

## PART I - FACE SHEET

<b>APPLICATION FOR FEDERAL ASSISTANCE</b>		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: 13SR143720	4. DATE RECEIVED BY FEDERAL AGENCY: 10/18/12	FEDERAL IDENTIFIER:														
<b>5. APPLICATION INFORMATION</b>																
LEGAL NAME: Monroe Area Agency on Aging DUNS NUMBER: 079168498	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Merle Turitz															
ADDRESS (give street address, city, state, zip code and county): 724 Phillips St Ste 102 Stroudsburg PA 18360 - 2242 County: Monroe	TELEPHONE NUMBER: (570) 420-3747 FAX NUMBER: (570) 420-3732 INTERNET E-MAIL ADDRESS: mturitz@co.monroe.pa.us															
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 246000734	7. TYPE OF APPLICANT: 7a. Local Government - County 7b. Area Agency on Aging															
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: <b>Corporation for National and Community Service</b>															
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002 10b. TITLE: Retired and Senior Volunteer Program	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: Monroe County RSVP															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Monroe County, Pennsylvania (Pennsylvania Opportunity #3)	11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
13. PROPOSED PROJECT: START DATE: 04/01/13      END DATE: 03/31/16	14. CONGRESSIONAL DISTRICT OF:    a.Applicant <input type="text" value="PA 011"/> b.Program <input type="text" value="PA 011"/>															
15. ESTIMATED FUNDING: Year #: 1	16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS? <input type="checkbox"/> YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON: DATE: <input checked="" type="checkbox"/> NO. PROGRAM IS NOT COVERED BY E.O. 12372															
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; border-bottom: 1px solid black;">a. FEDERAL</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 78,297.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">b. APPLICANT</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 49,233.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">c. STATE</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 42,228.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">d. LOCAL</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 7,005.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">e. OTHER</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 0.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">f. PROGRAM INCOME</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 0.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">g. TOTAL</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 127,530.00</td> </tr> </table>	a. FEDERAL	\$ 78,297.00	b. APPLICANT	\$ 49,233.00	c. STATE	\$ 42,228.00	d. LOCAL	\$ 7,005.00	e. OTHER	\$ 0.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 127,530.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO	
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f. PROGRAM INCOME	\$ 0.00															
g. TOTAL	\$ 127,530.00															
18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT, THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.																
a. TYPED NAME OF AUTHORIZED REPRESENTATIVE: Gretchen Peters	b. TITLE:	c. TELEPHONE NUMBER: (570) 420-3735														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/18/12														

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### Executive Summary

The Retired and Senior Volunteer Program (RSVP) of Monroe County has been serving the non-profit sector, social service agencies and government organizations of Monroe County since 1990 by providing 750 active volunteers, aged 55 years and over with interesting, challenging and rewarding community service at any of the 88 partnered sites where we have a current Memorandum of Understanding. RSVP engages seniors and retirees who want to remain a vital part of the community and maintain a healthy and productive brain activity. It also a residual benefit of excellent and no-cost experienced labor to RSVP partnered sites. Because of its central 2-hour proximity from both NYC and Philadelphia, rural Monroe has experienced exponential growth, drawing city families and seniors seeking lower living costs and an easier lifestyle. A 23% population swell since 2000 to 170,000, has stressed the resources of every social agency, county and state organizations. Monroe County has been ranked #5 among the highest number of minority populations in Pennsylvania. According to the 2012 County Assessment, Monroe is plagued by growing poverty, underachieving schools, hunger, homelessness, transportation issues and environmental damage as a direct result of these changes. RSVP will place a majority (47%) of volunteers in the Healthy Futures focus area of the Strategic Plan, bringing relief to disadvantaged citizens and agencies that focus on seniors and the disabled to live independently in their residences. RSVP will provide minor home repairs, grocery shop and home food and meal deliveries, medical transportation, bringing constant companionship, and assist caregivers of those in hospice with respite care. Providing frail populations with Access to Healthcare, the ability to Age in Place and educate and provide the means to monitor Obesity and Food issues, will also provide RSVP with greater and more challenging volunteer opportunities and ways to help our citizens, while at the same time giving RSVP Volunteers a more intense volunteer experience, brain stimulation a reason to get going in the morning, and therefore, a better quality of life. As the eyes and ears in the field, volunteers not only provide needed services, but also report

