

PART I - FACE SHEET

APPLICATION FOR FEDERAL ASSISTANCE		1. TYPE OF SUBMISSION: Application <input checked="" type="checkbox"/> Non-Construction														
Modified Standard Form 424 (Rev.02/07 to confirm to the Corporation's eGrants System)																
2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS): 10/11/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 13SR143634	4. DATE RECEIVED BY FEDERAL AGENCY: 10/11/12	FEDERAL IDENTIFIER:														
5. APPLICATION INFORMATION																
LEGAL NAME: Family Service of Champaign County DUNS NUMBER: 199458563	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Karen Bodnar															
ADDRESS (give street address, city, state, zip code and county): 405 South State Street Champaign IL 61820 - 5129 County: Champaign	TELEPHONE NUMBER: (217) 359-6500 FAX NUMBER: (217) 359-6550 INTERNET E-MAIL ADDRESS: rsvpchampaign@gmail.com															
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 370663559	7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Community-Based Organization															
8. TYPE OF APPLICATION (Check appropriate box). <input checked="" type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below):	9. NAME OF FEDERAL AGENCY: Corporation for National and Community Service															
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002 10b. TITLE: Retired and Senior Volunteer Program	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: RSVP of Champaign, Douglas and Piatt Counties															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Illinois Opportunity #7: Champaign, Piatt and Douglas Counties in Illinois	11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
13. PROPOSED PROJECT: START DATE: 04/01/13 END DATE: 03/31/16	14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="IL015"/> b.Program <input type="text" value="IL015"/>															
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 style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; border-bottom: 1px solid black;">a. FEDERAL</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 62,306.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">b. APPLICANT</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 77,940.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">c. STATE</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 28,943.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">d. LOCAL</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 3,500.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">e. OTHER</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 45,147.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">f. PROGRAM INCOME</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 350.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">g. TOTAL</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 140,246.00</td> </tr> </table>	a. FEDERAL	\$ 62,306.00	b. APPLICANT	\$ 77,940.00	c. STATE	\$ 28,943.00	d. LOCAL	\$ 3,500.00	e. OTHER	\$ 45,147.00	f. PROGRAM INCOME	\$ 350.00	g. TOTAL	\$ 140,246.00	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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g. TOTAL	\$ 140,246.00															
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: Karen Bodnar	b. TITLE:	c. TELEPHONE NUMBER: (217) 359-6500														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/11/12														

Narratives

Executive Summary

Family Service RSVP has served Champaign, Piatt & Douglas Counties for 40 yrs. An estimated 500 volunteers will serve. They will deliver groceries to chronically hungry low-income seniors; provide emergency food to individuals and families at pantries and soup kitchens; provide transportation to medical appointments and home delivered meals for older adults and/or the disabled; deliver library books, provide food, home repair, yard work, etc to the homebound and frail elderly, provide adult literacy services, serve children in child safety & welfare programs, tutor in K-12 and early childhood education programs, provide tax-aide services to the economically disadvantaged, serve veterans and military families and they will work in hospitals, libraries, museums and non-profit agency offices. Volunteers will serve a network of 80+ stations such as food banks, soup kitchens and food pantries, Meals on Wheels, Faith in Action, transportation programs, AARP Tax-Aide, Project Read, local schools and social service agencies. 249 volunteers will serve in our Primary Focus Area, Healthy Futures. At the end of the 12-month performance period, chronically hungry seniors and economically disadvantaged families will report increased food security; the frail elderly and disabled individuals will continue to live at home and will report increased social ties/perceived social support; low-income tax payers will have increased their knowledge of tax credits and tax law and will have increased comfort levels in filing their own returns; children ages 3-5 will demonstrate gains in school readiness; older students will have improved their academic performance and college readiness, veterans and military families will have received transportation, access to services, comfort and other services; adult learners & ESL learners will have received job skill development services and English skills and to increase their employability. Libraries, hospitals, museums, social service agencies and other non-profits will be better able to serve their clients with the assistance of RSVP volunteers. The CNCS federal investment of \$62,306 will be supplemented by \$77,940 in state and local support.

Strengthening Communities

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Family Service RSVP serves Champaign, Douglas and Piatt Counties in east central Illinois.

Population estimates (2011) per the U.S. Census Bureau: Champaign Co - 201,685; Douglas Co -- 19,836; Piatt Co -- 16,675. Percentage of persons ages 65+ per county (Ibid): Champaign 10.2%; Douglas 16.0%; Piatt 16.7%. About 66% of the employed residents in Douglas County are in farming; in Piatt Co. approximately 85% are farmers. In Champaign County, approximately 1% of residents are farmers, 8% work in manufacturing and 36% work in education and healthcare. (United Way of Champaign County 2011 Community Report).

