

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): 10/18/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 13SR143698	4. DATE RECEIVED BY FEDERAL AGENCY: 10/18/12	FEDERAL IDENTIFIER:														
5. APPLICATION INFORMATION																
LEGAL NAME: Lutheran Social Services of Illinois DUNS NUMBER: 076855626	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Diana D Burke															
ADDRESS (give street address, city, state, zip code and county): 1001 E. Touhy Avenue, Suite 50 Des Plaines IL 60018 - 5817 County: Cook	TELEPHONE NUMBER: (815) 397-7103 FAX NUMBER: (815) 397-7114 INTERNET E-MAIL ADDRESS: DIANA.BURKE@LSSI.ORG															
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 362584799	7. TYPE OF APPLICANT: 7a. Non-Profit 7b.															
8. TYPE OF APPLICATION (Check appropriate box). <input checked="" type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below):	9. NAME OF FEDERAL AGENCY: Corporation for National and Community Service															
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002 10b. TITLE: Retired and Senior Volunteer Program	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: RSVP of Winnebago and Boone Counties															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Illinois Opportunity #1 Winnebago County and Boone County	11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
13. PROPOSED PROJECT: START DATE: 04/01/13 END DATE: 03/31/15	14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="IL006"/> b.Program <input type="text" value="IL016"/>															
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 border="1" style="width: 100%; border-collapse: collapse; font-size: small;"> <tr><td style="width: 20%;">a. FEDERAL</td><td style="text-align: right;">\$ 159,055.00</td></tr> <tr><td>b. APPLICANT</td><td style="text-align: right;">\$ 62,343.00</td></tr> <tr><td>c. STATE</td><td style="text-align: right;">\$ 48,173.00</td></tr> <tr><td>d. LOCAL</td><td style="text-align: right;">\$ 0.00</td></tr> <tr><td>e. OTHER</td><td style="text-align: right;">\$ 14,170.00</td></tr> <tr><td>f. PROGRAM INCOME</td><td style="text-align: right;">\$ 0.00</td></tr> <tr><td>g. TOTAL</td><td style="text-align: right;">\$ 221,398.00</td></tr> </table>	a. FEDERAL	\$ 159,055.00	b. APPLICANT	\$ 62,343.00	c. STATE	\$ 48,173.00	d. LOCAL	\$ 0.00	e. OTHER	\$ 14,170.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 221,398.00	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	\$ 159,055.00															
b. APPLICANT	\$ 62,343.00															
c. STATE	\$ 48,173.00															
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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: Jonathan C Moy	b. TITLE:	c. TELEPHONE NUMBER: (847) 825-5531 623														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/18/12														

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Executive Summary

An estimated 880 RSVP volunteers will serve. They will serve as tutor and mentors to children, provide Disaster Education and Nutrition and Health Education to children through seniors, Beginning Alcohol and Addictions Basic Education Studies (BABES) to grade school children, deliver home meals to the home bound, Money Management to seniors, Inmate tutoring and mentoring, and Educational Programs in the jail. Through a network of over 130 volunteer stations.

The primary focus area of this project is Healthy Futures. At the end of the 12-month performance period, the seniors and children's quality of life will improve because of the education they received. Volunteers will also be tutoring and mentoring in the schools, working with seniors with the Money Management program, the Meals on Wheels Program. RSVP Volunteers will also be providing Disaster Education; the education the individuals receive will demonstrate they have gained confidence to make an informed decision after participating in the disaster training. The children that are tutored will demonstrate increased confidence in reading. The Reality Program will prepare students for life after high school, whether they are going to college or joining the work force they will understand how to budget their money to cover all expenses. The education the detainees receive will give them the knowledge and confidence to make a better life for themselves and their families after incarceration.

The CNCS federal investment of \$159,054, along with non-federal resources will be supplemented by \$48,173.

Strengthening Communities

Our Primary Focus Area (25%) is Healthy Futures. This is an excellent fit for our community and for our volunteers. Obesity is a national problem, and in Boone and Winnebago Counties, 27% of the

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senior population is obese. In addition, the income level at several of our schools stands below the poverty level. RSVP volunteers will provide a variety of educational workshops to seniors and school-aged children regarding healthy futures. In classroom type workshops, people will learn about the importance of making healthy food choices, and how to make them, and the importance of daily exercise. In partnership with The Buddy House (Rockford) and other community gardens, RSVP volunteers will create hands-on experiences to teach the connection between a having healthy future, using local food sources, and having daily exercise. Additionally, the produce grown in the community gardens will be available to neighborhood residents. This produce will be available to people who may not be involved in our programs, but who will still benefit from them. Our success will be evident over time, as the behaviors change and obesity rates subside.

