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Executive Summary

RSVP Dubuque County (RSVPDC) provides volunteers age 55 and older with opportunities to use their life experiences and skills to meet community needs. The Finley Hospital has sponsored RSVPDC since 1982. The Primary Focus Area of RSVPDC is Healthy Futures. Volunteers will also serve in Education, Environmental Stewardship, Economic Opportunity, Disaster Preparedness, Capacity Building, and community priorities. In the primary focus area, Healthy Futures, 104 or 29% unduplicated volunteers will serve at Meals on Wheels meal delivery sites, the Dubuque Food pantry, Duride, Senior Health Insurance Information Program (SHIIP), and Kids on the Block. Populations served include homebound elderly, children and families, and economically disadvantaged individuals. 360 total unduplicated RSVP volunteers will serve in the communities of Dubuque, Farley, Dyersville, New Vienna, Worthington, and Cascade, Iowa. RSVPDC will recruit veterans as volunteers and will emphasize the inclusion of those with a disability. The following outputs and outcomes will be reported in both the primary focus area, other focus areas, capacity building, and community priorities: (H9) Number of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support; and outputs ED2, H8, H2, H4, O2, O1, EN4, G3-3.16, G3-3.17, and D6. Twenty four percent unduplicated volunteers will serve in outcome H9 increasing social ties/perceived social support for 100 homebound seniors. 5700 individuals will be served through outputs H2, H4, H8, and H10. The CNCS federal investment of \$40,376 will be supplemented by the State of Iowa \$5,231, the Dubuque County Board of Supervisors \$5,200; the City of Dubuque \$7,341; and the Iowa Insurance Division \$4800. The Finley Hospital will contribute office space, phone and internet service, printing, postage, meeting room usage, and staff supervision totaling more than \$7,980 of in-kind support. RSVPDC is excited to serve the Dubuque County community and provide vital infrastructure for volunteers through evidence based programming with strong measurable outputs and outcomes.

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Strengthening Communities

RSVP Dubuque County (RSVPDC) serves all of Dubuque County, including the cities of Dubuque, Asbury, Peosta, Epworth, Farley, Dyersville, New Vienna, Worthington, and Cascade, providing necessary infrastructure to have an effective volunteer program. According to 2011 estimates from the U.S. Census Bureau the population of Dubuque County is 94,648. The population is 94.5% Caucasian, 2.7% Black, 2.0% Hispanic, and 1.1% Asian. Older Americans, age 65 and older, comprise 15.3% of the population. The median household income is \$48,573 and 9.1% of people live under the federal poverty guidelines. According to the U.S. Census Bureau, Dubuque County has a total area of 617 square miles (608 square miles of land and 8 square miles of water). Dubuque County is situated along the Mississippi River and boasts impressive bluff and river views. With the exception of the urban hub of the City of Dubuque and industrial areas in Peosta, Cascade, and Dyersville, much of Dubuque County is rural and agriculturally-driven.

RSVPDC has been sponsored by The Finley Hospital since 1982 and is considered a strong partner in the community, as well as a leader in volunteer management. RSVPDC continually assesses community needs and strives to meet the needs of diverse populations such as homebound seniors, children and families, veterans, and those with disabilities through evidence-based methods with measurable outputs and outcomes. RSVPDC assesses unmet community needs by reviewing local data such as the Community Health Needs Assessment and Health Improvement Plan, the 3rd Grade Reading Community Solutions Action Plan and the Every Child Every Promise Community Report Card. RSVPDC also reviews data from the U.S. Census Bureau, annual reports from volunteer stations, and the Iowa State Data Center. For additional community input RSVPDC conducts an annual survey of volunteers, volunteer stations, and the RSVPDC Advisory Council.

In 2011, 360 RSVP volunteers provided 51,763 hours of volunteer service to more than 30 different

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organizations. RSVPDC provided the necessary infrastructure and effective volunteer management to make this possible. More than 12,500 hours were spent delivering meals to homebound seniors. Through the 2011 annual survey of meal delivery recipients, 90% of homebound seniors surveyed reported meal delivery helps them remain living independently in their own home. Seniors who were surveyed also reported that the meal delivery person was the only person they saw each day, the food was nutritious, and many other positive comments. Scenic Valley Area Agency on Aging Meals on Wheels and The Finley Hospital Mobile Meals program work each day to reduce food insecurity and help senior citizens to remain living independently, but the need is not fully met. Due to the increasing senior population and shut-ins who are not currently aware of the program more volunteers are needed to expand this service.