20.5% of Champaign County residents live in poverty; 10% receive food stamps; 8.8% live in extreme poverty. Over 25% of those living in poverty are children. (UW 2011 Annual Report) 7.6% of Piatt Co residents and 10.2% of Douglas Co residents are below the poverty level. (U.S. Census Bureau) As a result of the ongoing economic downturn, our tri-county area is seeing an increase in food insecurity. A national hunger study, "Map the Meal Gap 2011" by Feeding America, reports that "79,000 people in East Central Illinois do not have enough to eat and more than half of them may not qualify for federal food assistance." Food insecurity for Champaign Co is at 15.5%; Douglas Co, 11.7%, and Piatt Co, 10.6%. The Eastern Illinois Foodbank estimates that its network of food pantries, soup kitchens and other agencies serves 100,000 individuals each year (Champaign-Urbana News-Gazette, 3/25/11.) According to the Eastern Illinois Foodbank's Annual Report, the number of ELDERLY visits to the Foodbank's network of programs rose from 864 to 8,048 in a four-year period.

Both the Illinois Cares Rx Program and the Circuit Breaker Property Tax Relief Grant ended July 1, 2012. Illinois Cares Rx paid part of prescription drug costs and Medicare Part D premiums for 118,000 low-income senior residents throughout the state. The Circuit Breaker grant offered property tax assistance to low-income senior homeowners. With the demise of these money-saving programs for low-income older adults, this demographic may have to choose between spending their limited dollars on prescription drugs or on food and their overall health and ability to remain independent will

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suffer as a consequence. One local home care organization noted "There's a real danger that some seniors will simply do without crucial medication. They really are making a choice between medicine and eating."

Nationally, the population of ages 65+ is predicted to increase from 35 million in 2000 to 55 million in 2020; the 85+ population is projected to increase from 4.2 million in 2000 to 6.6 million in 2020. Illinois saw a 22% increase in residents ages 85+ from 2000-2010. (U.S. Census Bureau)

According to the East Central Illinois

Area Agency on Aging, the 60+ population in east central Illinois will increase 69% by 2030.

Because the skills and abilities associated with driving tend to diminish with age, viable transportation alternatives for the elderly are a local imperative. Transportation was cited as one of the most profound problems facing local seniors in a report issued by the largest local medical center which has offices in the 3 counties we serve (Carle Foundation Hospital Senior Needs Assessment). The study was conducted with specific emphasis on health care, poverty, unmet needs and gaps in service as they relate to the senior community. Transportation issues included the loss of a driver's license, a lack of transportation services for those just above poverty level and the need for transportation to routine, non-emergency outpatient visits.

According to research by the American Association of Retired Persons (AARP) nine out of 10 seniors prefer to grow old in their own homes, often referred to as "aging in place." Even if they begin to need day-to-day assistance or ongoing health care during retirement, most (82 percent) would prefer to stay in their homes. Only a few express a preference for moving to a facility where care is provided (9 percent) or for moving to a relative's home (4 percent). Living under one's own rules is a key reason for staying in one's own home, with 42% of seniors choosing it as one of their top three considerations. But aging in place (and avoiding the widespread dread of going to a nursing home) successfully requires support services.

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45% of our volunteers currently serve in our primary focus area, Healthy Futures; we will increase to 50% to promote Independent Living for homebound/older adults/individuals with disabilities, enabling them to age in place; the rest in Healthy Futures will address food insecurity - long-term hunger in the low-income elderly and emergency nutrition needs for individuals and families or provide health insurance information to Medicare and Medicaid beneficiaries.

Program management for RSVP volunteers and the stations they serve may vary based upon the confidentiality, screening, and training needs for each of our non-profit partners. We have over 25 stations that offer volunteer opportunities to serve within the Healthy Futures focus area - we have a 3-yr signed Memorandum of Understanding with each and we have written job descriptions on file for the volunteers. Volunteers are recruited by a full-time RSVP Site & Volunteer Coordinator and/or the full-time RSVP Director and trained and oriented by the program managers for the various programs. Volunteers for Food for Seniors, Meals on Wheels, Faith in Action and Senior Transportation programs are eligible for mileage reimbursement through their stations. All RSVP volunteers are covered by supplemental auto, medical and life insurance and those not offered mileage reimbursement through the station may request reimbursement through RSVP. We meet with individual program managers to review their activity and outcome tracking tools, needs assessments, training, volunteer recognition, and more at least every three years at their MOU renewal conference. RSVP offers volunteer recognition events throughout the year and station representatives nominate their volunteers for individual service awards. Each year, RSVP staff serves on the planning committee for an all-day East Central Illinois Volunteerism Conference which offers continuing education opportunities for volunteers and for paid staff who manage volunteers.

HEALTHY FUTURES SERVICE ACTIVITIES a) RSVP "Food for Seniors" volunteers currently deliver a sack of supplemental groceries to up to low-income senior clients twice each month. b) RSVP volunteers currently serve local food pantries, soup kitchens and the Eastern IL Food Bank; they cook

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& serve meals, assist clients in choosing pantry items, and load/unload and/or shelve food items. c) RSVP volunteers currently provide Independent Living/Friendly Visiting -- cooking, lawn or house cleanup, home repair, money management assistance and more to homebound, elderly or disabled clients. d) RSVP volunteers currently provide Independent Living/Transportation services -- driving clients to medical appointments and "quality of life" activities. e) RSVP members currently provide Independent Living/Home Delivered Meals services through Meals on Wheels and Peace Meal home delivery programs. f) RSVP Senior Medicare Patrol volunteers currently provide information about Medicare/Medicaid and health insurance fraud issues to senior housing sites and at community events.

