

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): 10/15/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 13SR143635	4. DATE RECEIVED BY FEDERAL AGENCY: 10/15/12	FEDERAL IDENTIFIER:														
5. APPLICATION INFORMATION																
LEGAL NAME: Council of Churches of the Ozarks DUNS NUMBER: 168153633	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Dee Maples															
ADDRESS (give street address, city, state, zip code and county): PO Box 3947 Springfield MO 65808 - 3947 County:	TELEPHONE NUMBER: (417) 862-3595 FAX NUMBER: INTERNET E-MAIL ADDRESS: dmaples@ccoarks.org															
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 430903657	7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Community-Based Organization Faith-based organization															
8. TYPE OF APPLICATION (Check appropriate box). <input checked="" type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below):	9. NAME OF FEDERAL AGENCY: Corporation for National and Community Service															
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002 10b. TITLE: Retired and Senior Volunteer Program	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: RSVP Springfield															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Missouri #7 City of Springfield. Counties of Barry, Christian, Dallas, Greene, Howell, Lawrence, Oregon, Polk, Shannon, Stone, Taney, Texas, and Webster. St	11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
13. PROPOSED PROJECT: START DATE: 07/01/13 END DATE: 06/30/16	14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="MO 007"/> b.Program <input type="text" value="MO 007"/>															
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: none;">a. FEDERAL</td> <td style="border: none; text-align: right;">\$ 66,917.00</td> </tr> <tr> <td style="border: none;">b. APPLICANT</td> <td style="border: none; text-align: right;">\$ 83,228.00</td> </tr> <tr> <td style="border: none;">c. STATE</td> <td style="border: none; text-align: right;">\$ 1,500.00</td> </tr> <tr> <td style="border: none;">d. LOCAL</td> <td style="border: none; text-align: right;">\$ 81,728.00</td> </tr> <tr> <td style="border: none;">e. OTHER</td> <td style="border: none; text-align: right;">\$ 0.00</td> </tr> <tr> <td style="border: none;">f. PROGRAM INCOME</td> <td style="border: none; text-align: right;">\$ 0.00</td> </tr> <tr> <td style="border: none;">g. TOTAL</td> <td style="border: none; text-align: right;">\$ 150,145.00</td> </tr> </table>	a. FEDERAL	\$ 66,917.00	b. APPLICANT	\$ 83,228.00	c. STATE	\$ 1,500.00	d. LOCAL	\$ 81,728.00	e. OTHER	\$ 0.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 150,145.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO	
a. FEDERAL	\$ 66,917.00															
b. APPLICANT	\$ 83,228.00															
c. STATE	\$ 1,500.00															
d. LOCAL	\$ 81,728.00															
e. OTHER	\$ 0.00															
f. PROGRAM INCOME	\$ 0.00															
g. TOTAL	\$ 150,145.00															
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: Mark Struckhoff	b. TITLE:	c. TELEPHONE NUMBER: (417) 862-3586 223														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/15/12														

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Executive Summary

Council of Churches of the Ozarks (CCO), sponsor of the Retired and Senior Volunteer Program (RSVP) of Springfield Missouri, is a non-profit organization, serving the most vulnerable people in our community (children, seniors, the disabled, and veterans) by providing a variety of services that make a difference. The mission is to change quality of lives "by doing together what can best be done together."

CCO, RSVP, is requesting \$66,917 to support 175 unduplicated volunteers in the Primary Focus Area (Education) at 44 Work Stations in Greene, Christian, and Webster counties in Missouri: Education developing academic literacy with one-on-one tutoring for 30 minutes a week in the school libraries. Community Priorities providing Congregate meals to seniors/disabled. Healthy Futures-Home Bound Shoppers delivering groceries to homebound seniors/disabled and Meals on Wheels-delivering meals to seniors/disabled. Veterans and Military Families-transporting veterans to facilities and to get medical help. According to the Annie Casey Foundation's latest KIDS COUNT® Data Book, 1 in 6 children not reading proficiently in 3rd grade, fail to graduate on time and 88% of students who failed to earn a high school diploma were struggling readers in 3rd grade. According to Reading Research Quarterly, low literacy levels have a strong correlation with poverty, crime, and unemployment. There are approximately 8.3 million seniors who are hungry on any given day in the United States. According to American Community Survey 2010 report, 8.3 % of Greene County residents 65 and over live below poverty. A recent survey by AARP, found that 89% of adults 50 and over hoped to remain in their homes as they age. Approximately 800,000 veterans are jobless, 1.4 million live below the poverty line, and 1 in every 3 homeless adult men in America is a veteran. Last year there were 36 confirmed homeless veterans in Greene County. Our non-federal funding will be at least 30% or \$83,228.00. Surveys will be used to measure the Outcome of the service activities and conclude a 75% increase in academic literacy by changing the lives of 250 students at the end of the 3 year grant.