RSVP's existing program called "Seniors Reaching Seniors," will be expanded to include the Primary Focus Area of Healthy Futures. Presentations given through this program are evaluated by the participants and that information is entered in our data base for measurable outcomes. We will present information on healthy food choices, the benefits of daily exercise, and other important aspects needed for living a balanced life.

Learning to make healthy choices in all areas begins in childhood. BABES (Beginning Alcohol and Addictions Basic Education Studies) are another vital program for this Primary Focus Area. Presented in elementary schools, BABES teaches children to learn and practice positive, self-affirming skills and to make good decisions in their young lives in areas such as alcohol, drugs. This program helps build self-worth and self-confidence. BABES is a classic, present-day application of affirmative life principles which help build positive futures. We measure the success of the program with pre- and post-tests for every child.

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RSVP will also focus on the Education Initiative because of the desperate financial situation of our school districts. Many of the schools have experienced severe cuts in staff and programs. To help lessen the negative impact, on the children's education, of this economic crisis, RSVP will increase our focus on education. Our volunteers will continue tutoring and serving in the Library Listeners program in grade schools and we will guide additional volunteers to this activity. Additionally, as part of a healthy future for high school students, they need to know how to manage their money and live within a budget. Volunteers will help these students connect with the financial obligations they will face as they mature with a program called The Reality Store. This program engages students in life-like situations so they learn financial responsibility whether they are headed for higher education or going directly into the work force.

Another of our new Initiatives is Veterans. Through our work with volunteers, stations, and other community organizations, we know that many veterans have become invisible in our society. Many have become lost in a state of homelessness because they do not know what services are available to them nor how to access them. To help meet this need without duplicating existing services, RSVP is collaborating with other agencies, such as The Carpenters Place (Rockford), to work with homeless vets to secure housing and help them secure jobs. In addition, we ask each existing and new volunteer if he or she is a veteran. The knowledge and expertise of these veteran volunteers will help guide our work toward positive outcomes. RSVP volunteers will also partner with veterans organizations to help veterans transition successfully from military to civilian life, including employment if they want it.

Homeland Security/Disaster Preparedness and Response: RSVP continues to partner with the American Red Cross in both Boone and Winnebago Counties. As part of this partnership we provide

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Disaster Education to help prepare Elementary, Middle and High School students, seniors, and families, including their pets. A major goal of this program is to prepare people for self-sufficiency immediately following a disaster. They have to be able to survive the first 72 hours following a disaster. As FEMA states, "The first 72 are on you." Participants complete evaluations to help us measure the success of each presenter and presentation.

This year, we will expand our program to include Disaster Preparedness for people with disabilities. Our volunteers will focus on intentionally including people with disabilities about disaster preparedness. This training will include identifying resources as well as helping the disabled create their own Personal Emergency Plan. This preparation will decrease the impact of a disaster and increase survival rates. RSVP will also again be taking part in the FEMA Earthquake Shake Out.

Working in partnership with several organizations RSVP continues to serve our community with life-saving programs. In Winnebago and Boone Counties RSVP staff is members of the county-wide Citizen Corps which is part of the homeland security network. We work closely with volunteers who participate as volunteers in many of the organizations that are involved in each Citizen Corps. A few examples are Boone and Winnebago County Health Departments, Sheriff Departments, Fire Departments, the United Way, and School Districts 100, 200, and 305. Additionally, our partnership with the Sheriff's Department of both counties continues to grow. Our inmate education and mentoring programs in the Boone and Winnebago County Jail continue to be strong because we evaluate, update, create, and replace programs as needed.

RSVP develops collaborative relations and maintains these partnerships while continuing to pursue new opportunities of expansion. The selection of community partners is based upon specific

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community needs where RSVP Volunteers can be of service.

We also acknowledge the importance of building public awareness. Lutheran Social Services of Illinois has a marketing staff who sits on boards, councils and committees of various organizations and businesses throughout the community. These LSSI employees are goodwill ambassadors for RSVP and help inform the community about the rich resource available through our volunteer programs. We also have an Advisory Council which is a very effective group of volunteers who work on specific, special projects throughout the year.