RSVPDC's Primary Focus Area is Healthy Futures. RSVPDC will have 104, or 29%, unduplicated volunteers serving in service activities within Healthy Futures. 23% of unduplicated volunteers will serve in outcomes , exceeding the CNCS requirement of 10% unduplicated volunteers in work plans that result in outcomes. In the performance period from FY2013-FY2015, RSVPDC will serve homebound seniors with low to very low food security and low social ties and perceived social support through the delivery of meals. RSVPDC will have an estimated 70 unduplicated volunteers delivering meals to homebound seniors and will measure (output H8) number of homebound or older adults and individuals with disabilities receiving food, transportation, or other services that allow them to live independently. More than 3,200 meals will be delivered each month in Dubuque, Dyersville, Farley, Cascade, New Vienna, and Worthington. RSVPDC will report (outcome H9) the number of homebound OR older adults and individuals with disabilities who reported having increased social ties/perceived support. Output H8 and outcome H9 will be measured through a survey delivered by RSVPDC volunteers to homebound seniors receiving a meal. Each meal-delivery client will be surveyed once per year. For some true "shut-ins" the RSVPDC volunteer may be the only human

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contact they have each day, making this service a true lifeline for those confined to their homes. For more than 29 years RSVPDC has partnered with the Scenic Valley Area Agency on Aging Meals on Wheels and The Finley Hospital Mobile Meals program to deliver meals to homebound seniors. This partnership has shown proven success in helping to fulfill the unmet need for food security, increased social ties, and independent living for seniors in Dubuque County.

9.1 percent of the Dubuque population lives below the federal poverty guideline. According to the Dubuque 3rd Grade Reading Community Solutions Action Plan 13% of students in Dubuque Community Schools live in poverty and 38% qualify for free or reduced lunch. For those living in poverty emergency food assistance through food pantries is necessary to increase food security for themselves and their children. According to the Iowa State Data Center from 2006-2008 (the most recent years available) 11.6% of people living in Iowa reported low or very low food security. This number has risen each year since 2000, showing a clear unmet need for food security in Iowa. RSVPDC has two unduplicated volunteers serving at the Dubuque Community Food Pantry. RSVPDC will report (H10) the number of individuals receiving emergency food from food banks, food pantries, or other nonprofit organizations. This will be tracked on a report supplied by food pantry staff. RSVPDC continually assesses this community need and identifies new partners to help fill the gaps in food security.

Another barrier for homebound seniors in Dubuque County is transportation to medical appointments, the grocery store, or to other necessary resources. RSVPDC will have 13 unduplicated volunteers providing rides to homebound seniors, 65 and older, through the DuRide program and will report (H9) the number of homebound OR older adults who reported having increased social ties/perceived social support due to this service. For many seniors receiving rides means a chance to visit with someone, a chance to increase their connection to the community around them, and the opportunity to access vital resources and services. DuRide currently serves over 200 community

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seniors, 65 and older, and meets the need for transportation 24 hours a day, filling the gaps when other forms of public transportation are not available. Outcome (H9) the number of homebound OR older adults and individuals with disabilities who reported having increased social ties/perceived support will be measured through an annual survey given to seniors receiving rides through the DuRide program.

Finding and enrolling in the appropriate Medicare and supplemental insurance program can be a vital need for senior citizens, because it allows them to access critical health care services. According to 2009 U.S. Census Bureau statistics, 512,000 Iowans were enrolled in Medicare. The Senior Health Insurance Information Program (SHIIP) provides counselors who help older Iowans understand the Medicare enrollment process including Medicare supplements, long-term care insurance, and Medicare prescription drug coverage. RSVPDC will have eight unduplicated volunteers working as SHIIP counselors to help over 1,000 older adults access care. RSVPDC will measure output (H2) number of clients to whom information on health insurance, health care access, and health benefit programs is delivered. The number of clients will be tracked on a report provided by the SHIIP Coordinator.

Seniors and families are not the only populations RSVPDC will serve through the Primary Focus Area of Healthy Futures. Eleven unduplicated RSVPDC volunteers will serve 1,100 third grade children in Dubuque and Western Dubuque Community Schools through the Kids on the Block (KOTB). KOTB is health education program that educates 3rd grade students on mental and physical disabilities such as cerebral palsy, brain injury, and learning disabilities. According to the Kids on the Block, Inc., website, all of their curricula is extensively researched and tested to equip volunteers with evidence based methods to meet unmet community needs. RSVPDC will report measure (H4) Number of clients participating in health education programs. RSVPDC has a long-standing partnership with KOTB and in 2011, 91% of students who saw a performance were able to name a

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disability and three things they learned about that disability. Increased knowledge on disabilities is vital to the community because we want to have a community where people of all abilities are accepted and included. The Dubuque and Western Dubuque Community School Districts conduct a pre and post test on children who see the KOTB performances, and statistical information has shown a need for education on those with disabilities still exists, and additional exposure to KOTB performance will help to meet this need.

Two unduplicated volunteers will serve as Representative Payees to two economically disadvantaged individuals through the Visiting Nurse Association (VNA) Representative Payee program. This program helps people receive financial literacy education and have their financial needs met at no cost. In 2011, 100% of Representative Payee clients were able to maintain stable housing for a period of one year. The VNA Representative Payee program has identified financial literacy information as an unmet need for their clients.