a) **COMMUNITY NEED:** Per the Eastern Illinois Foodbank (which serves all 3 counties in our service area) Annual Report, the number of elderly visits to the Foodbank's network of programs rose from 864 to 8,048 in a four-year period. Seniors require greater consideration towards their health and medical needs that can become compromised when there is not enough food to eat. A study which examined the health and nutritional status of seniors found that food insecure seniors had significantly lower intakes of vital nutrients in their diets when compared to their food secure counterparts. In addition, food insecure seniors were 2.33 times more likely to report fair/poor health status and had higher nutritional risk. (Lee JS, Frongillo, Jr. EA. Nutritional and health consequences are associated with food insecurity among U.S. elderly persons. *J. Nutr.* 131: 1503-1509, 2001).

RSVP Service Activity: Twice each month, "Food for Seniors" volunteers currently deliver a sack of groceries to the doors of low-income seniors in Champaign & Urbana. In addition to receiving food, clients often receive flyers or handouts about other services available. We will recruit additional volunteers to serve within the Food for Seniors Program. **Anticipated Output(s) or Outcome(s):**
Output: individuals will receive support, services, education and/or referrals to alleviate long-term hunger. **Outcome:** seniors will report increased household food security.

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b) **COMMUNITY NEED:** The Eastern Illinois Foodbank serves emergency food programs in 14 counties in east central Illinois, including Champaign, Piatt and Douglas. EIFB reports that it has never distributed more food to its member agencies than they did in FY11. But then, they've never seen a need this great. The number of people served by the Foodbank's member food pantries continued its upward trend in FY11. And new data released this year reports that a staggering 16% of people -- including nearly 1 in every 4 children -- in eastern Illinois are food insecure. In fiscal year 2011 EIFB distributed 6.8 million pounds of food - enough to provide more than five million meals. (EIFB 2011 Annual Report) EIFB partners serve 100,000 people annually, including 33,000 children. (In an area with a total population barely surpassing 500,000). **RSVP Service Activity:** RSVP volunteers currently cook & serve meals at soup kitchens, assist clients in choosing pantry items at food pantries, and load/unload and/or shelve food items at the food bank. **Anticipated Output:** individuals will receive emergency food from food banks, food pantries, or other non-profit organizations

c) **COMMUNITY NEED:** The percentage of persons ages 65+ per county (U.S. Census Bureau): Champaign 10.2%; Douglas 16.0%; Piatt 16.7%. National and local predictions forecast the numbers to continue to increase at alarming rates. The benefits of aging in place are indisputable: it allows seniors to maintain social networks, limits negative effects of relocation, and importantly, minimizes the provision of unnecessary care, instead offering a range of flexible services to fit individuals' needs, thereby reducing costs. (Lawler, K. (2001, October). Aging in place: Coordinating housing and health care provisions for America's growing elderly population. Cambridge, MA & Washington, DC: Harvard Joint Center on Housing Studies & Neighborhood Reinvestment Corporation.) **RSVP Service Activity:** Volunteers currently do grocery shopping, cook, mow lawns, clean homes, help with minor home repair, provide bill payment and money management assistance, and more to homebound, elderly or disabled clients. **Anticipated Output:** At least 85 homebound OR older adults

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and individuals with disabilities will receive food, transportation, or other services to live independently.

d) COMMUNITY NEED: "Thank you so much for driving me to my doctor's appointments. You always greeted me with a smile and spoke kindly to me....I'm able to drive now, but your help was sent from God" - from a senior client, Family Service Senior Transportation Program in a note to her RSVP volunteer. The availability of safe, dependable and adequate transportation enables older adults and disabled persons to live independently in their communities, helps to prevent isolation, depression and a host of other concerns, including the need for long-term care placement in many cases. The lack of adequate transportation was cited as one of the most profound problems facing local seniors in a report commissioned by a local hospital group. According to 'Aging in Place, Stuck without Options', "absent access to affordable travel options, seniors face isolation, a reduced quality of life and possible economic hardship. A 2004 study found that seniors age 65 and older who no longer drive make 15% fewer trips to the doctor and 59% fewer trips to shop or eat out than drivers of the same age. A 2002 study in the American Journal of Public Health found that men in their early 70s who stop driving will need access to transportation alternatives for an average of 6 years; women in the same age group will, on average, need transportation alternatives for 10 years." RSVP Service Activity: Volunteers currently use their own vehicles to drive the frail elderly or disabled to medical appointments, to the grocery store, and to "quality of life" activities.

