers' Volunteer of the Year award. Although she did not win, she was recognized in the RSVP newsletter by a county assemblyman and received a letter from the awarding organization thanking her for her service.

Program Management

DESCRIBE YOUR PLAN AND INFRASTRUCTURE TO ENSURE MANAGEMENT OF VOLUNTEER STATIONS IN COMPLIANCE WITH RSVP PROGRAM REGULATIONS AND APPLICABLE LAWS.

Volunteer stations are selected and supported if they address community needs, provide staff support, and supervise volunteers. Memorandums of Understanding (MOU) established between the sponsor and the volunteer stations describing the roles and responsibilities of each party are approved for no more than three-year periods and can be amended at any time if changes are needed. Prior to renewal of an MOU, the RSVP Director carefully reviews several factors such as the number of volunteers each agency has had for the three-year duration, the support given by the agency, the

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opportunities they have made available for volunteers. The RSVP Director then makes a decision on whether or not to renew the MOU as-is, or to revise it to better fit the national priorities. Volunteer stations are also provided with a volunteer handbook at the beginning of the partnership and at each renewal; this information is provided so they are familiar with the timesheet process, reporting accidents, volunteer benefits and the activities volunteers are told that they cannot participate in as a RSVP volunteer. For example, school volunteers are told that they are not permitted to transport children to/from their school site, provide their personal information to children or parents or participate in religious or political activities on campus. RSVP expects agency partners to correct volunteers who violate these rules and to contact RSVP if such activities take place.

DESCRIBE YOUR PLAN AND INFRASTRUCTURE TO DEVELOP CAPACITY TO RECRUIT AND MANAGE VOLUNTEER STATIONS THAT ADDRESS SPECIFIED UNMET COMMUNITY NEEDS OUTSIDE THE PRIMARY FOCUS AREA.

Volunteer stations, both those in the primary focus area and those that service other focus areas and community priorities, will be visited during the year by the program director or an Advisory Council member. This will be done in order to ensure quality service, support volunteers in their efforts, ensure volunteers receive adequate training and resources to make an impact, evaluate additional training needs, and ensure close station/volunteer/program communication. Additionally, the RSVP Director keeps in close contact with all stations through a combination of site visits, phone calls, letters, and emails. The volunteer stations supervisors are invited to attend training/orientation each year with the program staff and advisory council to promote networking and clear understanding of the program, and attend the annual volunteer recognition event. In many of the community priority areas, such as law enforcement and ombudsman services, there is a volunteer with years of experience within the agency and that also has a firm understanding of RSVP policies and procedures that serves as a volunteer leader. With the consent of the RSVP Director and agency

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supervisor, these volunteers take the lead in recruitment and the placement of new volunteers, assist with training and serve as the reporter for all of the volunteer hours in their agency. Having volunteer leaders in place in many of the agencies that have multiple volunteers and activities is a benefit to the program. Volunteer leaders ensure that all timesheets are collected and submitted on time, and they often know in advance and inform the RSVP Director about volunteer site changes or if a volunteer is no longer serving.

DESCRIBE YOUR PLAN AND INFRASTRUCTURE TO RESPONSIBLY GRADUATE VOLUNTEER STATIONS TO MEET CHANGING COMMUNITY NEEDS AND MINIMIZE DISRUPTIONS TO CURRENT VOLUNTEERS IF POSSIBLE.

To meet changing community needs, volunteer stations that do not have activities which fall into the education focus area or other CNCs' priority areas, may need to be graduated. RSVP will first start with graduating volunteer stations where there have been no volunteers reporting hours in the past six months, or where the volunteer activities and hours are episodic, such as volunteers who serve only at annual, semi-annual, or quarterly events. Next, stations that have only one to two volunteers serving, where they are not engaged in primary focus, other focus area, or capacity building activities, will be reviewed. If the program is close to capacity in the community priority area, the RSVP Director will contact this agency and inquire about offering the RSVP volunteers positions in focus areas, if possible. RSVP will also contact the volunteers, explain the situation, and inquire if they are amenable to a change in volunteer activity. If there are no such activities, within a volunteer site or the volunteers decline a change in work, RSVP will need to discontinue the relationship with the agency and inform the volunteers that they can no longer be RSVP volunteers. This transition will be done carefully and thoughtfully with a letter thanking these agencies for their partnership with RSVP and referral to other volunteer agencies that may be able to assist them with recruitment efforts. A letter will also be sent to departing volunteers thanking them for their service and inviting them to

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return if they would be interested in participating in a volunteer activity within focus areas or capacity building areas.