In each of the service activities under Healthy Futures, veterans and military families will be served. Information on the services, such as meal delivery, food pantry assistance, representative payee services, and transportation provided by RSVPDC volunteers, will be made available through local veterans' organizations such as the Veteran's Freedom Center and VFW. RSVPDC will work to recruit veterans and military families, those with a disability, and individuals of all races, ethnicities, sexual orientation, and degrees of English proficiency, to serve in RSVPDC. Any needed reasonable accommodations are made for RSVPDC volunteers. RSVPDC matches volunteers with volunteer assignments that meet their skills, experience, and ability. RSVPDC will ask about veteran status on the volunteer application and on the annual survey to volunteers to gain a true number of veterans serving. RSVPDC will also plan and implement days of service with significant thought given to assisting veterans and military families. Days of service may include 9/11, Veteran's Day, Martin Luther King Jr. Day, Make a Difference Day, and others. In the past RSVPDC worked with the Iowa

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Troop Pantry to write letters and make cards to be sent in care packages to active military personnel; RSVPDC will continue this partnership in the FY2013-2015 grant period. An effort will be made to recruit a veteran for the RSVPDC Advisory Council to gain significant input from a local veteran on the unmet needs of veterans and military families.

While the primary focus of RSVPDC is Healthy Futures and 29% of unduplicated volunteers will be placed in this focus area, RSVPDC will also place volunteers in the areas of Environmental Stewardship, Education, Economic Opportunity, Disaster Preparedness, Capacity Building, and other identified community priorities. RSVPDC will have 23% of unduplicated volunteers in work plans that result in a CNCS identified outcome, exceeding the 10% requirement. RSVPDC will use evidence based methods to meet identified community needs through well thought out procedures which measure outputs and outcomes. The outputs include (H8) number of homebound or older adults and individuals with disabilities receiving food, transportation, or other services that allow them to live independently; (H10) number of individuals receiving emergency food from food banks, food pantries, and other nonprofit organizations; (H2) number of clients to whom information on health insurance, health care access, and health benefits programs is delivered; (H4) number of clients participating in health education programs; (EN4) number of acres of national parks, state parks, city parks, country parks, or other public and tribal lands that are improved; (ED2) number of students that completed participation in CNCS-supported K-12 education programs; (O2) number of economically disadvantaged individuals receiving job training and other skill development services; (D6) number of RSVP volunteer service hours in disaster preparedness, mitigation, response, and recovery; (G3-3.16) dollar value of cash resources leveraged by CNCS-supported organizations or national service participants; and (G3-3.17) dollar value of in-kind resources leveraged by CNCS-supported organizations or national service participants. Outcomes include: (H9) number of homebound Or older adults and individuals with disabilities who reported having increased social ties/perceived social

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support.

Recruitment and Development

The Retired and Senior Volunteer Program Dubuque County (RSVPDC) has a multi-faceted plan and infrastructure for high-quality volunteer assignments where volunteers feel their life experience, education, and skills are being used. RSVPDC engages volunteers in building a stronger community and making a true impact on community needs through evidence-based methods. According to research by the Corporation for National and Community Service ("Marketing Volunteer Opportunities to Baby Boomers: A Blue Print from the Field"), key elements to consider in recruitment and retention of baby boomers include providing assignments that allow them to maintain professional and social contacts; allowing young retirees to stay active, making them feel valued and needed, and challenging them intellectually. Volunteers take ownership when they understand the impact they are making. RSVPDC works to educate volunteers through the quarterly newsletter, at the annual Volunteer Appreciation banquet, and through the RSVPDC annual report on the results of the outputs and outcomes in CNCS Focus Areas, specifically the Primary Focus Area of Healthy Futures. This ensures volunteers truly understand the program impact and helps with retention.

High-quality volunteer assignments can only happen through strong partnerships with community organizations who value the work of RSVPDC volunteers and the infrastructure RSVPDC provides. RSVPDC has been a community partner since 1972 and currently partners with 34 different community organizations as well as the Dubuque National Service Partnership (DNSP) which is comprised of seven different Senior Corps and AmeriCorps programs. RSVPDC volunteers have the opportunity to not only serve their community through non-profit agencies and regular volunteer assignments and work plans, but to also work inclusively with other national service program volunteers and disability organization volunteers on Days of Service. DNSP creates meaningful days

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of service where volunteers of all ages, backgrounds, and abilities serve together.

RSVPDC will conduct an annual survey of volunteers, gaining their valuable input and asking them to rate their volunteer experience. Volunteers have an opportunity to give input on desired training and educational opportunities, to identify ideas for new volunteer assignments, and identify new community partners.

The first step in matching a volunteer with a volunteer assignment where they feel engaged and their experience, skills, and education are being used is to have a well-thought-out registration and orientation process. Each volunteer is asked to fill out a registration packet and has the opportunity to look through each of the volunteer position descriptions offered. The RSVPDC Director sits down one-on-one or over the phone to discuss these options with the volunteer. Every effort is made to ensure the volunteer understands the skills required, the time commitment, and any other necessary aspects of the volunteer position chosen. The RSVPDC Director interviews the volunteer to see if their skills match the skills needed or if these are skills that can be taught. Once an opportunity is selected, the volunteer meets with the station coordinator to review in depth the position and make sure it's a good fit. For some positions the volunteer may choose to "shadow" another volunteer first to get a true feel for the requirements of the position. Once the RSVPDC Director, volunteer, and station agree it is a good match the volunteer then receives on-assignment training from the station. For some positions additional requirements such as level of auto insurance or ability to commit to a year of service may be required. RSVPDC works to find a volunteer assignment that fits the volunteer's skills, ability, desire, and schedule. Some volunteers choose to give just one hour per month while others give 15-20 hours per week or more. Within 30 days of placement, RSPVDC Director follows up with both the volunteer and the station coordinator to ensure it is a positive match for all involved and to answer any questions. The follow up guarantees the volunteer has received the training needed to be effective in their placement.