Anticipated Output(s) or Outcome(s): Output: older adults and individuals with disabilities will receive transportation services to live independently. Outcome: older adults and individuals with disabilities will report having increased social ties/perceived social support.

e) COMMUNITY NEED: "I want you to know how much my family appreciated the Meals on Wheels Program. Meals on Wheels allowed my mother to live in her home until just 2 days before she died at age 96 ½." Son of client, Champaign-Urbana Meals on Wheels Program. According to the

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East Central Illinois Area Agency on Aging, the 60+ population in east central Illinois will increase 69% from 138,592 to 234,624 by 2030 and those 85+ in Illinois will grow to 402,311. Many of the volunteers who deliver for MOW and Peace Meal are RSVP members, seniors themselves. MOW serves urban clients and Peace Meal delivers prepared meals to rural areas. Homebound clients of both programs will receive a hot, nutritionally balanced meal and they and their family will have peace of mind knowing that someone is checking on them weekdays when younger family members may be working and unable to attend to a parent or grandparent. RSVP Service Activity: Volunteers currently use their own vehicles to deliver prepared meals through Meals on Wheels and Peace Meal home delivery programs. At the same time, the volunteers' visits constitute a friendly "wellness check" and volunteers will report any concerns to program managers. Anticipated Output(s) or Outcome(s): Output: homebound OR older adults and individuals with disabilities will receive food and other services to live independently. Outcome: homebound OR older adults and individuals with disabilities will report having increased social ties/perceived social support.

f) COMMUNITY NEED: According to some estimates, health care fraud is a \$250 billion-a-year industry, and about \$100 billion of that is stolen from Medicare, the health care program for the elderly, and Medicaid, the insurance program for the poor and disabled. It is estimated that \$.20 of every dollar spent on Medicare is wasted due to fraud and error. This not only wastes tax-payer dollars, but may keep a legitimate insurance claim from being paid, cheating seniors of the benefits to which they are entitled. The SMP program uses the skills of older adult volunteers to reach Medicare and Medicaid beneficiaries across the state of Illinois with the SMP message: Protect, Detect, Report. Volunteers empower beneficiaries to prevent, detect, and report healthcare fraud by providing outreach and education on health care fraud in their communities. RSVP Service Activity: RSVP volunteers give presentations to Medicare/Medicaid beneficiaries on health care fraud topics, provide information and education at community events or community locations, such as health/senior fairs,

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senior centers, civic or faith-based organizations, food pantries, etc., and/or assist with media outreach by writing press releases, letters to the editor, newsletter articles, etc. or by creating flyers or other advertisements to promote SMP educational events. Output: health care beneficiaries/clients to whom information on health insurance, health care access and health benefits is delivered.

VETERANS & MILITARY FAMILIES: There are no VA Outpatient Clinics, Medical Centers, or Vet Centers in our immediate area. RSVP volunteers will provide transportation (either in their own vehicles or in the VA van) to medical appointments some 38-60 miles away. Others will mentor unemployed veterans (employment rates among veterans will increase as a result). Volunteers will provide end-of-life support and comfort to veterans at any one of the 15 nursing homes in our area. Finally, family members of active service personnel will be provided the opportunity to "Skype" with their soldiers at events hosted by other RSVP members.

Recruitment and Development

Our office is located within a senior center in downtown Champaign. Occupancy expenses are provided to us as an in-kind contribution from our local newspaper, The News-Gazette (valued at \$18,468 per year for rent and utilities.) Our staffing infrastructure for all facets of recruitment and development consists of 2.4%FTEs ("full-time equivalent" employees.) We have budgeted \$57,682/year for direct program staff salaries and \$18,875 for payroll taxes and life and health insurance (the latter two for full-time staff only.) Volunteer recruitment and development are the primary responsibilities of a full-time Volunteer & Site Coordinator, supported by a full-time Program Director who directs the work of the Coordinator and serves in an adjunct role in this area; a 0.33%FTE Information Coordinator is responsible for data management, using the Volunteer Reporter software program; a 0.07%FTE clerical person assists the staff with filing, etc. Each staff member has a written job description on file. In addition to paid staff, we have 1.21%FTEs in unpaid (volunteer) staff who serve as receptionists, volunteer "mobilizers", special events planners, etc.

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Finally, we have a 12-person Community Advisory Council which is responsible for helping to recruit new volunteers and new non-profit partners. Council Bylaws also stipulate that the Council may make advisory recommendations re: establishment of goals and objectives, development of the planning, operating, and policies and procedures of RSVP, compliance with requirements of Corporation for National and Community Service (CNCS) and other program funders and volunteer recognition. The Program Director reports to the full-time Agency Executive Director.

Our RSVP volunteers benefit from rewarding experiences that help to reduce stress and increase happiness. The Corporation for National & Community Service itself notes the many health benefits associated with volunteering that result from the sense of accomplishment that senior volunteers feel when helping others. As recently as January 2012, we surveyed our members to see if there was a definitive correlation between their health and the meaningfulness of their assignments (i.e., to provide evidence that their volunteer activity enhances the quality of the volunteers' own lives.) Overwhelmingly, those volunteers who responded positively when asked to measure their levels of job satisfaction and meaningfulness (helping to improve lives across the generations in their communities) also responded positively when asked if their overall health and well-being had improved or remained the same during their terms of service.

Because of the emphasis now being placed on RSVP programs to emphasis volunteerism in the focus areas, our program will be structured to promote those focus areas identified by the Serve America Act (SAA) that align with our RSVP program's geographic area and community needs -- Healthy Futures, Education, Economic Opportunities, and Veterans & Military Families . While we will continue to support our RSVP volunteers currently serving in the Community Priorities area, through attrition alone, our numbers will begin to shift, most likely through reduction of total volunteers, from an all-encompassing volunteer recruitment program to a more targeted, focus-based volunteer recruitment program.

