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Executive Summary

680 RSVP volunteers will serve with RSVP of Franklin and Delaware Counties in Ohio. They will be serving frail seniors, veterans, those who need food assistance, children and others through a network of 30-35 organizations.

The Primary Focus Area of this project is Healthy Futures. Volunteers will be delivering meals on wheels to homebound seniors or disabled individuals in Franklin County through LifeCare Alliance or in Delaware County through Council for Older Adults. Outcomes will measure the number of clients reporting that they eat better, feel better and feel more independent in their homes because of the advantages of good nutritious meals delivered by RSVP volunteers.

Other service activities in Healthy Futures include teaching classes at area senior centers, preparing and serving meals to those who are homeless, teaching seniors how to avoid being victims of scams and helping families experiencing food insecurity through service at food pantries.

At the end of the three year grant 400 homebound seniors will report feeling more independent due to home delivered meals from LifeCare Alliance or Council for Older Adults. The federal investment of \$74,045 will be supplemented by \$31,765 as match and \$2,199 in excess.

Strengthening Communities

RSVP of Franklin & Delaware Counties has been sponsored by HandsOn Central Ohio since 1994. Franklin County is in the center of Ohio and home to the state capital, Columbus the 15th largest city in the nation. Delaware County is just north of Franklin County. The combined population is 1.3 million people with 165,000 in Delaware Co. (US Census Bureau) Franklin County is urban, surrounded by suburban communities with northern communities in both Franklin and Delaware

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Co. Delaware County has changed dramatically in the last 15 years, from a largely rural community to many residential communities still surrounded by rural areas. The poverty level shows the disparity in the two counties: 17% in Franklin and 4.6% in Delaware with the state average of 14.2%.

Healthy Futures is the primary focus area for this RSVP by providing services to seniors to help them remain independent in their own home. The service to be measured is meals on wheels delivery. Other workplans cover in home services, instructors in senior centers, soup kitchens and food pantries.

The population of persons 65+ is currently under 10% in each county but on a base of 1.3 million people the total number is 121,533 with 13,236 in Delaware. These numbers will continue to grow in the next 30 years according to the Scripps Gerontology Center at Miami University. In addition to needing basic meal assistance, some clients may have cultural or dietary needs such as Kosher meals, vegetarian, low salt, low sugar, etc. Seniors also need access to exercise, social activities, learning opportunities and other opportunities offered by senior centers at low costs.

In Franklin and Delaware Counties there are thousands of seniors age 60 (threshold for service) and over who physically cannot cook for themselves, cannot go out grocery shopping, and may not have family in the area to take care of their food needs. There are two agencies in this service area that deliver meals to those who are homebound, one in Franklin County and one in Delaware County. These two meal providers serve their entire respective county. Placing RSVP volunteers at just one meal provider in each county assures RSVP staff of uniformity of program delivery and uniform measurement in each county. Professional staff at each agency conducts intake and follow-up with each meal client and connects them to other services such as housekeeping. Meal delivery is so

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extensive at both agencies that they rely on volunteers and RSVP can provide large numbers of potential volunteers.

Council for Older Adults (COA), the meals on wheels provider in Delaware County, relies on volunteers to deliver meals around the county. There are no paid drivers. Drivers in Delaware County drive longer distances because the only meal pickup is at COA in the city of Delaware plus deliveries are farther apart outside of the city. COA receives funding from Delaware County's senior services levy. LifeCare Alliance (LCA) covers all of Franklin County and additional areas not covered by this RSVP. Each volunteer driver means the agency can serve more clients at the cost of meal production. RSVP drivers in both counties deliver the same route at least once a week so they become familiar with their clients and clients with the driver. At this time, neither agency has a wait list, but it is well documented that as Baby Boomers age the need for service will increase over the next 30 years.

RSVP of Franklin and Delaware Counties is fortunate to serve a community with established organizations with expertise in the field of senior services, especially meals on wheels. Stations conduct intake, meet with clients to determine services needed and complete assessments of the health and needs of each client. Stations are also responsible for mapping out routes, training volunteers and producing healthy and good tasting meals in their own kitchens.