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Volunteers receive orientation and a handbook with information on the focus areas of RSVPDC, policies and procedures such as turning in hours and dress code, and other valuable information to make their volunteer experience an enjoyable one. They also receive information on supplemental volunteer insurance, job descriptions, and information on special limitations for RSVPDC Volunteers. Special limitations include political activities, religious activities, and replacement of an employed worker. Volunteers are also informed that under no circumstances should they receive a fee for service, but may receive mileage reimbursement, meals, or other benefits offered by the volunteer station. Some stations offer special incentives to volunteers. For example: The Finley Hospital offers meal tickets to volunteers and The National Mississippi River Museum offers free admission to volunteers plus an additional guest pass for every 40 hours served. RSVPDC has exceptional community partners who recognize volunteers on a regular basis.

All RSVPDC volunteers receive training to be effective in their positions. Not only do they receive orientation to the RSVP program, but RSVPDC works with station partners to ensure volunteers receive on-assignment training and the ability to shadow another volunteer or staff person before they work independently. RSVPDC offers trainings throughout the year on things such as investment fraud and identity theft, disaster preparedness, relationship building, infection control, and a variety of other topics that are useful not only in volunteering, but in living independently. Many of these trainings are offered through the Dubuque National Service Partnership (DNSP) and collaboration with other community partnerships. Disaster Preparedness training will be provided twice a year by the American Red Cross and Volunteer Reception Center training will be offered by AmeriCorps. RSVPDC works with volunteers who have a disability by providing any special accommodations needed for them to be successful in their volunteer position, including matching them with a station that meets Americans with Disabilities Act accommodations.

RSVPDC station coordinators receive a Station Coordinator Handbook with policies and procedures to

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help them make volunteers comfortable and confident in their volunteer assignment.

Some volunteer positions, such as the SHIP counselors, must undergo extensive training and pass a test to be a volunteer. Representative Payee, Seniors Against Investment Fraud, and Small Claims Court mediation volunteers also receive more extensive training on the specific information needed for these volunteer assignments as these require more specialized skills. However, some positions require only generalized skills. RSVPDC works with the Advisory Council, Station Coordinators, and the DNSP to develop new trainings throughout the grant year that increase the skills and knowledge of volunteers. RSVPDC will invite Station Coordinators to many of these trainings, helping them understand the training volunteers receive and further comprehend the primary focus and other focus areas of RSVPDC.

RSVPDC recruits volunteers of all backgrounds and abilities and works to maintain a variety of assignments that can suit the needs of any unique volunteer. RSVPDC will ensure volunteer assignments vary in skills needed, time commitment, physical requirements, and experience needed so there is an assignment that is right for each volunteer. The Finley Hospital sponsors RSVPDC and is equal opportunity employer; RSVPDC follows this policy. RSVPDC works closely with organizations such as Hills and Dales, who serve those with disabilities; the Presentation Lantern Center and Multicultural Family Center, who serve people from culturally diverse backgrounds and English speaking proficiencies; and plans to work with area veteran's organizations such as the Veteran's Freedom Center. Each of these organizations will be provided with RSVPDC informational brochures, new volunteer registration packets, and other information such as information on Days of Service in an effort to recruit a diverse volunteer population. RSVPDC staff attend community health fairs, senior expos, and other community events where volunteers of all backgrounds receive information. RSVPDC recruits through existing partnerships and will use the Volunteer Dubuque! Volunteer Solutions software as another recruitment tool. RSVPDC volunteer opportunities are also advertised

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through the Finley Hospital Community Relations department via their website, on television screens in the hospital cafeteria, on electronic billboards, and in their newsletter. The RSVPDC Director promotes volunteer opportunities at staff meetings and staff education events throughout the year. A special effort to engage veterans and military families will be made around the times of year where we recognize these service members such as Fourth of July, Memorial Day, Veteran's day, and 9/11. The RSVPDC Director and Advisory Council will do presentations to veterans' groups and an effort will be made to track veterans serving by adding a place on the registration form where a volunteer may self-identify as a veteran or military family member. A question will be added to outcome measurement tools to also gather the number of veterans and military families being served.

Volunteer retention and recognition go hand in hand; in order to retain volunteers RSVPDC makes every effort to ensure volunteers know they are valued. Volunteers are thanked annually at the RSVPDC Volunteer Appreciation Banquet where a plated meal is served and volunteers are awarded years of service pins. This is an opportunity for the volunteers to be recognized among their peers and important members of the community, such as the mayor and County Board of Supervisors, for the years of service they have given through RSVPDC. Volunteers are invited to other social and recognition events such a summer picnic, open house during Senior Corps and Volunteer Week, and through special recognition events at their volunteer stations. RSVPDC recognizes volunteer efforts in the quarterly newsletter, through articles in local newspapers, and through personal phone calls and notecards.