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Individual volunteers join our RSVP program with the expectation of a high quality volunteer experience. Applicants complete an enrollment form through which we learn of their personal interests. The form assesses previous experience and attempts to pique their interest by introducing potential volunteers to a wide range and variety of service opportunities. Upon receipt of the form, a meeting is scheduled with the new recruit. Through the interview process and the volunteer's own inclinations, we locate an assignment that the individual volunteer finds rewarding and satisfying.

As we move forward, our Volunteer & Site Coordinator and our Director are working with our nonprofit partners to develop additional volunteer jobs that offer extensive learning and leadership opportunities. The levels of training vary with volunteer assignments. For instance, our Senior Medicare Patrol volunteers are provided eight hours of training before they begin work; AARP tax-Aide volunteers complete 40 hours of training and enjoy the opportunity to become Coordinators and Quality Assurance experts; Adult Literacy Tutors with Project Read complete 12 hours of training prior to their assignments and are offered additional continuing education opportunities throughout their terms of service.

Prior to placement with one of our non-profit partners ("stations"), the Volunteer & Site Coordinator or the Program Director provides basic orientation regarding RSVP policies and procedures and effective volunteering to the new RSVP members. Each new member receives an official RSVP Name Badge and a copy of our 14-page Membership Manual (printed in large type to accommodate visual impairments) in addition to a 2-page handout, "Ten Tips for Wise Volunteering." Printing expenses are included in our annual program budget. The Program Director and/or Volunteer & Site Coordinator meet regularly with the stations' volunteer coordinators and/or agency directors to review job descriptions and station operations, which include volunteer orientation and training. (Staff receives mileage reimbursement, currently budgeted at \$.50 per mile.) We co-plan an annual all-day volunteer conference held in east central Illinois which is designed to help train,

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motivate and re-energize volunteer managers. Unfortunately, with shrinking agency budgets, fewer nonprofits are able to employ dedicated volunteer managers so we make ourselves available for consultations with our partner agencies to assist with any volunteer issues as needed.

RSVP's sponsor, Family Service of Champaign County, hosts a website and Face Book page which promotes all programs under its umbrella. RSVP volunteer opportunities within our community are promoted there. Our volunteer demographics are tracked by a part-time Information Coordinator who uses the Volunteer Reporter software system for data entry and retrieval. Our RSVP Volunteer Application Form: (http://www.famservcc.org/pdfs/RSVP_Volunteer_Application.pdf) REQUESTS, BUT MAKES OPTIONAL, the applicant's ability/disability, ethnicity, and racial group. RSVP membership is free of charge and open to anyone age 55+. Our Advisory Council members help us to recruit new members so we strive for diversity on the Council: 1/3 of our Advisory Council members are African American. This percentage far exceeds the African American demographics for our three counties (Champaign, 12.7%; Douglas and Piatt, both .6%) And, 1/3 of our Council members are male. (Male residents by county: Champaign, 49.9%; Douglas, 49.2%; Piatt, 49.6%) We do NOT ask for, nor are we allowed to track, income information for our members. Our membership represents a diverse educational range - members with doctoral degrees and members who did not finish the 8th grade. Many of our volunteers are "disabled" (although many would not claim that designation for themselves) using canes, walkers, scooters and wheelchairs. Our Volunteer & Site Coordinator visits senior housing sites such as assisted living communities to recruit new RSVP members. Our three-county area attracts international students as well as a large population of migrant farm workers from Mexico. The students and migrant workers are either below age 55 and/or transitory so are not typically recruited for RSVP membership. Our office is located in Champaign, the site of the University of Illinois. Many faculty are foreign-born and do not speak English as their first language; our Volunteer & Site Coordinator and/or our Program Director recruit new volunteers as they retire

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from the University of Illinois through its retirement fair.

Earlier this year our RSVP Advisory Council appointed a Veterans Services task force to help us with this new CNCS Focus Area. We participate in local events such as "Helping and Hiring Hometown Heroes" and "Welcome Home" (sponsored by the VA) to meet with veterans and veteran service agencies. And, we solicit input from our 700-some members via our bi-monthly newsletter, "Volunteer Connection" (see: http://www.famservcc.org/wp-content/newsletters/Volunteer_Connection_May-June_2012.pdf), many of whom are veterans themselves. We will publicize activities designed to serve Veterans and Military Families and recruit them as new RSVP volunteers through public speaking, networking with veterans organizations, Public Service Announcements (PSA's) submitted to our local media, etc. Staff members display information at senior events and senior housing sites, in addition to serving on local boards and councils. Many chain restaurants located in our 3-county area (Applebees, Chili's, Denny's, Olive Garden etc) offer free meals to veterans on Veteran's Day. We are working with them to publicize our volunteer activities and to recruit veterans and military families as new RSVP volunteers via "table tents", etc. at that time.