DESCRIBE YOUR PLAN AND INFRASTRUCTURE TO ASSURE NATIONAL PERFORMANCE MEASURE OUTCOMES AND OUTPUTS ARE MEASURED AND COLLECTED.

Volunteers that are participating in primary and other focus area activities, as well as capacity building will be informed of the need for RSVP to report the impact of their service. This will require RSVP to provide the tools needed for volunteers to track the number of people they serve, record skills before volunteer interaction and gains made nine to twelve months afterwards. Site supervisors will be informed that collecting information and reporting impact is crucial to the project's continued existence and written instruments may be provided to their agency and those served by RSVP Volunteers.

DESCRIBE YOUR PLAN AND INFRASTRUCTURE TO MANAGE PROJECT RESOURCES, BOTH FINANCIAL AND IN-KIND, TO ENSURE ACCOUNTABILITY AND EFFICIENT AND EFFECTIVE USE OF AVAILABLE RESOURCES.

Sacramento County, Department of Human Assistance (DHA) has handled federal monies since 1935 and RSVP, like all Department programs, has a structure in place to manage project resources. When purchases are made, invoices are reviewed by program staff and forwarded to the DHA Financial Management staff for payment processing and input into COMPASS (General Ledger and related systems). This information is then forwarded to Sacramento County's Department of Finance who conducts a final review and completes the process in COMPASS including printing and mailing of checks to vendors. An Accountant keeps track of project balances, in-kind match resources, and prepares a monthly financial report from information in COMPASS. This report is updated with current activities and sent to the appropriate funding agency. RSVP has an office volunteer who assists with mileage reimbursement and billing and the program sponsor has clerical staff that RSVP

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utilize to order supplies and manage petty cash. Sacramento County DHA provides in-kind space for staff and office volunteers, fingerprinting for volunteers working within the department, and employs a Program Manager to support RSVP, Foster Grandparent and Senior Companion programs and is responsible for fiscal oversight.

Along with RSVP grant funds and in-kind resources, support is received from other agencies and programs. RSVP and the other Senior Volunteer Programs in DHA were successfully secured additional funding from Job Access Reverse Commute (JARC) and New Freedom Federal transportation funding to help provide volunteer mileage reimbursement and cover administrative support. In addition, RSVP receives community donations for support of the Veteran's History Project and the Neighborhood Emergency Training Program (NET).

Organizational Capability

DESCRIBE YOUR ORGANIZATION'S CAPABILITY TO OPERATE THE RSVP PROJECT THAT YOU PROPOSE WITH RESPECT TO: YOUR PLANS AND INFRASTRUCTURE TO PROVIDE SOUND PROGRAMMATIC AND FISCAL OVERSIGHT, DAY-TO-DAY OPERATIONAL SUPPORT AND DATA COLLECTION, TO INCLUDE CLEARLY DEFINED INTERNAL POLICIES.

Sacramento County DHA provides Yolo RSVP, Sacramento RSVP and the other two senior corps programs with a Program Manager who provides support, budget development and oversight. The RSVP Director meets at least weekly, or more often if needed, with the Program Manager to ensure program quality, goals, objectives, and grant requirements are being met, and to make sure program activities are aligned with DHA's Mission.

With regards to fiscal oversight, separation of duties is maintained to ensure that there is not a possibility of fraud or misrepresentation. The RSVP Grant expenditures are monitored at least once a month and are compared to the budget categories. Purchases made by RSVP must adhere to federal, state and county guidelines, and a separate fiscal staff is responsible for ensuring that program staff

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submit appropriate purchase forms, reconcile procurement card statements and submit all invoices and receipts

RSVP utilizes Volunteer Reporter software (VolSoft) to manage volunteer information. Data such as monthly hours served, volunteer positions, emergency contact information, and preferences, such as receiving a mailed timesheet or a reminder to email the timesheet are some of the items entered for each volunteer. VolSoft is able to create custom reports, spreadsheets, templates, and track in-kind donations and MOU renewals. The information generated from VolSoft makes it easier to report impact to the Program Sponsor and report progress to the Corporation For National and Community Service.