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Strengthening Communities

RSVP serves the City of Springfield in Greene County, which has the third most populace city in Missouri. Our community is family-oriented offering a variety of churches, schools, universities, hosts the Springfield Cardinals, and is near Branson Missouri. According to 2010 American Fact Finder, 28% of homes have children under the age of 18. The US Census Bureau, July 2011, states that the Greene County population was 277,214. However, 13 of the surrounding counties rely on Springfield for employment and health care, thus increasing our number to over one-half million. This population is not diverse: 91.2% are white and the remaining 8.8% are Black, Hispanic and Asian. Although small in number, the minority population makes up a varied ethnic footprint. We continue to address this minority population with opportunities to volunteer in a variety of service activities by volunteer Reading Buddy one-on-one tutors, volunteer Kitchen Assistants preparing meals for seniors/disabled, volunteer Home Bound Shoppers shopping and delivering groceries and medicine to seniors/disabled, volunteer Meals on Wheels delivering 2 meals a day to seniors/disabled, and volunteer Van Drivers transporting veterans and military families to get assistance with applying for jobs, veteran-specific resume writing, assistance with getting VA compensation benefits, and medical assistance. According to Census Quick Facts, the per capita income for Greene County is \$23,443 annually with an average of 16.2% being below the Poverty Line.

Rsvp Springfield will utilize a total of 283 unduplicated volunteers in 47 Work Stations in the following counties in Missouri: Barry, Christian, Dallas, Greene, Howell, Lawrence, Oregon, Polk, Shannon, Stone, Taney, Texas, and Webster to improve quality of life.

RSVP Springfield's Primary Focus Area is Education. There is a critical unmet need for helping at-risk children improve their academic literacy skills in our community. The 2012 Community Focus Report for Springfield and Greene County lists Education as one of the Red Flag issues in our community. According to Reading Research Quarterly, children from lower socio-economic status families begin

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school with a smaller vocabulary than their peers. These struggling children are reading easier texts and are not making vocabulary improvements that would enable them to catch up with the other readers in their class. According to 2011 Missouri Kids Count in Greene, Webster, and Christian counties in Missouri there were 25,762 children enrolled in free lunch programs in 2011. Many at-risk students read below their grade level which contributes to their lack of academic achievement. Low literacy levels have a strong correlation with poverty, crime, and unemployment. On average, welfare recipients ages 17 to 21 read at a sixth-grade level, well below what is needed to earn a living wage. In fact, 43% of those with lowest literacy skills live in poverty, (U.S. Department of Education 1999, p.13). Knowing the challenges these at-risk children face, we cannot let them continue to lag behind their classmates.

America's Promise Alliance developed "The Civic Marshall Plan Benchmarks: Elementary and Middle School Years (2012-2016)" which focuses on improving student attendance and the goal of substantially increasing reading proficiency by the 4th grade while noting that in excess of 65% of 4th graders score below proficiency in reading.

The Annie E. Casey Foundation's latest KIDS COUNT® Data Book found that 58 % of white fourth graders were reading at the fourth grade level while only 20% of their minority classmates were reading proficiently. Of children who were eligible for free/reduced school lunches, 80% tested below proficient vs. 51% of children who were not eligible for the lunch program. The report went on to say that if the current trend continues, 6.6 million children from birth to age 8 are at risk of failing to graduate from high school on time because they won't be able to meet the national proficient reading level by the end of the 3rd grade. One in six children not reading proficiently in 3rd grade fails to graduate on time. That is four times the rate for students with proficient reading skills in 3rd grade. In fact, 88% of students who failed to earn a high school diploma were struggling readers in 3rd grade. In "Reading Researcher in Search of Common Ground", the author believes that it is better to

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intervene early and provide the necessary services to prevent students from developing a pattern of failure. The key elements of effective literacy include: students reading to others, shared reading, teacher/mentor /tutor read a-louds, and a variety of reading activities. Our RSVP volunteers are those mentor-read a-louds for these at-risk students, along with providing reading activities.