Awareness of the RSVP program also grows through the growing number of special educational and marketing events such as senior fairs, expos, and health fairs. During these events RSVP staff and our volunteers educate and attract new volunteers. During that first contact we present the primary focus area and the other initiatives to help guide them. In addition, RSVP involves individuals from diverse socio-economic backgrounds including age, disabilities, ethnicity and race. RSVP has volunteer opportunities that directly serve a variety of populations such as: low income seniors (Volunteer Income Tax Assistance), diverse ages (intergenerational projects such as Inmate Mentoring and Disaster Education); elementary school children (BABES), and people with disabilities. Our concerted effort to include people who only speak Spanish is through partnering with Hispanic organizations such as Lavoza Latina and Alerta. We also collaborate closely with the newly commissioned Hispanic leadership for the Salvation Army in Boone County.

Organizations throughout our community have enhanced their capacity to address social needs because of the civic engagement of 1100 RSVP volunteers. Non-profit agencies are suffering cut back

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in services because of the economy. With the State Of Illinois' deficit budget, many of our partners have not received budgeted reimbursement for services they have already provided. Thus, the future of many small non-for-profits is in jeopardy. Unemployment in this area continues to be at an all time high of 19%. Schools haven't received funding, and teachers, PARA, and clerical positions are still being lost. Over half of the grade schools are below standard achievement levels and are on a watch list. City and county government staff and services have also been eliminated, yet the needs continue. Lastly, domestic violence advocate funds, mental health and senior services funding has been drastically reduced, and in some instances, eliminated. This funding loss is devastating to the thousands of returning veterans who are suffering greatly from Post Traumatic Stress Disorder.

It is hopeful to know that Lutheran Social Services of Illinois (LSSI) strengthens communities throughout the State and has improved life for 143 years. LSSI is known as a forerunner in meeting the social service needs of the communities. Because of LSSI's strength, RSVP can enjoy the advantages of a well-organized infrastructure.

During the last year, LSSI engaged in a listening process with key stakeholders. This allowed the agency to develop a clear picture of itself, and to discern the direction needed. The listening process produced three key outcomes:

1. a deepened commitment to a shared mission and a sense of enthusiasm for LSSI's work among its key stakeholders, including staff.
2. a shift to a more collaborative and creative way of doing our work for the sake of creating long-lasting and systemic change.

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3. a knowledge that people and communities must engage as partners. LSSI is a vital partner in meeting the essential needs of people in our community.

New strategic directions were identified in the listening process. These directions will help LSSI focus energy, attention and resources as a confident leader going forward. The new directions are:

1. exploring and implementing new methods of working in order to become a more innovative, integrated and collaborative workplace.
2. calling and equipping all churches and community organizations to tackle local needs in order to increase our impact.
3. to maximize our influence, we need a diverse and sustainable funding base. Building a brand that reflects our leadership role in Illinois will attract that base.
4. Developing resources that will allow us to responsibly upgrade our physical properties and technological infrastructure.

Our community is better because of RSVP. We focus on strategic programming to achieve our initiatives while being guided by our mission. Each year we meet with each station and gather information from citizens in local communities to determine the best way to support the needs. These meetings provide opportunities to inform our volunteers about how their skills and interests will help accomplish our life-affirming goals. This information empowers volunteers and provides the opportunity for us to successfully develop our new initiatives and focus areas.

Recruitment and Development

Success in recruiting and retaining volunteers lies squarely in our lively and proactive infrastructure and plan which we developed over the years, and which continues to evolve. This process demands creativity, provides channels for communication, and encourages flexibility. Through this process

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RSVP assures a high quality experience for each volunteer, as well as for the stations they serve. The RSVP infrastructure which supports our plan includes the following three (3) areas:

1) Internal and External Communication

- a) We strategically participate in active networks throughout the RSVP community. This networking keeps us up-to-date and informed of potentially new volunteer opportunities and provides a broad look at on-going community needs.
- b) Weekly staff meetings assure that our internal communication is open and strong. This allows us to share ideas, experience and community news with each other. We find this beneficial in understanding and focusing on our Priority Focus Area as well as the other new, national initiatives.
- c) The director promotes a staff culture which welcomes questioning and critical thinking.
- d) The director also participates in regular phone meetings and seminars to stay current with other RSVP organizations across the state and country.
- e) We send a quarterly newsletter to our constituents (volunteers and stations) to:
 - i) honor volunteers
 - ii) keep volunteers & stations aware of upcoming events and other related news
 - iii) announce new volunteer opportunities and
 - iv) Spotlight the not-for-profits who recently became a new station.