RSVPDC will work to make sure volunteers understand results of outputs and outcomes. Understanding the number of lives they have impacted or the number of acres they have improved may be the final piece of the puzzle, bringing full circle the positive impact they have made on the community. For some volunteers the only recognition they need is the smile on the face of a child or a kind word from the person whose lunch they delivered.

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Program Management

The Retired and Senior Volunteer Program Dubuque County (RSVPDC) has a comprehensive plan and infrastructure to ensure all volunteer stations understand and comply with federal program regulations. Each RSVPDC volunteer station signs a Memorandum of Understanding (MOU) before volunteers are placed with the station. The MOU is renewed every three years and clearly outlines the responsibilities of the RSVPDC office and the volunteer station. The MOU clearly states:

This Memorandum of Understanding (MOU) contains basic provisions which will guide the working relationship between both parties. It is the intention of the MOU to promote cooperation, clarify responsibilities and define working relationships between RSVP and each volunteer station.

This MOU may be amended, in writing, at any time with concurrence of both parties and will be renegotiated at least every three years. Volunteers cannot displace employed workers. Volunteers cannot be used to conduct or be engaged in religious, sectarian, or political activity. This includes, but is not limited to: Electoral Activities, Voter Registration, Voter transportation to polls, and Efforts to Influence legislation.

Basics Provisions of Memorandum of Understanding

A. Retired and Senior Volunteer Program of Dubuque Co. will:

1. Recruit, interview and enroll RSVP volunteers and refer volunteers to the volunteer station.
2. Instruct RSVP volunteers in proper use of monthly reports and program procedures.
3. Provide RSVP orientation to volunteer station staff prior to placement of volunteers and at other times as the need arises.
4. Furnish accident, personal liability and excess automobile insurance coverage as required by program policies. Insurance is secondary coverage and is not primary insurance.
5. Periodically monitor volunteer activities at volunteer station to assess and/or discuss needs of

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volunteers and volunteer stations.

6. Conduct criminal background check on all new members who enroll in RSVP.

B. Volunteer Station will:

1. Provide a written position description to RSVP office.

2. Provide orientation, in-service instruction or special training of volunteers as needed.

3. Provide supervision of volunteers on assignments.

4. Provide for adequate safety of RSVP volunteers.

5. Collect and validate volunteer hours served and submit hours monthly to RSVP office.

6. Investigate and report accidents and injuries involving RSVP volunteers immediately to the RSVP office. All reports will be in writing.

7. Supply statistical data on volunteer assignment as requested.

8. Comply with all ADA requirements.

9. Comply with all applicable civil rights laws and regulations including non-discrimination against race, color, national origin, sex, age, political affiliation, religion, or on the basis of disability if the volunteer is a qualified individual with a disability.

10. This Memorandum of Understanding contains all terms and conditions agreed upon by the contracting parties. No other understanding, oral or otherwise, shall be deemed to exist or to bind any of the parties hereto.

Each RSVPDC volunteer station receives a Volunteer Station Handbook which covers volunteer assignments, what RSVP volunteers do, information on preparing for RSVPDC volunteers, a non-displacement of employed workers statement, the criminal background check policy, responsibilities of the station, benefits of having volunteers, other special limitations of RSVP volunteers, and the grievance policy.

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Under the "Other Special Limitations for RSVP volunteers" it clearly states volunteers may not be involved in political or religious activities while serving in the capacity of RSVPDC volunteer; RSVPDC volunteers may not perform any service of duty or engage in activity which would otherwise be performed by a paid worker; and under no circumstances shall an RSVPDC volunteer receive a fee for service from service recipients.

In FY2013 all RSVPDC Volunteer Stations will receive an updated Volunteer Station Handbook, including information on Primary Focus area, other focus areas, community priorities, and outputs/outcomes that will be measured by RSVPDC. Volunteer Stations will be invited to an informational session where they will learn about the new Primary Focus and other Focus Areas, learn about all policies and procedures, and have an opportunity to ask questions.

RSVPDC has a strong plan and infrastructure to develop and oversee volunteer stations outside of the Primary Focus Area: Healthy Futures. RSVPDC used local community data and input from the RSVPDC Advisory Council, existing volunteer stations, the Dubuque National Service Partnership (including other AmeriCorps and Senior Corps programs), Community Foundation of Greater Dubuque, and other local partners to identify important unmet community needs. Through this research it was determined RSVPDC volunteers were needed in the focus areas of Education, Environmental Stewardship, Economic Opportunity, Disaster Preparedness, and Capacity Building.

RSVPDC was able to determine a community need for RSVPDC volunteers in Education through a recent All American City award Dubuque received for its 3rd Grade Reading Initiative Community Action Plan. According to this plan, 86% of all 3rd graders are meeting reading targets based on a Basic Reading Inventory, but the other 14% of students need additional help to read at grade level. Third grade reading proficiency has been linked to high school graduation rates and other future success indicators. RSVPDC works with Dubuque and Western Dubuque Community Schools to provide ten unduplicated RSVPDC volunteers to read one on one with students and provide another

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Caring Adult in their life. Caring Adults are one of the Five America's Promises. RSVPDC will work closely with the 3rd Grade Reading Initiative committee and the local Every Child Every Promise Office to improve the number of third grade students reading at or above grade level and will measure output (ED2) number of students that completed participation in CNCS-supported K-12 education program.