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issues that require professional attention to caseworkers. (This year 4 clients with severe health changes and sanitation issues received extended services by the Aging Offices as a result of keen RSVP volunteers.) The outcomes derived through these services will allow at least 200 hundred frail seniors and other disadvantaged populations in the county to live independently in their own homes, feel greater social ties to the community, live healthier, physically fit lives and have confidence that they will not go hungry or neglected. These outcomes as detailed in the attached work plans will be reported on in a 12-month time period with the final targeted performance measured at the end of the 36 month period. Additionally, RSVP volunteers forge new trails, improve existing ones, monitor and clean streams, offer one-on-one tutoring in the schools, assist under-served veterans with benefits and after-service transitioning, educate the financially disadvantaged, help raise funds and train volunteers for area non-profits. As more professionals from the city choose to retire to this area, RSVP will pursue their talents as volunteers. The RSVP Advisory Council will produce a Retirement package to present to the larger area businesses to include in their own retirement briefings. Additionally, RSVP will have a presence at Community Days, Township Fairs, Senior Health Expos and other events where seniors congregate to recruit new volunteers. RSVP will distribute a monthly newsletter of volunteer opportunities to an email distribution list of 800+. RSVP will continue to maintain a new website created by the County at [www.co.monroe.pa.us/rsvp](http://www.co.monroe.pa.us/rsvp)

RSVP currently operates with two full time employees; a program Director and an Administrative Assistant, both reporting to the Area Agency on Aging (AAA); the local sponsor of the program. We are located in an independent location, a mile from the AAA, with a volunteer-run satellite volunteer office in the northwest part of the county. The approval of this \$78,296 grant, along with the \$42,228 from the Area Agency on Aging and \$7005 from the County Commissioners, our local County sponsors, means RSVP can continue to assist citizens in need, in particular seniors, children, veterans and those who are physically, mentally or financially disadvantaged, through RSVP stations and

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RSVP projects.

### Strengthening Communities

Rural Monroe County has the unique trait of being one of the fastest growing regions on the east coast, having grown 23% in the past ten years, reaching just short of 170,000 people (US Census 2010). According to the April 2012 County Assessment conducted by the Monroe County Grants Office, the influx of poorer city populations (from NYC and Philadelphia) and newly retirees seeking lower living costs has brought greater homelessness, poverty, hunger, strained human and social services, and under-performing schools allowing a perfect environment for an RSVP to flourish to help alleviate these problems. Very simply, there are more people and fewer resources to go around, causing the kinds of problems found in more urban and suburban areas. Monroe County RSVP has chosen Healthy Futures as the Primary Focus area, which includes 47% of the 750 volunteers, to help our seniors and other frail and disadvantaged populations remain independent and socially connected in their own homes for as long as possible by providing accommodations like food delivery, medical transportation, grocery shopping, friendly visiting, minor home repairs and other health care interventions that keep recipients out of assisted care facilities and nursing homes. Providing healthcare and benefit information, lifestyle change information, abuse protection, fall prevention and exercise education keep our seniors and disabled independent, healthy and improve their quality of life. RSVP Volunteers will provide these accommodations, keeping track of their activity and the impact the activity has on the recipient, in a consistent and timely manner as described within this grant. The measurement of the impact will be recorded and reported as described within the individual performance measurement section of the grant. Additionally, as part of the education on benefit entitlements, RSVP volunteers will work specifically to get under-served Veterans (an estimated 1000 with unmet needs according to the Valor Clinic Foundation) to get newly and already-transitioned veterans enrolled in the medical benefits by actively attending Veteran Expos and other

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events where trained volunteers will begin the process using wireless laptops. This is the first part of the transition which will later include job career training and mentoring, homeless shelters and food security.

While the Poconos grows into a bed-room community of the metropolitan regions of NYC and Philadelphia, it still claims natural beauty as one of the biggest draws to the area. Therefore, by improving and maintaining the Delaware River and surrounding waterways, clearing and creating new trails through the Pocono Mountains and National Park System, cleaning up our communities and encouraging recycling and energy efficiency, RSVP volunteers contribute to making Poconos a magnet for Tourism, our largest industry. The population growth has changed the makeup of Monroe County over the past ten years. PA Dept of Education keeps track of free lunch programs, which has grown in Monroe County 76% since 2001, where nearly 2 out of every 5 students in all four school districts qualify for free or reduced lunch. In 2001, that number was two out of 10. Currently 3 of the 4 school systems are underperforming; with the 4th just eking by the minimum standards of performance. RSVP volunteers, certified with all necessary clearances, are in the schools offering one on one tutoring or group studies in conjunction with teacher supervision to help students with their reading and math lessons, and in the case of below Kindergarten levels, working to get them ready socially and emotionally to make the transition to elementary school. As part of the Monroe County Interagency Council, where the RSVP Director currently serves as Vice President, RSVP is in constant contact with other area agencies and non-profit organizations that exist to serve the fragile populations of the Poconos, staying on the pulse of the needs of the county, its citizens and its organizations. By providing our healthier and vital seniors and retired citizens with challenging and meaningful volunteer opportunities, RSVP also enhances and enriches the lives of our members, enabling them to lead healthier, more involved and meaningful lives.