PROVIDE DESCRIPTIONS OF CLEARLY DEFINED STAFF POSITIONS, INCLUDING HOW THESE POSITIONS WILL BE SUSTAINED AND (AS APPLICABLE) IDENTIFICATION OF CURRENT STAFF ASSIGNED TO THE PROJECT.

The paid staff positions that will support RSVP consist of a Program Manager, Program Director, Program Coordinator, Eligibility Specialist and Accountant II. The Program Manager position, who will oversee RSVP as well as Foster Grandparent and Senior Companion programs, is partially funded by grants and Sacramento County DHA. This position is responsible for reviewing and evaluating the work of staff, developing policies, procedures, and performance standards to enhance program services and operations, coordinating program operations with other sponsor programs, outside agencies and assure compliance with grant and contract terms. The Program Manager who currently oversees the Senior Corps Programs was previously the manager of DHA's Senior Nutrition Services Program, and was responsible for the oversight of 70 staff and over 300 volunteers who prepared, delivered and served 2,500 meals per day through the congregate and home delivered meals programs. The current Program Manager is Janine Brown.

The Program Director position, which will be funded by CNCS is responsible for the overall

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management of RSVP including grant writing, budget development, program reporting, recognition planning, outreach and recruitment, and directing the work of staff and volunteers. The current Program Director has 5 years experience with Senior Corps programs, and has a background in child welfare and child development. The current Program Director is Mary Parker.

The Program Coordinator will be a full-time position funded by CNCS and Sacramento County DHA. In this position, the coordinator will be responsible for recruitment and placement of volunteers, outreach and training specifically in Yolo County for three days each week. The Program Coordinator will devote the remaining days to other DHA programs. This position is currently vacant and will be filled in mid November 2012.

To assist the Program Coordinator, a part-time Program Coordinator Assistant will assist with special projects in Yolo County, such as the Neighborhood Emergency Training Project for seniors. She will also follow up with volunteers that attend orientation, gather information and design Yolo RSVP's newsletter and seek out opportunities for recruitment. The current Program Assistant is Sally Saunders.

An Accountant II will devote a small portion of their work hours to CNCS' reports with the remaining hours working on other financial management tasks within DHA. In this position, the accountant II. will be responsible for the reconciliation of expenditures and preparing financial reports. The current accountant has been performing this function with DHA's community services for the past five years. The current Accountant II is Kamal Singh.

YOUR ORGANIZATION'S TRACK RECORD IN THE PRIMARY FOCUS AREA, SENIOR SERVICE, MANAGING VOLUNTEERS, AND IN MEASURING PERFORMANCE.

In 1994, when DHA became the program sponsor for Sacramento RSVP, tutoring children in reading remained a priority in terms of recruitment and placement of volunteers. DHA also sponsors the Foster Grandparent Program where 105 low income seniors, in Sacramento and Yolo Counties,

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give 15-20 hours each week working one-on-one with children with special needs. In 2010, the sponsoring agency supported Sacramento's RSVP decision to expand service to include Sacramento Unified City School District due to their need for more assistance to help children achieve grade level reading. The Corporation For National and Community Service awarded the project \$21,000 to help RSVP recruit, train, and place volunteers to meet this need. Currently, RSVP partners with Washington Unified School District in West Sacramento and Woodland Unified School District. DHA's Sacramento RSVP partners with four large school districts in Sacramento County, one school district in Placer County, and Reading Partners, a successful and nationally known reading program that serves various schools in the proposed geographic area.

In addition to RSVP and FGP, Sacramento DHA sponsors the Senior Companion Program which supports 31 volunteers that provide companionship and transportation to their frail and/or homebound clients. DHA also utilizes volunteers (employees and RSVP volunteers) to help low-income families apply for the Earned Income Tax Credit program. From 1994 to June 2010, DHA sponsored Senior Nutrition Services (SNS), a program that provided congregate and home delivered meals to seniors. In addition to the Senior Corps Programs, in 2009, DHA staff managed 352 volunteers who participated in activities such as assembling and packing meals, scheduling and training delivery drivers, transporting food to homebound seniors, and supporting management and fundraising operations.

Sacramento DHA welcomes volunteers and interns that are not eligible for the Senior Corps programs and is able to place them in a variety of opportunities within their bureaus. DHA bureaus are scattered throughout Sacramento and one is located in West Sacramento. An Associated Service Officer (ASO II) in DHA Administration is responsible for assisting volunteers through the pre-service steps such as fingerprinting, obtaining an ID badge and with placement. Once the volunteer is placed, they are supervised by DHA staff at the assigned bureau.