2) Volunteer Training, Retaining, and Recognition Infrastructure

- a) Each new volunteer completes a personal skills and interest assessment and a placement interview is held.
- b) We listen closely to the volunteers' goals and desires to assure that we provide opportunities that will best support them.
- c) RSVP works closely with the stations, through emails and phone calls, to assure that adequate

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training and information is provided for every assignment.

d) In order to recruit volunteers from a variety of races, ethnicities, and so forth, we offer RSVP presentations to civic organizations, clubs, fraternities and other organizations in diverse populations.

e) We are also launching a volunteer recruitment process to work with the Salvation Army for their new English as a Second Language, and Spanish as a Second Language Program in 2013, in Boone County. Through this association we foster new relationships with the growing Hispanic population in this County.

i) This will help us assess and become knowledgeable about English language proficiency.

ii) And, our volunteers will help build a bridge between these two cultures who share this vibrant community.

f) With regards to veterans, one year ago we began asking current and new volunteers to identify past military experience. As part of the Veterans initiative, we have engaged RSVP veteran volunteers to help strategize the best possible scenarios for our volunteer base to support returning veterans and their families. Through our veterans, we are connecting with veteran's organization such as the VFW and American Legion. We are also beginning to work on veterans with the local junior college.

g) To insure inclusion of people with disabilities, we are working with local organizations such as the Center for Sight and Hearing, and RAMP (Regional Area Mobilization Project). Our recruitment goal is to encourage more volunteer participation from this population. Following RAMP's mission, we are "Empowering people with disabilities to realize there are no limits to what they can do!"

h) Our community vigorously supports our highly publicized, yearly Super Senior Awards Luncheon. The stations nominate the award winners.

i) Six months prior to the event, stations receive nomination forms with explicit instructions on how to provide a solid nomination.

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- ii) A committee of judges is selected from the community and the nominations are given to them.
- iii) The names/identities are removed to maintain impartiality in the judging process.
- iv) At the event, we announce three (3) seniors' of the Year, and one (1) Super Senior.
- v) All volunteers who are nominated are recognized from the platform during the awards ceremony and presented with a plaque of appreciation.
- i) In addition to the Super Senior Luncheon, a birthday card with a small gift is sent to each volunteer on their special day.
- j) Volunteers are also honored with a card and a gift on the anniversary of becoming an RSVP Volunteer.
- k) Each month we also select a Volunteer of the Month. A large article with a personal photo is printed in the local Senior Courier newspaper. We also give the volunteer a laminated copy of the newspaper article to share with their family and friends.

Program Management

1. Compliance

The Winnebago and Boone Counties RSVP program has over 120 volunteer stations that provide outstanding and exciting volunteer opportunities for program participants. Every year we meet with them and review the Memorandum of Understanding. (MOU) This assures compliance with RSVP program regulations and applicable laws. For new stations, RSVP meets with the requesting agency to review the responsibilities of the volunteer station and of RSVP. The Director will emphasize the responsibilities of the station including training and supervision of the volunteer at the beginning of the assignment. This assures compliance and the most rewarding experience possible

2. Recruiting and Managing Stations Outside the Primary Focus Area: Because we are affiliated with such an extensive network of community based organizations, new non-profit organizations are quick

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to call to establish a relationship, sign an MOU, and access the depth of the volunteer base that RSVP maintains.

Veterans: We are working closely with a few special RSVP volunteers who are veterans, and who are interested in helping develop a plan that will serve other veterans and their families. We are focusing on issues such as successful transition from military to civilian life; accessing community information and assistance to gain employment; and successful integrating into a college campus. We are also working the junior college and a variety of veterans programs -- existing nonprofit organizations.

Disaster Preparedness: While presenting our disaster preparedness programs, we became informed through evaluations that people with disabilities are often ignored in disaster preparation. One example came from the Center for Sight and Hearing in Rockford, IL. The participants were all either deaf or blind, or legally blind. They were thrilled to have our volunteer presenting this vital information, and said this was the first time that they had been given this kind of information. The evaluations provided by the audience of a presentation, are a vital part of our program assessment and development.