In the Focus Area of Environmental Stewardship, RSVPDC has a long-standing partnership with the Dubuque Arboretum and Botanical Gardens and has identified a need for RSVPDC volunteers to help with plant establishment and removal, debris removal, and other duties to ensure 52 acres of green space are maintained in a continually urban developed area. Eighty-six unduplicated RSVPDC volunteers will work toward output (EN4) number of acres of national parks, state parks, city parks, county parks or other public and tribal lands that are improved. The Environmental Health Research Foundation released a report on April 25, 2011, Benefits of Green Space- Recent Research, which indicated several benefits of green space. The environmental benefits included erosion control and run-off prevention, water purification, air purification, temperature modification/energy and cost savings, oxygen generation, and carbon sequestration. The human health benefits included recreation, increased physical activity/reducing obesity, and healthcare/stress reduction.

In the area of Economic Opportunity, RSVPDC partners with the Dubuque VNA to provide Representative Payee services to economically disadvantaged clients. The 2005-2007 American Community Survey 3-Year Estimates indicates 12.2% of households in Dubuque County have incomes of \$15,000 or less. There is a need in Dubuque County for volunteers to provide assistance to low income or disabled clients in managing their finances responsibly. The VNA trains Representative Payee volunteers to provide financial literacy services to these clients which will help them to maintain stable housing and have their financial service needs met without any out of pocket expense. Two unduplicated RSVPDC volunteers will work with the Representative Payee program and measure

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output (O1) number of economically disadvantaged individuals receiving financial literacy services.

Disaster can strike at any time and it is important to be prepared. In the area of Disaster Preparedness, RSVPDC will partner with the AmeriCorps Partners in Learning program and the American Red Cross to train volunteers in operation of the Volunteer Reception Center (VRC) and in personal disaster preparedness. The VRC Committee and Bioterrorism Committee for Dubuque County have identified the importance of a Volunteer Reception Center to credential and register volunteers and to prepare volunteers for times of disaster. The American Red Cross will offer a program to help individuals and families be prepared for disasters through their "Be Red Cross Ready" program two times each year. The RSVPDC Director serves on the VRC committee, which includes public health and Emergency Management; helps with plans for the VRC and helps prepare citizens through community outreach. Disaster Preparedness is a growing need in Dubuque County as there have been floods and other natural disasters that presented the need for a greater number of citizens who are prepared in times of disaster. RSVPDC will have 12 unduplicated volunteers educated on disaster preparedness and give hours to the measurement (D6) number of RSVP volunteer service hours in disaster preparedness, mitigation, response, and recovery. Should disaster strike, RSVPDC will assess the need and if necessary train and place additional volunteers where needed to help with response and recovery.

In the area of Capacity Building, RSVPDC has a long-standing relationship with the American Cancer Society Discovery Shop, American Red Cross, and Mississippi Valley Regional Blood Center (MVRBC). RSVPDC volunteers will help collect, sort, tag, clean, and sell donated items at the American Cancer Society Discovery Shop in an effort to raise funds (G3.17) for the American Cancer Society and support those who have been affected by cancer. Thirty-one unduplicated RSVPDC volunteers will help at the Discovery Shop. According to www.cancer.org and the document Cancer Facts and Figures 2012, it is estimated there are over 17,000 new cases of cancer in Iowa in 2012.

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Cancer is the second leading cause of death in the United States. The funds raised by the Discovery Shop help with research, prevention, and treatment of cancer. RSVPDC volunteers will also help the American Cancer Society with fundraising efforts such as Daffodil Days which garner donations as well.

Another area of Capacity Building and output (G3-3.17) will be supporting blood drives; four unduplicated volunteers will assist locally. In 2011, RSVPDC helped collect over 8,200 units of blood through the American Red Cross and MVRBC. The American Red Cross estimates someone in the U.S. needs blood every two seconds and more than 44,000 donations of blood are needed each day. MVRBC has identified a need for additional volunteers to help with blood drives, as the need for blood donations is always increasing.

RSVPDC will have 17 unduplicated volunteers assisting with capacity building (G3-3.17) at the Washington Tool Library. The Washington Tool Library is a non-profit in Dubuque entirely run by volunteers. Citizens who meet income guidelines are able to borrow tools from the library to help with home repairs. RSVPDC volunteers work at the tool library in an attempt to garner donations and build capacity for the tool library, an identified need as funding is continually reduced for this organization. RSVPDC volunteers help raise more than \$2,000 in donations each year.

RSVPDC continues to reach out to community partners to research the needs of the community through an annual assessment. Volunteer stations are surveyed to learn about important volunteer management issues such as safety, communication between volunteer and their station, policies for turning in hours, recruitment, retention, and recognition of volunteers. RSVPDC has been an integral part of the community for over 40 years and with most of the current volunteer stations for at least 10 years, many much longer.