Our RSVP application offers applicants the opportunity to tell us if they have a disability; many opt not to do so. Based on the information given at the time of application (data is input and retrieved for reporting purposes by our part-time Information Coordinator, Using Volunteer Reporter software), 13% of our volunteers are disabled. We know this number is much higher because we personally know many of them who became disabled some years later. 15% of our members are ages 85+. We visit senior housing sites, retirement villages and assisted living communities to promote RSVP and recruit new members.

We have budgeted \$4500 per year for volunteer recognition. We hold an Annual Volunteer Recognition Event each fall, planned and implemented by our 2.4%FTE staff members and our

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Advisory Council. At our recognition luncheon last fall, 84 of our members (~14% of the total) were eligible to receive their 15+ Years RSVP Pins; of these, 17 qualified for their 20 year pins and we presented one volunteer with a "Lifetime Achievement Award" for volunteering with us for 29 years! In our 40 years of operation we have not experienced any real difficulty with retaining volunteers. Those members that fall off our rolls are generally deceased, residing in nursing homes, or have moved out of our service area. In addition to our annual fall luncheon and springtime activities for National Volunteer Week, we recognize our volunteers throughout the year by nominating them for special awards through organizations such as the East Central Illinois Area Agency on Aging, local Chamber of Commerce, etc. Our volunteers are often highlighted in our own program newsletter (written by the Director and the Volunteer & Site Coordinator) and/or our agency newsletter (written by the agency Marketing & Development Director), our agency website and on our Facebook page. We continue to look for new, innovative, and cost-effective ways to thank our volunteers for their service. Because we know that financial hardships may be a deterrent to continued volunteer activity for some of our volunteers, we have budgeted \$10,200 for the year for mileage reimbursement to any RSVP member that requests it. Just over \$2000 is budgeted for volunteer insurance -- supplementary auto, life and health.

Program Management

Our human resources infrastructure for all facets of program management consists of 2.4%FTEs ("full-time equivalent" employees.) Total direct salaries and fringes, including taxes are budgeted at \$76,557 per year. Relationship development between the volunteer stations and our RSVP project is the primary responsibilities of a full-time Volunteer & Site Coordinator, supported by a full-time Program Director who directs the work of the Coordinator and serves in an adjunct role in this area. A .33%FTE Information Coordinator is responsible for data management, using the Volunteer Reporter software program; she enters new station information and updates into the software system.

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A .07%FTE clerical person assists the staff with filing, etc. The Program Director reports to the full-time Agency Executive Director.

A station roster is maintained by our Information Coordinator within the Volunteer Reporter software system. Each of our volunteer stations is a public agency, secular or faith-based private non-profit or proprietary health care organization that accepts responsibility for assignment and supervision of our volunteers. Stations are located within our 3-county area. We have a signed 3-year Memorandum of Understanding on file for each station. The MOUs detail each party's responsibilities to the other and they strictly prohibit the use of volunteers as replacement for paid staff. Either the full-time Volunteer & Site Coordinator or the full-time Program Director meets with the station representatives at least every three years to renegotiate and renew the MOU and to develop new volunteers job descriptions as needed. Extra care is taken to review impact data collection methods, needs assessments, and volunteer training, orientation and recognition during MOU renewal meetings. The station representative signs the MOU to reaffirm the station's status as a qualified 501(c)3 agency, public agency or propriety health care organization. Some of our earliest partners (30+ years) include the City of Champaign School District, both Champaign-Urbana hospitals, the Champaign Public Library, the Salvation Army, and the American Red Cross. At least 85% of our partners renew their Memoranda of Understanding every 3 years.

Our full-time Site & Volunteer Coordinator and full-time Program Director are active in our communities and have strong relationships with existing non-profit partners (stations). We seek referrals for potential new stations from our current partners, particularly those who specialize in education. Our 12-person Advisory Council has appointed a Veterans Services task force to help us focus on developing the capacity to recruit and manage stations that serve Veterans and Military Families. The Task Force hosted a round table discussion held in our office to seek input and gauge local needs, attended by representatives from the Illinois Department of Veterans' Affairs, the Disabled

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Veterans Outreach Program (Illinois Department of Employment Security), the Illiana Health Care System in Danville, local AMBUCS, VFWs and American Legions, etc. We have also solicited input from our RSVP members via our bi-monthly newsletter. Our Program Director was recently appointed to the Veterans Affairs Volunteer Service (VAVS) Committee and meets with them quarterly. One of our former Advisory Council members (and current RSVP volunteer) is a retired teacher. With her input and assistance the Site & Volunteer Coordinator and the Program Director are meeting with representatives from local Early Childhood Education Programs to develop new stations and volunteer opportunities.

As 3-year Memoranda of Understanding (MOU's) near their expiration dates, our staff and Advisory Council will evaluate each current station to determine its effectiveness in managing volunteers and will evaluate whether or not the station's activities are in line with National Priorities and/or Community Priorities and with our new overall RSVP program design. If we determine that a station no longer is a good match, we will study reports generated by our Volunteer Reporter software system to determine whether or not the volunteers that serve that station also serve at other RSVP stations (many do.) We will meet with the station representative to explain why we are "graduating" them and we will contact each volunteer to offer them alternate volunteer opportunities.