Education: There are two primary areas that our programs will enhance this initiative. Our volunteers are committed to tutoring and reading to school children. A new program, which is mentioned in Part 2, Section C involves the Salvation Army. We are helping them develop and launch English as A Second Language and Spanish as A Second Language for January, 2013. This is an exciting opportunity that will open not only the doors of communication between the Hispanic community and the English-speaking community, but it will open the wider community doors to Spanish speaking people who are desperate to learn this language.

Environment: One of our new nonprofits is Angelic Organics Learning Center (AOLC). A few years ago a documentary entitled The Real Dirt on Farmer John was created by PBS about this organic farm. The scope of their mission goes beyond providing organic foods. They are interconnected with

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community gardens and other missions throughout our community and beyond. We are working with volunteers to help AOLC have a volunteer-run, volunteer program. This will definitely be a capacity building assignment.

3. Managing Project Resources:

The structure from LSSI provides the management of resources through their policies and procedures. In addition, monthly reports are received from the volunteer indicating the number of volunteer hours. This information, along with annual impact studies and volunteer reports, is data entered for reporting purposes and to enable us to review the needs of the volunteer station in relation to the volunteer services that they are receiving.

As part of LSSI's 190 programs in the State of Illinois, the RSVP program must develop and adhere to an annual budget. All expenses and income, both in kind and cash will be monitored by Angela Debartolo, LSSI Assistant Director of Business Services.

Revenue for sustainability of the RSVP program is generated through a variety of sources. In addition to Federal Funds received through the corporation for National and Community Service, RSVP will receive funds from several non-federal sources; Illinois Department on Aging grant; donations from churches, stations, businesses, memorials and gifts.

Finally, on a monthly basis, we report notable accomplishments as well as problems to the director of our sponsoring agency. Each year we conduct an impact review; this is done by our advisory council. (Our council's membership changes with each project). In the past we surveyed volunteers for their satisfaction. 95% of volunteers were satisfied, 5 % wanted more meaningful opportunities. This 5% were given information on more meaningful opportunities. Some of the projects for the Advisory

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Council consist of a special project for Martin Luther King Day; a new volunteer and station handbook; an enhanced recruitment program; a project for the national 911 Day of Remembrance, and a program assessment for continuous improvement. The Council hosted a Volunteer Fair where over 50 stations participated to explain their volunteer needs.

Organizational Capability

1. PROGRAMMATIC & FISCAL OVERSIGHT

Lutheran Social Services of Illinois (LSSI), a 501(c) 3 not-for-profit social service agency of the Evangelical Lutheran Church in America, which brings healing, justice and wholeness to people and communities in need. Services are provided to people throughout Illinois regardless of race, gender, age ability to pay or religious affiliation. The programmatic, operational and fiscal oversight of LSSI is sound, and is handled by the employees if the following ways:

1. Every new employee participates in a comprehensive orientation that provides an understanding of the agency as a whole and the details of working within the organization's structure. The LSSI Employee Handbook clearly defines the internal policies and procedures. A few key examples are personnel management support; defined roles for staff and administrators; work safety; and benefits, and travel policy.
2. Regarding additional fiscal oversight, LSSI's Purchasing Department provides procurement assistance to every program, specifically in the area of capital items. This is accomplished by sourcing suppliers, obtaining quotes and negotiating prices for the most favorable outcome. They also provide professional assistance for navigating work with our group purchasing organization, Consorta.
3. The goal of Information Systems Usage and Security Procedures (IS Department) is to support the agency work by providing secure and effective information technology and to always deliver their service in a skilled, ethical, responsible, and professional manner.
4. The Quality Improvement Department provides leadership in the planning and implementation of

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continuous quality improvement processes in the agency's systems of client service delivery. The Department also provides oversight and consultation on agency compliance with accreditation and regulatory standards.

2. RSVP STAFF POSITIONS

The RSVP program's five member staff is lead by Project Director Diana Burke. Burke has 20 years experience in recruitment and retention of volunteers. She is a long-time resident of the Winnebago/Boone area with strong community ties and served on the RSVP advisory council for five years before assuming the role of director. In Winnebago County, Special Program Coordinator Lisa Bastian solicits and schedules opportunities for volunteers to present programs. She also provides data entry on the programs. The Healthy Futures Coordinator Lynn Dieterman is helping launch our Primary Focus Area, and it includes a new, self-sustaining and health-related program of LSSI. The Volunteer Coordinator for Winnebago County Pat Larson recruits and assigns volunteers; schedules new volunteer orientations; fills assignments for our stations, and conducts yearly MOU visits. The Boone County Volunteer Coordinator Susan Meyers provides the same functions as Pat Larson in Winnebago County. In addition, Meyers also provides the functions of the Special Program Coordinator for Boone County. Marilyn Elliott, LSSI's Senior Services Executive Director is the RSVP Project Director's Supervisor. The RSVP staff works as a team. Each person is cross-trained to step-in, as needed, for vacations, illness or emergencies.