The Harvard Mentoring Project has confirmed that children with mentors feel increased competence about their school work and this leads to an increased likelihood that they will have a positive relationship with teachers and school mates. Mentored children also are about half as likely to have discipline incidents and Peter Wyman from the University of Rochester states that "Being a successful student in elementary school classrooms establishes a foundation that makes healthier development more likely in the future."

Our RSVP Volunteers are managed in many ways. First, the RSVP Work Stations are overseen by the Administrator of that Work Station. In the Primary Focus Area of Education, the 175 Volunteer Reading Buddies are trained by an Experienced Educator in the field of Child Literacy and is also someone who has been a Reading Buddy in the past, thus giving a well-rounded background of the needs of the students that have fallen behind in their academic literacy skills.

Second, the RSVP Education Coordinator oversees the Reading Buddy Trainer and Administrators/Teachers of the Work Stations/ Schools, regarding Reading Buddies in Greene, Christian, and Webster Counties. The RSVP Education Coordinator reports directly to the RSVP Director providing administrative guidance and support.

Third, each Work Station completes a Memorandum of Understanding (MOU) to ensure that everyone has a clear understanding of what is expected of RSVP Volunteers and the Work Stations where they serve. Each Work Station also completes the Accessibility Self-Assessment which is designed to allow RSVP Work Stations to readily assess major architectural features and facilities for accessibility. All RSVP Work Stations will have registered volunteers who are on file with the RSVP

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office. The Work Stations will provide detailed job assignments so that we can match the best volunteer to the best assignment based on the interests and skills of the volunteer. The Work Station Administrator is responsible for signing off on the volunteer's time sheet and sending it to the RSVP office on a monthly basis to be recorded. All Work Station paperwork will be monitored and updated every three years by the RSVP Director.

Fourth, The RSVP Springfield Advisory Council will meet monthly to discuss the RSVP program, the critical needs of our community, upcoming events, and the RSVP financials. The RSVP Advisory Council also completes an evaluation at the end of each year to assess how the program fits the community that we serve and to ensure high standards are maintained.

The Output Measure is the number of students that complete participation in the Reading Buddy Program. Our goal is to make a difference in the lives of 250 students in our 44 schools and 8 school districts in 3 counties by having 175 Reading Buddies spend 30 minutes a week, one-on-one, reading with the students. These volunteers will provide 2,730 service hours to change lives in our community.

The Outcome Measure is the result of service hours spent by our 175 Reading Buddies. Our goal is to increase academic performance in literacy by 75%, and will be measured by conducting a Principal Survey at the end of the school year, including questions based on results of school testing. Our goal is to calculate a 75% increase in academic literacy by the end of the 3rd grant year, as the critical need for improving academic literacy for at-risk children continues to rise.

Due to our community's critical need to help at-risk children improve their academic performance in literacy, our 175 RSVP Reading Buddies will spend 30 minutes each week, one-on-one, reading with and doing reading activities with at-risk students in the school libraries. We anticipate showing a 75% increase in academic literacy in the lives of 250 at-risk students by the end of the 3rd grant year. The rapport and trust that will be built between the Reading Buddy and the student is vital to the success

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of the student's improved reading comprehension. We will assess our results from a Principal Survey given at the end of the school year. The Reading Buddy will also track volunteer hours and student participation.

In our third Other Focus Area, 10 RSVP volunteer van drivers will transport 500 veterans and military families to the Missouri Career Center to get assistance in the areas of job searches, veteran-specific resume' writing, and interviewing techniques. The volunteer drivers will transport veterans and military families to the Missouri Veterans Commission for assistance in filling out paperwork to receive their VA Compensation Benefits. And last, our volunteers will transport the veterans and military families to VA hospitals for medical attention.

There are over 1.4 million active duty military members and another 857,261 currently in the reserve and guard. Around 800,000 veterans are jobless, 1.4 million live below the poverty line, and one in every three homeless adult men in America is a veteran. 23.3% of the homeless in the Greene County area are veterans (The State of Homelessness in Missouri: 2011 Report). These numbers are staggering, but RSVP's goal is to step up and make a difference in the lives of our veterans and military families who have given so much of their lives for our community and nation.