For the past several years, with the guidance and advice from our Community Advisory Council, we have been reducing our volunteer numbers and expect to continue to do so over time. We have been evaluating the volunteers' job assignments with regard to our long range plans to narrow the focus and concentration of our project and have been offering volunteers the opportunity to either try a new assignment or to continue to volunteer as they have been but without the benefit of RSVP membership.

In order to assure that National Performance Measure outcomes and outputs are measured and

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collected accurately, our RSVP Information Coordinator is enrolled in an advanced Microsoft Excel class to improve her Excel spreadsheet skills. As needed, we will develop our own Excel spreadsheets to track information for services to veterans and military families: the number of volunteers recruited and trained; the numbers of unduplicated veterans who have received career counseling assistance; the numbers of unduplicated veterans/military family members who receive free transportation to a VA health care facility, etc. Our Program Director has met with the volunteer directors and/or executive directors at many programs already (especially those in our Primary Focus Area, Healthy Futures) to review their data collection methods and to ensure timely reporting to us. For example, we recently collaborated on a new volunteer opportunity for tutors for the Champaign County Housing Authority's "Education to Work Program." CCHA will make available to us the pre-test and post-test scores for the program participants (high school seniors.) The early childhood education programs with whom we have recently partnered already test and report progress to their funders re: school readiness in terms of literacy and math skills and will make those reports available to us. Food Pantries, soup kitchens, etc report client information to the Eastern Illinois Foodbank, who in turn makes that data available to us.

Both our full-time Site & Volunteer Coordinator and Program Director meet regularly with station representatives to assess their tracking and measurement tools. Stations that do not meet our requirements or who are not forthcoming with their information will be reevaluated and our partnership may be dissolved (the station may be graduated.)

The 2.4%FTE direct program staff work in concert with the management team of our sponsor, Family Service of Champaign County (which celebrated its 100th anniversary in 2011.) Family Service has been our sponsor since we signed up our first RSVP volunteers in 1972. The agency's financial management team includes its full-time Executive Director, who has been with the organization for 18+years and the full-time Controller, 14 years, plus one part-time Accounts

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Payable/Receivable Clerk. Our program budget is charged less than 7% of the salaries & fringes for the financial management team (which is NOT charged to our federal grant nor the 30% required match.)

The sponsoring agency, Family Services of Champaign County, maintains a separate cost center for our RSVP program, both for revenue and expenses. Our Controller uses the Blackbaud "Fundware" software program. Family Service has managed multiple federal grants for 30+ years. The office is audited routinely and a copy of that audit is sent to the office of the Corporation for National & Community Service (CNCS) each year as it is received. We have had two audit findings in the past five years. In the last two fiscal years (2009 & 2010) we had findings related to the footnotes explaining the numbers found in our annual audit. We pay the CPA firm to prepare the footnotes, because it is more cost effective to let the auditors create financial statement footnotes that accompany the financial numbers.

Our program facilities are provided as an in-kind gift from The News-Gazette; if this donation were discontinued, our sponsor's building has office space we could use. We prepare a new agency and program budgets annually, which includes line items for equipment and supplies expenses, and we monitor our income and expenses monthly through reports provided by the Controller.

Organizational Capability

Our sponsor, Family Service of Champaign County, routinely updates as needed written job descriptions for staff and its "Administrative Policies and Procedures Manual" which outlines client and staff safety and confidentiality issues, ethics and conflicts of interest practices, nondiscrimination in service delivery and employment practices, personnel issues, purchasing procedures and internal policies, travel policy included.

All of the written job descriptions for our RSVP staff have been updated within the past three years.

Family Service has a written Quality Improvement Program, developed and administered by the

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agency's Management Team, which applies to all individual programs. Each Family Service program has written service outcomes which include methods of achieving and measuring these outcomes. Input and oversight for programs is provided by Program Advisory Councils, the Program Planning Committee and the agency's Board of Directors. Each program, including RSVP, plans and implements procedures to systematically obtain stakeholder input regarding services. Stakeholders include consumers, staff, volunteers, funders, Advisory Council members, and other service providers with whom the program collaborates or coordinates (i.e., in the case of our RSVP Program, "other service providers" includes volunteer station staff.) Each Family Service program provides quarterly service reports to the Program Planning Committee of the Board. This committee will do an annual evaluation of each agency program, with evaluations reported to the full Board. The Management Team, at least annually, reviews the Family Service Strategic Plan and progress toward the plan. Short-term goals, direction and program priorities are established to support the agency's mission - "supporting people across the generations by providing quality human services" and its strategic plan and which allow the agency to respond flexibly to changing needs and adapt to outcome information with requires a corrective response. Each Family Service program, including RSVP develops its own 3-year Strategic Plan.

Each program staff person has a clearly defined role. PROGRAM DIRECTOR (Karen Bodnar): Reports to the Agency Executive Director, Sheryl Bautch. Job description updated 5/1/2010. Provides overall management and administration of RSVP with responsibility for planning, organizing, financial management, personnel, administration, evaluation, community relations, and inter-agency and intra-agency coordination. Develops and oversees an efficient data collection system and ensures program compliance with all relevant regulations and standards. Determines priority service categories based on national and community needs. Full-time. SITE & VOLUNTEER COORDINATOR (Brandon Keith): Reports to Program

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Director. Job description dated 6/10/2010. Responsible for collaborating with the nonprofit community in our geographic area, developing high quality volunteer opportunities for older adults. In conjunction with Program Director, is responsible for developing new volunteer opportunities and volunteer stations based on new or evolving community needs. Serves as the primary contact for all new volunteers, matching them with appropriate and meaningful volunteer placement. Full-time.