Angela Debartolo, LSSI Assistant Director of Business Services is familiar with the CNCS financial reports and completing budgets to stay in compliance. The basic philosophy of LSSI regarding fiscal management is to produce the highest quality service for the individuals and communities served. This philosophy includes using minimum expense and maximum effort to safeguard funds that are

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generated to provide service.

The e-software programs that Lutheran Social Services of Illinois uses are Unicare and Great Plains Dynamics 9. To ensure compliance procedures are in place to cover the handling of grants, cash receipts, purchases and expenditures, petty cash, issuance of checks and all other financial areas. Policies maintain proper accounting procedures for annual audits by an independent certified public accounting firm. Hard copies of audit findings will be mailed to Corporation for National and Community Service, Chicago office.

3. OUR TRACK RECORD

RSVP has been successfully managing senior volunteer programs in Winnebago and Boone counties for over 35 years. Currently we have approximately 120 stations where over 1,100 volunteers provide more than 250,000 hours of service annually. The impact of these volunteers on the community is tremendous. It encompasses the delivery of meals to the elderly and disabled homebound persons; young children who participate in the BABES program; inmate education, and disaster preparedness. RSVP has a critical and pivotal role in the delivery of services. Community agencies and schools have come to rely on RSVP because of the high quality and skills of our volunteers and our ability to match station needs with appropriate personalities and skills. Similarly, volunteers turn to RSVP to find opportunities to use their valuable skills and experience. We manage this process through regular communication with the volunteers, both prior to and following an assignment. We manage the process with the stations through yearly conversations during our MOU visit and at the conclusion of assignments. Performance is measured through data collected from the participants and through conversation with the volunteers and stations.

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4. STRONG ORGANIZATION INFRASTRUCTURE

1) **Tangible Assets:** As the large nonprofit organization, LSSI has the ability to make large volume purchases of office equipment, including computers, printers, and printer/copier/fax machines. The prices they are charged reflects positively on RSVP and helps effectively manage our budget. At RSVP, every employee is assigned to her own computer, and the computers are state-of-the-art. The purchasing power of LSSI also includes providing supplies as needed for our two locations, and smaller offices supplies such as stationary, envelopes, etc

2) **Governance structure and operations:** The 25-member Board of Directors of LSSI comes from all areas of the State of Illinois and from a variety of backgrounds. This representation assures that the missions of LSSI and, in turn, that of RSVP, are honored through the policies of this governing body. In addition, as noted in the first response in this section, LSSI has strong internal policies and procedures that protect not only their investment in RSVP, but also that of CNCS and other entities. The personnel management structure also has procedures in place which follow and adhere to all federal and state guidelines and laws, assuring that the agency, the volunteers, and the clients are protected by the due diligence of this governance.

3) **Community Participation Groups:** As referenced in Section B, "Strengthening Our Communities," the RSVP Advisory Council is one of the key sources of having our "ear to the ground" in the community. This group of advisors remains active and extremely helpful in guiding our volunteer efforts where most needed. They will also be helpful in working with us as we graduate stations to more appropriately serve the broader needs all. Another of the organizations that keeps us current with community events and changes are the Citizen Corps Groups in Boone and Winnebago Counties. With representatives from the two major cities and every significant county department, we stay informed, and they stay up-to-speed on changes within RSVP.

4) **Robust Management Systems**

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LSSI uses its policies and procedures as living documents that support the management systems. Those systems have evolved over the past century and continue to evolve in response to the mission. They encourage positive communication between employees, and they support and welcome new ideas and creative approaches to service that fit within the existing structure.

5) Sustaining the proposed non-federal share.

As noted throughout this application, Lutheran Social Services of Illinois is a strong and vibrant nonprofit in Illinois. RSVP is a small part of their budget and sustainability is not in question.

Other

NA

PNS Amendment (if applicable)

NA