Although RSVPDC values all volunteer stations and community partners, the program staff and Advisory Council recognize there may be a time when stations need to be graduated due to changing

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community needs, unsuccessful placement of volunteers, or simply due to the need for RSVPDC assistance has been met. In this situation, RSVPDC will thank the volunteer station by presenting them with a certificate of appreciation at the annual appreciation banquet and will refer them to other area volunteer recruitment agencies for further assistance. The City of Dubuque recently received a Volunteer Generation Fund grant to start a volunteer center. Any station that graduates from RSVPDC will be encouraged to continue to use the volunteer center, Volunteer Dubuque! staff, and the software the City of Dubuque has purchased for volunteer recruitment. RSVPDC volunteers may choose to continue to volunteer with a station even though it is no longer an RSVPDC partner. Volunteers will be sent a letter explaining the change and a listing of all RSVPDC stations and job descriptions. If this graduation displaces a volunteer, the RSVPDC Director will meet with the volunteer to discuss his or her options and potentially match them with another station. RSVPDC volunteers who serve zero hours for a period of one year or longer will be inactivated per RSVPDC Volunteer Handbook policies.

No current RSVPDC volunteers will be displaced by the 2013 RSVPDC grant; however, the number may reflect less volunteers than the 368 volunteers reported in 2010. RSVPDC has lost volunteers due to health reasons or death, volunteers have moved, and some volunteers have been inactivated due to serving zero hours for a period of one year or longer. Inactivated volunteers will be welcomed back with a simple meeting with the RSVPDC staff to go over possible volunteer placements.

RSVPDC works to ensure the accurate collection and management of data to support CNCS outputs and outcomes. RSVPDC uses hour sheets to collect volunteer hours from each volunteer station. These are collected monthly and are individually signed by the RSVPDC Director. A spreadsheet of volunteer stations is checked off each month when hour sheets are received. RSVPDC staff create the hour sheets and mail them to the volunteer stations two months at a time; these can be returned via postal mail or e-mail. Hours are then input into Volunteer Reporter software, which

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RSVPDC updates each year, and which has the capability to run a number of statistical reports and filter data for accurate measuring of outputs and outcomes. RSVPDC will use surveys and other measurement tools to gather data needed for outputs and outcomes. The main outcome for RSVPDC will be (H9) Number of homebound Or older adults and individuals with disabilities who reported having increased social ties/perceived social support. Each client who receives a home delivered meal or will be asked to fill out a survey annually that will measure their social ties or perceived social support. RSVPDC may also subsequently measure whether clients feel these services help them remain living independently in their homes. In 2011, 90% of meal recipients answered "yes" when asked if they felt home delivered meals helped them to remain living in their own home . Please see the RSVPDC work plans in the performance measure module for additional information on outputs and outcomes.

RSVPDC has a sound history regarding management of project resources, both financial and in-kind. RSVPDC has a wealth of in-kind resources through the use of The Finley Hospital Print Shop, computer and A/V equipment, meeting rooms, and Finance Department staff. Each year the RSVPDC Director thoughtfully prepares a budget for the program sponsor, taking into account issues such as volunteer recruitment needs, recognition needs, supplies, and the educational/training needs of staff. The Finley Hospital supports RSVPDC by providing one of its professional accountants (B.A. in Accounting) to serve as a financial resource to the RSVPDC Director as needed for anything from daily operations to annual budgeting to assistance with grant applications. This professional prepares the annual Federal Financial Report (FFR), draws down funds quarterly using Payment Management System (PMS), and prepares the quarterly federal cash transaction report. The finance professional, as an employee of the Finley Hospital, may draw upon the specialized expertise of the corporate Iowa Health System Finance department. Finley maintains all financial records for RSVPDC in its secure, sophisticated fully electronic/automated accounting, inventory, purchase management, general

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ledger, cost accounting, accounts payable, and payroll systems. These systems provide the RSVPDC director with timely monthly financial information to manage the program's resources.

The RSVPDC Director is supervised by the Human Resources Director, Karla Waldbillig, and meets with her each month to review program resources and ensure all needed program supplies are secured. The RSVPDC Director adheres to the financial procedures of The Finley Hospital and all financial resources funnel through the hospital cashier or The Finley Health Foundation. RSVPDC staff do not handle cash in the office, but rather have a policy to ensure all check disbursements and cost reimbursements go through the HR Director and Finance Department, ensuring a checks and balances system. The RSVPDC Director must prepare an annual budget for the program sponsor, The Finley Hospital; monthly reports to The City of Dubuque; and annual financial close-out reports to the State of Iowa. All Financial and grant reports are kept in the RSVPDC office both in electronic and hard copy format. Along with monthly financial reports, the RSVPDC program staff keep Excel spreadsheets documenting the date, amount, and reason for all expenditures. Check disbursement requests, all receipts, and deposit slips are kept in a binder each year and filed with other grant documents at the close of the grant year. The spreadsheet and binder are then cross-referenced with monthly reports from The Finley Finance department.