### **Recruitment and Development**

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**HIGH QUALITY VOLUNTEER ASSIGNMENTS:** RSVP recruitment includes development of a retirement package to present to new professional retirees upon their exit interviews with area businesses, in particular Sanofi Pasteur, Pocono Medical Center, The Builder's Association, Tobyhanna Army Depot, Chamber of Commerce, local University and public school systems. The RSVP Advisory will assist in the development of the package and also use their networks in the community to connect with other businesses and opportunities. The major thrust will be to capture the professional expertise that can benefit fragile populations, including the unemployed, undereducated, the frail and the needy. The last two years of volunteer recruitment here, show that young retirees do not want to push tea carts at the hospital as much as they want to be immersed in environmental causes, tutoring and mentoring the young, offer physical service to the elderly, like medical transportation and minor home repairs, which all align with the new parameters of the CNCS strategic plan. Continued traditional recruitment will continue by attending community expos, events and fairs where seniors typically attend and by using the free publicity tools offered by local media. Recruitment will also continue through national outlets like Volunteer Match, improvement on our newly designed website and a monthly on-line newsletter. A recent survey taken at our annual recognition luncheon allowed us to take a current look at the talent and abilities of our current roster to allow us to better move volunteers into assignments where they will be most productive and provide the most impact, especially in the area of Healthy Futures and other focus areas.

**TRAINING OF VOLUNTEERS:** RSVP will continue to offer training in special areas, like APPRISE (Medicare Insurance) counseling, Tax preparation, Veteran Benefit enrollments, Disaster Preparedness, Medicare Fraud prevention, dance and movement for seniors, building handicapped ramps, respite care, and technology education through RSVP and collaboration with our partnered sites. Twice a year, RSVP offers volunteers the opportunity to upgrade and familiarize them with technological skills through a collaboration with one of the local school districts, pairing High School

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students with a senior volunteer in a workshop format to learn SKYPE, FACEBOOK, digital phones and cameras, I-Tablets, Windows and more will be added as the program develops.

**EQUITABLE DISTRIBUTION OF DEMOGRAPHICS FOR RECRUITING:**RSVP will increase the amount of Veterans to the program by partnering with the Valor Clinic Foundation and Tobyhanna Army Depot. Monroe County ranks #5 in the amount of minorities moving to the area from urban locations. RSVP opened a totally volunteer-run satellite office in the NW part of the county to attract minorities, however, funding will determine if this office can remain open. We will work with the Latino Alliance to develop an interpreter program for local hospitals, clinics and other healthcare services. RSVP does not discriminate on the basis of race, ethnicities, sexual orientation, or English proficiency and our current roster reflects all of the above and we welcome all to our RSVP family.

**RECOGNITION:** It has been a tradition during the prime autumn week in October to hold a volunteer recognition luncheon to honor all our volunteers, with 5-10-15-20 year Senior Corps pins and printed certificates. Dignitaries, including US, State and County officials attend the event to pay tribute to Volunteer efforts. Planning details are coordinated by the Advisory Council. This is a budgeted item which, due to recent cuts has been revamped but still continues as one of the highlights of the program. Volunteers are also sent a birthday card and holiday card at year end. I have been approached by no less than 50 volunteers who call each year to thank me for the card and many say, "it is the only card I received." As long as we can possibly continue this recognition program, we will.

### **Program Management**

RSVP of Monroe County currently enrolls 88 volunteer stations. Stations are located in Monroe County, are a variety of non-profit, public and faith-based organizations, government agencies and entities, and must complete a 3-year CNCS compliant Memorandum of Understanding endorsed by the executive officer and implemented by a volunteer liaison. No volunteer is recruited to replace paid staff. New recruited stations will primarily align with the strategic plan impact areas to maximize the

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impact RSVP has county and country-wide, followed second by meeting other Community needs so that RSVP can continue to offer a challenging variety of tasks that will enrich the lives of RSVP volunteers. Close communication with the organization's coordinator will ensure that all performance measures outputs and outcomes are met as specified in the Work Plans. The monthly station reports will be redesigned to accomplish this task so statistics can easily be recorded in an Excel sheet and tallied at time of Reporting. Having recently acquired Volunteer Reporter software, it will be simpler to keep all volunteer and station statistics. The procedure to secure a volunteer originates with one of 5 different request forms (Minor Home Repair, Friendly Visitor/Phone pal, Grocery Shopper, Medical Transportation and General Volunteer Help). Each request is reviewed and authorized by the Director. Matches are done through office volunteers. Each month, stations and volunteers report their activity through a monthly time sheet entered into Volunteer Reporter for easy tracking and authorized by the Director. Activity is recorded by each Program Coordinators.

