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Executive Summary

An estimated 1,120 RSVP volunteers will serve. They will deliver meals to the homebound, help distribute food to low income and unemployed seniors and homeless, assist in food pantry and soup kitchens for the homeless and low income adults, provide training through a Chronic Disease Self Management Program, provide income tax consulting ,tutor children in public schools, help recruit for and assist with blood drives, and support Community Priorities through a network of 150 volunteer stations such as public schools, government and non-profit agencies, faith based pantry and soup kitchen, Food Bank, care homes, and episodic activities. The Primary Focus Area of this project is Healthy Futures (Aging in Place, Obesity and Food, and Access to Care). At the end of the 12-month performance period 960 Senior Farmer's Market Program and Brown Bag Program seniors will have reported increased food security for themselves. Under His Wings will serve 130 unduplicated low income or homeless individuals, Meals on Wheels will serve 130 home bound seniors. The CNCS federal investment of \$68,254 will be supplemented by a non-federal share of \$337,080.

The other focus areas are in Education, K-12 success through tutoring; Economic Opportunity, Financial Literacy through AARP Tax Aid; and Capacity Building and Leverage through the Blood Bank of Hawaii Blood Drives.

Strengthening Communities

The RSVP of Hawaii County serves the Island of Hawai'i which encompasses an area of 4,028 square miles, making it larger than all the of the State's counties combined. Geographically, it is divided into nine council districts, more broadly as East and West Hawaii. Currently the population is 185,079 (24.5% increase since year 2000 per the 2010 US census).

Hawaii is a melting pot of mixed cultures and ethnicities. The County of Hawaii RSVP program

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recruits volunteers from a multi cultural population without any difficulty. Volunteers from diverse backgrounds are always walking in to request to be volunteers for the RSVP program.

The Hawaii County RSVP is a program within the Department of Parks and Recreation Elderly Activities Division (EAD). The Hawaii County RSVP program conducts management and evaluation of the projects through several methods. Management of RSVP volunteers and their stations is done through monthly visits with volunteers or station supervisors by the RSVP Community Service Program Assistant (CSPA) or the RSVP Director. Discussions at these monthly visits include volunteer staffing, program planning, logistics and any concerns. Timesheets and mileage records are submitted monthly by station supervisors. The RSVP Advisory Council also conducts field surveys annually, polling and interviewing both the RSVP volunteers and the volunteer station supervisors.

Each organization that has a RSVP partnership serves the needs of the local community through providing services that will improve quality of life. Many agencies that we partner with are under-funded. These agencies rely on RSVP to provide manpower and expertise to enable them to better provide their services to the community.

Hawaii County RSVP is following the Senior Corps of the CNCS 5- year strategic plan by addressing community needs primarily in the Healthy Futures focus area. Over 570 volunteers will be serving in the Primary Focus Area. The projects addressing these needs are the Food Basket's Senior Farmer's Market Nutrition Program (SFMNP) and Brown Bag Program, the County of Hawaii's Meals on Wheels Program, the Chronic Disease Self-Management Program (CDSMP) and the Under His Wings Ministry Program.

According to the "Food Insecurity Among Older Adults" a report submitted to the AARP Foundation dated August 2011 by James P. Ziliak, Ph.D. University of Kentucky and Craig Gundersen, Ph. D., University of Illinois, the State of Hawaii is ranked 16th out of the 50 states and the District of

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Columbia in food insecurity rates for persons age 60 and older with income below 200% of the poverty line and 12th with income below 300% of the poverty line (2001 -2009 December current population survey).

The Food Basket's Senior Farmer's Market Nutrition Program is an island-wide, 15 week, once a week (June-September), distribution of locally grown fresh fruit and vegetables to low income seniors. 800 individuals will be served. The Senior Brown Bag Program distributes non-perishable food items once a month to qualifying low income seniors from October to May. 400 seniors will benefit. At the end of the 12-month performance period 320 of the recipients will report increased food security of themselves. RSVP volunteers are an integral part in the success of these programs as The Food Basket took a 36% Budget cut in 2011 and has reduced their staff to 6 staff (including the Executive Director) and 1 part time sub contractor to provide services to the entire island.

RSVP volunteers in Meals on Wheels help deliver lunches Monday through Friday and at the end of the 12 month performance period will provide social contact for 200 homebound and/or disabled seniors.

According to the Hawaii Health Survey (2008) 36% of seniors reported to have one health condition, 63% have 2 to 4 health conditions and 1% reported having 4 or more conditions. Studies have shown that people who took programs such as CDSMP, when compared to people, who did not take the program, improved their healthful behaviors, improved their health status and decreased their days in the hospital. RSVP volunteers will provide support and serve as trainers in the Chronic Disease Self-Management Program, a program designed to provide elderly individuals especially those with chronic health conditions and/or their caregivers with information, tools and techniques to self-manage their health conditions. At the end of the 12 month performance period 30 participants will enroll in the CDSMP workshops and 24 will complete the course.