Organizational Capability

RSVPDC partners with the program sponsor, The Finley Hospital, to ensure great thought is given to programmatic and fiscal oversight, day to day operational support, data collection, and clearly defined internal policies. The Finley Hospital has an extensive policies and procedures structure which is part of the larger, parent entity, Iowa Health Systems. All employees can access policies on the intranet. Policies range from paid time off, FMLA, compensation/payroll, purchasing of supplies, annual review, travel policies, and more. All policies are regularly reviewed and revised and employees learn about these and other educational requirements through netlearning courses and an annual

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validation fair. Netlearning courses are required by each employee to be completed each quarter. The RSVPDC Director is supervised by the Human Resources Director and attends monthly meetings with the Finley Management Team. At these meetings regular updates from The Finley Hospital Administration on day to day operations of the hospital are given. The Finley Hospital provides Open Forums to educate employees on current topics of importance, and employees have the opportunity to ask the Administration questions. RSVPDC purchases Volunteer Reporter software and uses this as the main data collection tool, in partnership with the survey measurement tools mentioned in the Program Management narrative.

RSVPDC employs one full time Director. The Finley Hospital, provides a clearly defined job description for the RSVPDC Director, which is reviewed by the RSVPDC Director and Human Resources Director during the annual staff review. RSVPDC employs a part time temporary program assistant intern when matching funds allow. This intern position is managed by the RSVPDC Director and main duties include clerical responsibilities such as minute taking and data entry. The RSVPDC Director job description is on file at CNCS. The current RSVPDC Director, Amy Schauer, was hired in January 2011. Ms. Schauer has over 10 years of experience working with local non-profit agencies. She holds a Bachelor of Science Sociology Degree from the University of WI-La Crosse and is currently pursuing a Master of Arts in Communication from the University of Dubuque.

The Finley Hospital has been the RSVPDC program sponsor since 1982 and has a proven record for managing volunteers in the primary focus area, Healthy Futures. The mission of The Finley Hospital is to improve the health of people and communities in the tri-state area, so the primary focus on healthy futures is clearly aligned with the sponsor's mission. The Finley Hospital has overseen the Mobile Meals, home delivered meal program, for 29 years. In 2011, more than 3,400 meals were delivered each month, and 90% of homebound seniors surveyed said these meals help them to remain living independently in their homes. The Finley Hospital also maintains its own volunteer corps of 344

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volunteers and has used volunteers in the hospital since 1911. The Finley Hospital also oversees the Senior Health Insurance Information Program (SHIIP), which is measured under output (H2) of Healthy Futures. RSVPDC, in partnership with The Finley Hospital, has been serving in the area of Healthy Futures through partnerships with local organizations for 30 years.

The Finley Hospital has an outstanding organizational infrastructure including the main hospital campus which houses an emergency department, lab, medical/surgical, Heart and Vascular Center, Wendt Regional Cancer Center, Kehl Diabetes Center, print shop, resource center, computer labs, cafeteria, fitness center, finance department, human resource department, several meeting rooms, A/V equipment, video-conference room, and full IT support. The Finley Hospital is also part of the larger Iowa Health Systems. The Finley Hospital Finance Department provides one of its professional accountants (B.A. in Accounting) who prepares the annual Federal Financial Report (FFR), draws down funds quarterly using Payment Management System (PMS), and prepares the quarterly federal cash transaction report. The accountant also accesses the specialized expertise of the corporate Iowa Health System Finance department. Finley maintains all financial records for RSVPDC in its secure, sophisticated fully electronic/automated accounting, inventory, purchase management, general ledger, cost accounting, accounts payable, and payroll systems. The Finley Finance Department in partnership with the Finley Health Foundation, has a proven track record for managing federal funds, such as grants received by their subsidiary, the Visiting Nurse Association, including WIC, Medicaid, and HUD funds.

The RSVPDC Advisory Council is comprised of a diverse group of individuals from many cross-sectors of the community. Members include a volunteer station coordinator, two volunteers, two representatives from area assisted living facilities (one with an extensive Marketing background), a former RSVPDC program assistant who now represents public health, a banker, and two business owners. All of the members of the Advisory Council have extensive experience working with seniors

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age 55 and older, and are well informed about unmet community needs. The Advisory Council helps the RSVPDC director understand the current needs of the community, form partnerships with local organizations, recruit volunteers through word of mouth, and organizes the annual Lots of Socks, Hats, and Mittens Too drive to provide winter garments to local school children. They also help to plan and implement social and recognition events for volunteers. In FY2013 RSVPDC will work to recruit a local veteran to the Advisory Council.

RSVPDC has a strong history of local financial support through the City of Dubuque (\$7,341), the State of Iowa through the Iowa Commission on Volunteer Service (\$5,231), and the Dubuque County Board of Supervisors (\$5,200). RSVPDC has been sponsored by The Finley Hospital for 30 years and shows great sustainability even in hard economic times. The Finley Hospital continues to provide RSVPDC with office space, parking, phone and internet, employee benefits, printing services, postage, and many other in-kind services; this is a great financial support. RSVPDC will continue to work with these local partners to ensure sustainability and will secure additional funds as program needs arise. RSVPDC partners with the Dubuque National Service Partnership (DNSP), including a member of the Community Foundation of Greater Dubuque, the largest local philanthropic organization in the Dubuque area, to write small grants for smaller service projects and Days of Service. DNSP has successfully written grants ranging from \$500-\$1,000 for service projects from the Iowa Commission on Volunteer Service. This collaboration ensures strong grant applications and community presence.

Other

N/A

PNS Amendment (if applicable)

N/A