INFORMATION COORDINATOR (Roberta Edwards): Reports to Program Director. Job description updated 3/1/2011. Maintains volunteer and station computer records within Volunteer Reporter software system, provides required computer reports in a timely manner, and oversees the production of bi-monthly RSVP newsletter. (13 hours/week) CLERICAL ASSISTANT (Debbie McCoy): Reports to Program Director. Job description updated 3/1/2011.

Responsible for contacting members to update their files and for providing assistance to program staff as requested. (2.5 hours/week).

In 2012, our RSVP program is celebrating its 40th year of recruiting and managing senior volunteers, matching them with community non-profit partners. We have one volunteer (still active) who is celebrating her 30th anniversary with us. Our volunteers have been working within our Primary Focus Ares, Healthy Futures, for all 40 of our years. RSVP volunteers have been delivering groceries to low-income chronically hungry seniors for 26 years through the "Food for Seniors Program." Nearly 11% of our volunteers will serve this program in the grant year. RSVP volunteers have been providing transportation through Family Service Senior Transportation Program (formerly "Telecare") to local seniors since we began operation in 1972 and have been delivering hot noon-time meals for Meals on Wheels for 40 years as well. At least 6% of our volunteers will serve in the Independent Living-Transportation Service Category and another 4.6% will deliver meals for Peace Meal and Meals on Wheels in the grant year. Performance measurement has always been an important part of our process as our funders, volunteers and local communities expect it. Over the

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years we have improved upon our procedures for goal setting and measuring our levels of achievement, in part by working with our partners to develop accurate measures and reporting systems.

Our agency management team includes a full-time Executive Director and full-time Controller, in addition to Program Directors (including the RSVP Program Director.) The Management Team and the agency's Board of Directors are responsible for review and revision of agency policies and procedures to manage tangible assets such as facilities, equipment and supplies. Financial Policy #11 (Property Management) outlines policies regarding the acquisition, maintenance, accountability and disposition of all real property, vehicles and equipment. An annual physical inventory is conducted annually. Program supplies are inventoried and accounted for at the program level.

Written policies and procedures are reviewed and revised as noted above by the agency Management Team and Board of Directors. Policies include a written "Family Service Code of Professional and Organizational Conduct" and cover procurement procedures and contracts. Each incoming staff person receives a written Personnel Policies Manual and updates as they occur.

The 12-member RSVP Advisory Council includes RSVP members and local business people. They are governed by written By-laws, last revised by an Advisory Council subcommittee in February 2011. The Council meets monthly, on the 2nd Wednesday at noon. The Program Director, Site & Volunteer Coordinator and the Information Coordinator each submit a written report which is circulated prior to the meeting along with a meeting agenda and a copy of the prior month's minutes. An annual evaluation of the RSVP operations is conducted by the Advisory Council and presented to the RSVP Advisory Council at the January meeting. A report of the evaluation is submitted to the Program Planning Committee of the Family Service Board of Directors.

Family Service of Champaign County, our sponsoring agency, has written policies and procedures outlining the design of its accounting systems and program monitoring and reporting. Sheryl Bautch,

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Family Service Executive Director, and Randy Laugges, Family Service Controller, oversee this process. Karen Bodnar, RSVP Director, receives a detailed Income and Expense Report each month. An annual financial audit of the agency's books is conducted by Kemper CPA Group, an independent Certified Public Accountant firm. The audit is available to all funders and the public. The Controller uses the Blackbaud Fundware system. The agency's Board of Directors' Administrative Services Committee approves the preliminary annual budgets; the current (final) agency budget (including the RSVP program budget) was approved at the Board's June 26, 2012 meeting. Family Service has managed multiple federal grants for 40+ years and currently has 7 federal grants that total \$244,000.

While we are only required to have 30% in matching funds, our RSVP program enjoys community support equal to over 50% in matching funds. This includes state (Illinois Department on Aging) monies, local grants such as the University of Illinois Orange Krush Foundation and the Victor A Hoersh Foundation, United Way of Champaign County, in-kind contributions for printing and occupancy expenses, and smaller local corporate and individual donations. Family Service employs a Development Director whose job it is to ensure ongoing support for all Family Service programs.

Other

We plan volunteer activities in remembrance of 9-11, Veteran's Day, MLK Day, etc throughout the year. RSVP Pen Pals engage their 4th & 5th grade pen pals at local schools in discussion and remembrance of 9-11. RSVP volunteers will come to our office to sign/write "greeting cards" cards during the week of Veterans Day to be mailed to active duty personnel in time for Christmas/New Years. We will work with local schools to schedule showing of the MLK video available through CNCS and will hand out 300+ MLK Day bookmarks ordered through the Corporation website.

PNS Amendment (if applicable)

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