The Under His Wings Ministry provides services to alleviate long term hunger to low income and/or

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homeless individuals. Volunteers are instrumental in keeping the program operating by preparing and serving breakfasts on Tuesday, Thursday and Saturday as well as maintaining a food pantry and emergency food distribution program. At the end of the 12 month performance period 130 individuals will report increased food security of themselves and their children.

The County of Hawaii RSVP will conduct a needs assessment to identify service projects which will serve veterans and military families. An identified project(s) will be initiated to service veterans and military families residing in Hawaii County.

Recruitment and Development

The Hawaii County RSVP program has over 150 volunteer stations that can provide high quality opportunities to enrich the volunteer's physical and mental health as well as a higher quality of life experience while sharing their skills to improve their communities.

Each volunteer is informed of the different placement opportunities, benefits and responsibilities available by the RSVP's Community Service Program Assistants (CSPA). Volunteers are given an overview of EAD services and after an RSVP in-depth orientation and interview they are assigned to a station based on their interests. Volunteer station supervisors are given an orientation by the RSVP Director and/or the CSPA. At the time of orientation a RSVP Volunteer Station and Volunteer Handbook is given and reviewed with each supervisor. Any technical training is continued through monthly visits to the volunteer station by the RSVP CSPA. Upon placement RSVP volunteers are provided with an intensive orientation and training specific to the program by the station supervisor. The orientation ensures an avenue for good communication, job knowledge and safety, and possible future leadership assignments available.

The RSVP program complies with Title VI of the Civil Rights Act of 1964 (PL 88-352) and with Section 504 of the Rehabilitation Act of 1973 and with Section 504 of the Rehabilitation Act of 1973, Age Discrimination Act of 1975 (Title III of PL 94-135). Hawaii County RSVP records all new enrolled

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veteran volunteers through their registration application. In addition the RSVP program assures it will not discriminate against volunteers or in the operation of its program on the basis of race; color; national origin, including individuals with limited English proficiency; sex; age; political affiliation; religion; or on the basis of disability, if the participant or member is a qualified individual with a disability.

The RSVP's Community Service Program Assistants visit volunteers at the volunteer stations monthly to insure that the volunteers are enjoying their assignments and their experience. Any concerns are addressed between the CSPA and the Director with input as to possible solutions by the volunteer. Direct monthly contact insures that volunteer retention is at the forefront of the program.

The RSVP Advisory Council does annual site visits to interview the individual volunteers and the volunteer station supervisors. An aid to retention is mileage reimbursement which is available to volunteer on a funds available basis. One requirement is that the claimants volunteer a minimum of 2 hours at their station. The RSVP van driver transports volunteers living primarily in rural areas. These volunteers would otherwise be unable to serve due to lack of volunteer opportunities in their immediate area and/or due to lack of transportation.

A quarterly newsletter highlighting different programs is published quarterly by the Parks & Recreation's Elderly Activities Division and disseminates current information to RSVP volunteers. RSVP of Hawaii County annually conducts three volunteer recognition luncheons for different geographical areas across the island. Milestone year volunteers are given special recognition. Five year awardees are presented with a RSVP appreciation award, lei and service award pin. Ten, fifteen, twenty and twenty plus year volunteers all receive RSVP service pins and leis. The twenty-five (25) and thirty (30) year award recipients are awarded \$50.00 and \$75.00 respectively donated by the RSVP Advisory Council as well as a lei, pin and certificate. These awards are presented to them by the Mayor, elected public officials and Department heads. Recognition award color pictures with names

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of recipients are published in the EAD quarterly "Kupuna News" senior news magazine. The attendees are treated to a generous buffet along with professional entertainment. Transportation for volunteers to these recognitions is provided by the program. Dignitaries speak about the meaningful service and impact the volunteer provide to the community.

Program Management

The RSVP program regulations and applicable laws are overseen by the County of Hawaii RSVP Director. The compliance of all documents by the volunteer stations is done through close association with the station supervisors and managed by the RSVP Account Clerk. A schedule is kept and documentation and follow up of all deadlines and reports are reviewed by the Director. Reminders of compliance are sent to each affected volunteer stations. The procedure to consult and/or remove volunteer stations is initiated for non-compliant stations.

The RSVP of Hawaii County has identified Education, K-12 success; Economic Opportunity, Income Tax Tutoring; Capacity Building, Supporting Blood Drives; as unmet community needs outside the Primary Focus Area. Most existing and all new RSVP volunteers will be reassigned to Primary Focus Areas and Other Focus Areas & Capacity Building as well as continuing to address the Community Priorities need.