Recruitment and Development

For 39 years, RSVP Springfield has made a strong commitment to our community and our volunteers by conducting in-depth interviews with potential volunteers to obtain information on their background history and their interests. These volunteers come to us via our website, media, and awareness fairs that take place in our community. From that information, we match the volunteer with a service opportunity that will result in a high quality experience for both the volunteer and the Work Station, while meeting a critical need that will change the life of someone and our community. The structure of RSVP Springfield is to first design the Volunteer Work Station assignments based on researching the needs of our community by working closely with principals/teachers, seniors/disabled

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who are hungry or homebound, and agencies that have hands-on experience with the critical needs of our veterans and military families. Volunteers will be matched to a Work Station that fits the volunteer's skills and interest. To ensure safety, we will run criminal background checks on any volunteer that works one-on-one with any beneficiary.

We train Reading Buddies in word association skills and Home Bound Shoppers in interpersonal relationship skills. We also assist in training the Kitchen Assistants who provide meals at the Senior Centers and for those volunteers who deliver Meals on Wheels. We provide transportation safety training to RSVP volunteer van drivers who transport veterans and military families to facilities to get mentored with services and support that are necessary to acquire potential leadership skills, job skills, obtain their VA compensation benefits, and to get medical assistance.

RSVP Springfield educates volunteers to understand WHY it is so important to volunteer in our community. Volunteering changes people's lives and it also provides a more meaningful and higher quality of life in our volunteers because they are providing services that make a difference. Making a difference in someone's life allows our volunteers to feel important and needed. Past volunteers have many stories to tell of how volunteering has made a huge difference in someone's life and how it also made a difference in their own lives.

An Education Specialist provides volunteer Reading Buddies several training opportunities prior to the beginning of each school year. This Specialist is someone who has been a Ready Buddy in the past, which enables him/her to have the experience and wisdom to understand what is needed from the Reading Buddy to make the tutoring a success. Many volunteer Reading Buddies desire new experiences or have unique ideas to add to the program. RSVP Springfield looks for opportunities to provide additional training and develop new leadership skills which results in a better experience for both the volunteer and the student.

RSVP Springfield trains the Home Bound Shopper to enable them to know how to engage with

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someone who is elderly or disabled and is unable to get out and shop. Training a Home Bound Shopper, as with all volunteers, requires rules and guidelines to ensure the safety of both the beneficiary and the shopper. These rules include the RSVP Home Bound Shopper filling out an application and providing three references other than their relatives that have known them for at least a year. The Shopper is required to list their experience with elderly or disabled people, other volunteer experiences, and list any special interests they have which would help the shopper become more familiar with the client. Shoppers are taught to watch for signs if the client has no money to purchase food, and to know what resources in our community can provide free food. Home Bound Shoppers are also trained to look for other needs of the client like home repairs, transportation to medical appointments or help with daily chores. The Home Bound Shopper will report these findings to the RSVP Staff for help and guidance. RSVP staff visits the homebound senior's home to inspect it for safety issues to protect volunteer shoppers.

RSVP Springfield trains the Work Station Administrators at our Senior Centers to train both the RSVP Kitchen Assistants who serve meals to our seniors in the senior centers, and the Meals on Wheels delivery volunteers on how to deliver meals and relate with those who are homebound. The Administrators then oversee these two service activities. The Administrators report volunteer service hours monthly to the RSVP Director to record and also reports any questions or concerns.

Specialized training is provided by RSVP staff for our van drivers in order to keep the passengers safe while transporting veterans and military families to the Missouri Career Center, the Missouri Veterans Commission, and the VA Hospitals for assistance with filling out job applications, veteran-specific resume' writing, and learning how to interview, getting help with filing for their VA Compensation Benefits, and getting medical attention, respectively.

RSVP Springfield will recruit RSVP volunteers via our website, media, brochures, CCO "Life Together" Magazine, newsletters, and senior health fairs that take place in our community. Our four RSVP vans

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have signs that advertise RSVP and are driven daily throughout our community.

RSVP Springfield will not discriminate due to race, religion, or color, sex, or age. The RSVP Volunteer does have to be 55 years or older. If there is a need for a Spanish interpreter, RSVP has a standby Spanish interpreter who has agreed to help.