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All departments within DHA are involved in performance measurement and these are posted monthly at Executive Management meetings. An assessment is made to ensure that goals are being met and if not, what assistance, training or other resources are needed to help accomplish these goals.

YOUR ORGANIZATION'S CAPABILITY TO DEMONSTRATE STRONG ORGANIZATIONAL INFRASTRUCTURE, INCLUDING: (1) TANGIBLE ASSETS SUCH AS FACILITIES, EQUIPMENT, AND SUPPLIES; (2) GOVERNANCE STRUCTURE AND OPERATIONS, SUCH AS INTERNAL POLICIES, PURCHASING PROCEDURES, AND PERSONNEL MANAGEMENT; (3) ROLE OF COMMUNITY PARTICIPATION GROUP, SUCH AS AN RSVP ADVISORY COUNCIL, TO ENSURE INPUT FROM THE COMMUNITY; AND (4) THE EXISTENCE OF ROBUST MANAGEMENT SYSTEMS AND PAST EXPERIENCE MANAGING FEDERAL GRANT FUNDS.

Sacramento County has its own Human Resources Department, and the roles of staff and administration are clearly defined. All staff in the program operate within Sacramento County job descriptions. Staff performance is evaluated through the Performance Enhancement Program, a web based tool designed to provide employee, supervisor, and managers with an effective evaluation tool with which to communicate performance expectations. Staff meets with the Program Manager on a weekly basis to ensure smooth program operation, development and implementation of plans for self-assessment, evaluation, and continuous improvement. Sacramento County has a travel policy in place that county staff are required to follow. The County's General Services Division insures adequate infrastructure for staff, provides supplies, and has purchasing procedures in place. The County's Information Services Division provides needed technology equipment, applications, and services to staff. In addition, the sponsor provides in-kind support to the program by providing the needed space, equipment, administrative support, supplies, and purchasing procedures to run the program.

Along with paid staff, the project will have an Advisory Council that will assist the Program Director with program evaluation, outreach and recognition. Community members, volunteers and local

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business representatives with an interest and knowledge of older adults and aging, are welcome to submit an application to be on the council and are informed prior to applying that a one year commitment is necessary and including bi-monthly attendance at all meetings. New members will be given an orientation to acquaint them with the purpose of RSVP, the council's role and what will be expected of them as members. Advisory council meetings will be held bi-monthly, or more frequently, if needed. Members participate in outreach activities such as health fairs and fundraisers, participate in stakeholder surveys and provide program evaluations to volunteer stations. In addition, Advisory Council Members visit existing volunteer sites to obtain an understanding of volunteer functions, visit and meet the agency contacts at potential volunteer sites, and take an active role in the recognition of volunteers.

The County of Sacramento, DHA Financial Management Division manages over \$32 million dollars in federal grants annually for the Community Services Division. The fiscal records are the responsibility of the Chief of Finance, and are housed at the Financial Management office at 2433 Marconi Avenue, Sacramento. DHA Financial Management staff utilizes COMPASS (General Ledger and related systems) to account for the grants of RSVP and the other Senior Corps Programs. The CNCS budget for the RSVP Program is tracked in a unique Work Breakdown Structure (WBS) accounting system. The accounting records of the grants are maintained on an accrual basis while reconciliation of expenditures and grant balances reports are completed monthly by a staff accountant. In the unlikely event any expenditure were found to be illegal, the County would return those funds to the granting agency.

DEMONSTRATE HOW YOUR ORGANIZATION WILL ADEQUATELY SUSTAIN THE PROPOSED REQUIRED NON-FEDERAL SHARE.

Sacramento DHA provides RSVP with in-kind office space, office supplies, office equipment, training, and technical support for staff and volunteers. Along with grant funds, DHA pays a portion

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of the salary and benefits for a Program Manager to oversee program operations. The value of this combination of support exceeds the 30% non-federal share. RSVP also \$25.00 a month for each volunteer who serves in schools within the San Juan Unified School District. This contribution is used to supplement volunteer costs and cannot exceed \$4,000 per school year. This money is placed into RSVP's local funds and can be used, when needed, for program operations.

Other

N/A

PNS Amendment (if applicable)

N/A