RSVP will begin the process of graduating volunteer stations that are not aligned with the national performance measures and have existing volunteer programs in place. A letter will be sent thanking these stations for their past association with RSVP. RSVP will continue with an informal partnership by creating a Volunteer Resource Database, which will be updated with volunteer opportunities within the community. RSVP will act as a "one-stop shop" for volunteers, presenting them with a multitude of options. A letter to RSVP volunteers assigned to graduate volunteer stations will inform them of the change and existing RSVP volunteers will be offered to be reassigned to primary focus areas and other focus area projects. This will provide the volunteers with meaningful life experiences utilizing their

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talent and interests.

The National Performance Measure outcomes and outputs for the Primary Focus Area are acquired through surveys, attendance logs, sign-in sheets, and headcounts.

An annual progress report is submitted to the Federal government. The data obtained for this report determines how successful the project was in meeting the National Performance Measure outcomes and outputs. RSVP manages the program information and data by utilizing a measurement tool the Volunteer Reporter software. Data sorting through this software makes project information readily accessible and manageable. The software's spreadsheet capabilities allow reports to be tailored according to need. Surveys and data collection, track the number of volunteers , volunteer stations, and volunteer hours at all Primary, Other Focus & Capacity Building, and Community Priorities areas. Data from the individual projects in meeting goals are submitted to the County government quarterly. The annual goals for volunteers are also submitted for review at the monthly RSVP Advisory Council Meetings. This process tracks how well RSVP is meeting its required goals and objectives.

Fiscally RSVP of Hawaii County is monitored by the County of Hawaii Finance Department and is subject to yearly audits to ensure fiscal compliance. The County of Hawaii currently provides approximately 83% of the program funding as well as use of facilities and support services without charge to the program.

The Department of Parks and Recreation's Accountant assists the RSVP Director and Account Clerk to manage the program budget. The RSVP Account Clerk, overseen by the RSVP Director, manages the budget throughout the grant period and receives a monthly expenditure detail report from the County of Hawaii Department of Finance.

Organizational Capability

The RSVP fiscal oversight is managed by the financial management system used by the County of

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Hawaii Finance Department's mandated government budget and fiscal system. RSVP of Hawaii County has gone through a compliance monitoring visit by the CNCS State Director in April of 2011. Internal policies as well as procedures were reviewed and revised by December of 2011. New internal policies and procedures were implemented to meet the grant requirements. The RSVP program conducts a self-assessment each year. The Department of Parks and Recreation also requires its programs to conduct quarterly service surveys to rate the quality of service provided to RSVP volunteers. Responses to these surveys either validate high quality of service or offer suggestions for improvement.

The RSVP of Hawaii County is a program within the Elderly Activities Division of the Department of Parks and Recreation. The program is located in the EAD complex in East Hawaii and is staffed full time with a Program Director, Account Clerk, Community Service Program Assistant (CSPA), and Van Driver. The West Hawaii Civic Center houses the West Hawaii CSPA. All RSVP staff job descriptions follow Civil Service rules and regulations. The County of Hawaii Human Resources Department reviews all program positions and descriptions as submitted by the Department of Parks and Recreation. The Human Resources Department of the County of Hawaii administers all recruitment for RSVP staff. The Department of Parks and Recreation supports all positions of the RSVP program even through these challenging economic times.

RSVP has aligned service activities within the Primary Focus Area in 2011. In the Primary Focus area Healthy Futures, The Food Basket of Hawaii continues to be supported by RSVP. RSVP of Hawaii County enables the under staffed Food Basket to conduct its operations by providing volunteers to assist with office duties and with food distribution through its Senior Farmer's Market Nutrition and Brown Bag programs. RSVP supports other Primary Focus Area programs such as Meals on Wheels, Under His Wings Ministry, and Chronic Disease Self Management, which serve the critical community needs of the entire island. The success of the program performance is determined by

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surveys and statistical data collection conducted by the RSVP program in partnership with the service activity stations.

The Hawaii County Office of Aging is the sponsor of the RSVP grant and has assigned two Program Planners, one for East Hawaii, the other for West Hawaii, to work closely with RSVP. Both of them serve as liaisons on the RSVP Advisory Council.

The RSVP Advisory Council has an East Hawaii and a West Hawaii Advisory Council headed by Vice Chairpersons and the entire council is under the direction of the Chairperson. RSVP of Hawaii County ensures input from the community through several methods. Input at the semi annual Elderly Activities Division Advisory Council (comprised of island wide senior club presidents) meetings include suggestions for improvement of service and addressing the primary focus area. The RSVP Advisory Council also conducts field surveys annually, polling and interviewing both the RSVP volunteers and the volunteer station supervisors.

The RSVP of County of Hawaii has managed the Federal Grant funds for 40 years with assistance from the Office for Aging, Parks and Recreation Department, and the Department of Finance. RSVP has a good track record and is recognized by elected public officials and County administrators who have ensured the program's continued funding. These funds enable the program to operate with optimum efficiency. The County of Hawaii not only provides program facilities, use of County equipment and inter department services, but ensures that all program purchases are regulated by the Finance Department Purchasing Division's procurement policies.

Other

None

PNS Amendment (if applicable)

Not applicable