RSVP Springfield has met with other agencies in the community to assess the needs of veterans and military families, including Missouri State University Veteran Services; Ozarks Technical Community College Veteran Services; Evangel University Veteran Services; and Drury University Veteran Services; the Missouri Career Center Veteran Services; the Missouri Veterans Commission; Community Partnership of the Ozarks; Faith Technology Human Resources Association Task Force; Warrior Wives; and VA hospitals.

RSVP Springfield will not discriminate due to disabilities or anyone that has age-related disabilities.

RSVP requires all Work Stations to fill out an Accessibility Self-Assessment form to ensure the building is assessible. If a RSVP Volunteer has a physical disability or is vision impaired, then the outside of the RSVP Work Station must have accessible routes. These routes must be smooth, non-slippery, no protrusions or overhangs that can trip or bump them from the parking area, street, and/or bus stop.

There must be parking spaces near the entrances for those RSVP Volunteers who have difficulty walking long distances. Volunteers using wheelchairs or other mobility devices need aisles for opening car doors while loading/unloading equipment. Steps at the entrance to the building can be a barrier for volunteers with different types of physical disabilities and will be addressed should the need arise.

The route outside the Work Station must be a smooth and wide enough surface for a wheelchair.

Inside the Work Station should have a route that is wide enough for a wheelchair and a path free of hazards. The Workstation must have an elevator, assessible restrooms, drinking fountains, and phones modified to meet RSVP Volunteer's specific needs.

If the RSVP Volunteer has an age-related disability (e.g. cannot drive), the RSVP van will transport

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them to their Work Station.

RSVP Springfield will provide a Recognition Event annually for those volunteers who give so selflessly of their time in our community. The event will be by invitation, and will provide food, entertainment, door prizes, drawings, and recognition for those volunteers who have reached 100+ volunteer hours. There will be one award for the most Outstanding Volunteer called the Mary Horton Award. This award will be based on nominations from the community and voted on by a committee. A commemorative statue will be presented to this volunteer at the event.

RSVP Springfield will recognize each volunteer's birthday annually with a special card and personalized note of appreciation from the RSVP Director.

The RSVP Reading Buddy Volunteers are thanked for their efforts with a Recognition party at the school with their student at the end of the school year.

Program Management

RSVP Springfield manages the RSVP Work Stations by carefully matching RSVP volunteers with specific service opportunities that will be meaningful to both the volunteer and the beneficiary. We continue to communicate with our volunteers throughout the year to ensure we meet the goal of matching the right service assignments with the appropriate volunteer in regards to their interest and skills. In accordance with the RSVP Handbook, the specific paperwork necessary to be a RSVP Work Station will be on file, updated every three years, and monitored by the RSVP Director. Specific paperwork includes a signed Memorandum of Understanding, a tax exempt form, RSVP volunteer registration form on each volunteer, volunteer job descriptions for that Work Station, Volunteer Time Sheets and an Accessibility Self-Assessment Checklist. The Work Station Administrator will sign the Volunteer time sheets and send them monthly to the RSVP office to record.

Another way RSVP Springfield will manage the program is to have the RSVP Advisory Committee evaluate the program annually. The volunteer hours are tracked in a database for accurate reporting.

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The RSVP Director and CCO Accounting Department work closely to monitor RSVP resources.

Resources are spent in accordance with the budget specifications. An audit is conducted annually. All fundraising is done by CCO. The RSVP Advisory Council, under the umbrella of CCO, continues to seek new funding sources. All agencies of CCO collaborate with other local agencies to develop new initiatives with the intent of using those resources without duplicating services. RSVP Advisory Council seeks funding sources from the community for special events such as our Recognition Event. RSVP will recruit volunteers via our website, media, brochures, CCO "Life Together" Magazine, newsletters, and senior health fairs that take place in our community. Our four RSVP vans have signs that advertise RSVP and are driven daily throughout our community.

There are many critical unmet needs in our community. (1.) Numerous seniors need a hot meal during the day that would allow them to not only eat but also socialize with other seniors at the senior centers when receiving Congregate meals. (2.) In terms of the aging population, 93% of clients that have been surveyed say that if someone grocery shopped for them, they could continue to live in their home. They are able to address these unmet needs, gain a certain trust and friendship with the Home Bound Shopper assigned to them, and live independently in their homes.