GRADUATION: Over the past 2 years, RSVP focused on reducing the amount of volunteers from 2100 to the current roster of 750 active volunteers. Each volunteer with minimal or zero hours were given 3 chances by personal contact to remain compliant. Many passed away, relocated, were unable to locate, or were no longer able to volunteer. A farewell and "thank you for your service letter" with the invitation to rejoin at another time was sent as follow-up. An analysis of RSVP sites was also done and as a result, we reduced the number from 150+ to 88, keeping in mind the goals of both CNCS and our local sponsor. As MOU's ran out, those sites not aligning with the current goals or fell outside the criteria, were not renewed with a thank you letter and explanation. We are a small community, so maintaining our good reputation and integrity while "graduating non-performing volunteers" or "non-compliant sites" was important. To date there has been no repercussion. The benefit of being an RSVP volunteer continues to be the variety of tasks offered; otherwise RSVP volunteers can simply become a Community volunteer with a single organization. A review of active

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volunteers every six months will make the Master list more reliable and more efficient to coordinate. We also created an "EMERITUS" class for those serving 15 years or more who can no longer volunteer, but still receive holiday and birthday cards. They are not reported as Active. Developing a better working relationship with the current remaining sites and new recruits that align with newer goals will result in a better quality of volunteer opportunities offered to volunteers. We will continue to acquire higher level of volunteer opportunities, age appropriate and CNCS compliant, and recruit new volunteers with that in mind. Recruitment is accomplished by attending area events and expo, senior shows, word of mouth, a weekly community bulletin listing in the main newspaper, a monthly email newsletter, Advisory recruiting by networking and personal referrals. The Advisory Council is developing a retirement package to distribute to the larger community businesses (Sanofi, PMC, Schools, County, etc) as part of the "Retirement Interview process" in conjunction with the Pocono Mountain Area Chamber of Commerce. We require new recruits to obtain a PA State Criminal Clearance at their expense (Our Foundation can help if finance is a hardship). Education Tutors require additional clearances. Project Resources and reporting are done by the Fiscal Officer of the local sponsor for transparency, accuracy and accountability. RSVP avails itself to every free publication and form of publicity, including local TV and RADIO stations, newspapers and other media. The Director currently serves as Vice President of the local Interagency Council so most of the Stations we work with are aware of the recent changes of the program.

### **Organizational Capability**

**FISCAL OVERSITE:** With 22 years of experience managing the finances and budgetary concerns of RSVP of Monroe County, the Fiscal Officer is well-qualified to oversee this aspect of the RSVP program. We meet monthly as part of the Advisory Council where a detailed in/out financial report is distributed and explained. All policies are consistent with County-Budget transparency.

**STAFF:** RSVP has two full-time paid staff, Director and Administrative Assistant. Complete job

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descriptions are kept with at the County Human Resources department. Director oversees all areas of the program, including office administration, program administration, recruiting volunteers and sites, coordination of Advisory Council, liaison between local and federal sponsors and creation of new programs.

**HEALTHY FUTURES TRACK RECORD:** RSVP of Monroe County was established in 1990. For 22 years our primary focus has been taking care of seniors, disabled and the needy, with approximately 80% of volunteer requests coming from the Aging office to supplement the care and attention of their clients. Program Coordinators track the activity of our volunteers and provide the follow up necessary between the volunteer, the client and the requesting agency. In addition to Healthy Values, RSVP has focused on the Environment, Education, and Veterans through its long standing relationships with county agencies. The area of Disaster Preparedness is a Community priority, having just implemented a new address grid throughout the county. In collaboration with our local sponsor and the Monroe County Aging and Disability Resource Center/ LINK program, RSVP volunteers will be trained specifically in the area of Disaster Preparedness for seniors and publically address all Senior Centers and Groups in the county in 2013.

**ORGANIZATIONAL INFRASTRUCTURES:** As a County Office, all program infrastructures have to meet all county requirements and be approved through the Director of Aging. Additionally, the RSVP Advisory Council, which includes one voting member from the Aging Office and a County Commissioner, meets monthly with the Director to keep a check and balance on the program and its directions. The distribution and management of all funding, both local and federal is administered by the Fiscal Officer who has been an outstanding leader in transparency and fiscal responsibility for 22 years, and also serves as a non-voting member of the Advisory Council.

### Other

N/A