(3.) Another critical need in our community with our aging population is seniors/disabled needing meals delivered to their homes. Without RSVP Meals on Wheels Program, there would be many seniors unable to continue to live in their homes, because they cannot prepare their own meals. Our Meals on Wheels Program provides 2 daily nutritious meals to our seniors, who otherwise may not eat at all.

(4.) Though the overall unemployment rate among America's 21 million veterans, (7.4%) in November 2011 was lower than the national rate (8.6%), for veterans of Iraq and Afghanistan it was 11.1%. And for veterans between the ages of 18 and 24, it was a staggering 37.9%, up from 30.4% just a month earlier (A Hard Homecoming: Budget Battles and a Stagnant Economy Greet America's

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Soldiers as They Return from Iraq and Afghanistan). RSVP Springfield will utilize 10 volunteer van drivers to transport veterans and military families to the Missouri Career Center to get assistance with applying for jobs, interviewing, and veteran-specific resume' writing. Our volunteers will transport our veterans to the Missouri Veterans Commission to obtain VA Compensation Benefits. And our volunteers will transport veterans and military families to VA hospitals for medical attention.

RSVP Springfield will graduate 78 volunteer Work Stations in order to meet the goal of our changing community needs by transitioning RSVP volunteers into Community volunteers. We will offer support or indirect services to the graduated Work Stations so that they can sustain the Community volunteers who provide direct services. This transition will be a positive one in that the 78 work stations will be guided on how to continue their volunteer services, as well as find other resources to enhance, increase, or expand their service activities.

RSVP Springfield will assess the National Performance Measure outcomes and outputs in our Primary Focus Area: Education. To assure the outcomes and outputs are measured and collected, RSVP Springfield will mail the surveys with a return envelope directly to the Principals to fill out at the end of the school year. These surveys will be used to determine a 75% increase in academic literacy and will include questions from tests administered by the schools. We will mail surveys to beneficiaries of Home Bound Shoppers and Meals on Wheels to measure the number of the seniors/disabled able to age in place.

Organizational Capability

CCO has sponsored RSVP Springfield since its inception in September 1974. There are many unmet critical needs in our community and with RSVP volunteers we provide service activities that result in changing lives and a better community.

RSVP Springfield is afforded day-to-day operational support via CCO staff assistance, administrative supervision, fund raising, grant writing, and budget management. CCO also offers accounting services

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regarding daily financial transactions of account payables, account receivables, bookkeeping, updating income statements and balance sheets, payroll and reconciling bank statements. CCO provides support staff to RSVP by tracking donations in a database called Gift Works. Other data collections, such as volunteer hours, are entered into a database called Maverick. The Executive Director of CCO, the Director of RSVP and the Director of Accounting meet frequently to ensure our internal policies are upheld based on the CCO Employee Handbook and the Generally Accepted Accounting Principles. An annual audit is performed and the Executive Director, along with the RSVP Advisory Council monitors the RSVP program to align with the expectations of the Corporation for National and Community Services.

The Director of RSVP is responsible for supervising and training staff and adheres to and administers personnel policies and procedures consistent with those of CCO and with the recommendations of the RSVP Advisory Council. The Director also provides assistance to the RSVP Advisory Council by discussing plans or problems to address Red Flag issues in our community. The Director provides administrative support to the RSVP Education Coordinator. The Director plans, organizes, and implements recruitment, registration, orientation, and placement of our RSVP volunteers. She develops, reviews, and updates the Memorandum of Understanding and all other appropriate documents with volunteer Work Stations. The Director is responsible for Volunteer Work Station development by assisting with training and orienting RSVP volunteers. The Director visits volunteer Work Stations, cultivates, trains, and maintains cooperative partnerships with other services organizations and agencies in our community to meet the critical community needs. She attends CCO meetings, Advisory Council meetings, Community Collaborative meetings, and events and campaigns put on by the United Way. She participates on the United Way Speaker's Bureau and organizes the annual Volunteer Recognition Event. She collaborates with or coordinates many events such as: Day of Caring, 9/11 National Day of Service and Remembrance, Points of Light, Make a Difference Day,

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Martin Luther King Day, and Gift of Time. She is responsible for report preparation for CNCS and other funders, develops and maintains current financials, and keeps records on RSVP Springfield staff and volunteers. The Director applies sound fiscal procedures and coordinates an annual evaluation with the RSVP Advisory Council to assess the effectiveness of RSVP's operational procedures and program activities that change the lives of individuals in our community. She attends conferences, meetings, and training programs related to RSVP, including those sponsored by the Corporation for National and Community Service. She maintains awareness of gerontology and census data, as well as current information on programs and services available to our seniors in our community. The Director updates and maintains the website, is responsible for articles in "Life Together", the CCO email, newsletter, and other publications.

Dee Maples is currently the RSVP Director and comes to the RSVP Springfield program with many years of grant writing experience, as well as supervisory skills. Dee is a graduate of Missouri State University with a Bachelor of Science degree in Psychology and Computer Information Systems and a minor in Sociology.

The RSVP Education Coordinator is responsible for communicating with the Reading Buddy Volunteers and their placements in Schools. She will follow up with volunteers regarding any questions or concerns about their volunteer schedules or assignments. She designs and mails quarterly newsletters. She is responsible for tracking and recording Reading Buddy hours and student participation visits. These hours are entered into our database. She prepares training packets and provides refreshments for Reading Buddy trainings. She visits schools to verify the RSVP Reading Buddy Program is running smoothly and holds recognition parties for the Reading Buddies and their students to celebrate the volunteer's time and effort, as well as the student's accomplishments.

Carol Scott is currently the RSVP Springfield Education Coordinator and has held this position for 9 years. Carol graduated from Drury University with a Bachelor of Arts degree in Psychology. Carol

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worked 11 years as a parent educator with Parents-As-Teachers.

Both positions will be strengthened by continuous trainings and seminars, resulting in current knowledge of how the RSVP program can address the Red Flag issues in our community.

RSVP Springfield has been in existence for 39 years due to the dedication and support of our volunteers, staff, funders, the Advisory Council, and the CCO. RSVP Springfield has engaged volunteers to be tutors in our Reading Buddy Program, to serve meals at our senior centers, to shop for those seniors or disabled individuals who cannot shop for themselves, to deliver meals to seniors who cannot get out of their homes, and to transport veterans and military families to a facility to get assistance with applying for jobs, interviewing, and preparing veteran-specific resume's. RSVP Springfield Volunteers will transport veterans and military families to a facility to get assistance in filling out paperwork to obtain their VA compensation benefits, as well as to VA hospitals for medical attention. RSVP Springfield has had much success in managing our Work Stations, administrators, and volunteers through personal contacts and meetings to discuss any questions or concerns. Also, through much collaboration, RSVP utilizes support from staff at CCO, CCO Board of Directors, and our RSVP Advisory Council. For years, RSVP has achieved useful information to tabulate the Outcome performance measures that are nationally required by mailing out surveys that provide us with the assessment of results needed to show how RSVP is improving lives while meeting critical needs in our community.

RSVP Springfield offices are located inside CCO in a beautiful building located at 627 N. Glenstone, Springfield Missouri. The RSVP Director and the RSVP Education Coordinator both occupy offices there.

Each office is supplied with equipment purchased from RSVP designated funds. This equipment includes a computer, printer, copier and phone, along with access to a work room with a large, multi-function copier, fax machine and postage machine. Supplies such as paper, pens, file folders, etc. are

Narratives

purchased by RSVP via purchase orders in our accounting department and stored in the work room.

CCO oversees the operational side of RSVP, including accounting, human resources policies and procedures, fundraising, grant writing, marketing, and database support.

The RSVP Advisory Council meets monthly to keep up-to-date on current community issues that will guide the program's performance and to make sure we are meeting the critical needs of our community.

The Executive Director of the CCO takes a personal interest in each staff member to provide guidance, assessments of job performance and evaluation in order to maintain a standard of excellence. The RSVP Advisory Council also evaluates the program's performance, as well as staff roles. Occasionally, outside consultants are hired to assess work performances and needs of the organization.

Currently non-federal funding comes from the United Way, the Greene County Senior Citizen Services Fund, Rigney Foundation, Missouri Department of Transportation, local Rotary club, and private donations. CCO together with the RSVP Advisory Council will facilitate fundraisers and continue to seek other grants to sustain the required 30% non-federal share.

Other

NA

PNS Amendment (if applicable)

NA