LifeCare Alliance and Council for Older Adults need volunteers to deliver meals to homebound seniors, (this is Healthy Futures output H8 - Homebound individuals receiving food). Each agency trains their own volunteers, provides route maps for 10-15 deliveries and client lists detailing just what food is delivered each day. Many clients receive cold meals for dinner or a supply of frozen meals for later.

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Meals delivered by volunteers help seniors remain in their own homes longer because their nutritional needs are met (Healthy Futures outcome H9 -- homebound individuals reporting increased social support). Professional staff at each agency survey clients and conduct periodic healthy assessments which confirm the opinion of clients. An additional benefit of daily meals deliveries is that volunteers check on the well-being of their clients. LifeCare delivers 7 days each week. Several years ago LifeCare Alliance estimated that 70% of their homebound clients saw no person besides their meal driver each day. While delivering, meals drivers check on the physical and behavioral well-being of the clients each day. If there is an emergency the driver calls 911, if less serious they alert the agency to check in. This ensures that clients will be found or receive aid within 24 hours. Any changes in the health or mental status of the client will be caught within 24 hours. Many volunteers relate stories of calling 9-1-1 because their senior was ill or had fallen. As LifeCare states in their last Annual Report, meal clients "achieve a higher level of successful aging and engagement with life". LifeCare clients average five days less in hospital stays than older adults not receiving meals on wheels. This is because their clients have better nutrition and regular health assessments (by professional staff). Without these services clients would be in a nursing home, often at taxpayer expense because most clients live on less than \$600 per month on Social Security. (LifeCare's Annual Report 2010).

RSVP is an important source of volunteers who commit to the agency long term. RSVP of Franklin and Delaware counties currently has 82 meals volunteers and will have 110 at the end of the next three year grant cycle. By increasing the number of RSVP volunteers delivering meals, 600 older adults will receive independent living services through food delivery. Being assured of meals delivered by RSVP members and someone to check on them the same RSVP member, the majority of clients at both agencies report eating better, feeling better, and feeling independent in their own home. LCA and

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COA will continue to measure the outcomes of home delivered meals: LifeCare Alliance serves all of Franklin County and Council for Older Adults serves all of Delaware County. The measured outcomes will show 500 of the older adults served by RSVP volunteers through meal delivery will report an increase in perceived social support.

According to the US Department of Agriculture (USDA), Ohio ranks 10th in the nation for food insecurity: 1 in 6 households (15.5%) in Ohio struggle to get enough food. Hiring and wages are not keeping up with increases in the price of gasoline, food, utilities, housing and medical bills. In fact the number of people who have to skip meals in Ohio, called extreme food insecurity, has increased to 6.4%. The client profile has been changing to include families once considered middle class who have lost income during the recession. For some in this group unemployment has been 2-3 years rather than months. People who had never visited a food pantry are now regulars. As the 2-1-1 provider for Franklin County, HandsOn Central Ohio makes referrals to area food pantries. Over the past 4 years calls to 2-1-1 for food have increased 45% to 180,000+ annually.

Holy Family on the west edge of downtown Columbus is a soup kitchen and food pantry. Many of the 200+ people eating each weekday noon are homeless men who live in camps along a small river running through the city. Without safe food storage or cooking facilities they rely on the soup kitchen for meals. Most of those who utilize the food pantry are families in substandard housing and lack money to purchase food. At least 150 families visit the food pantry each week, most have children in their families.

Accessing adequate food is a hardship for many people in central Ohio, 1 in 6 people face food insecurity. That's 1 in 6 of 1.3 million people or roughly 216,000 people. RSVP volunteers are

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providing food in various ways to people in need: delivering meals on wheels to homebound seniors, preparing and serving a hot lunch to the homeless and those in poverty, or working in food pantries to provide families with a three day supply of food. Because of these activities, seniors will enjoy a hot nutritious meal each day, homeless men will have a hot balanced lunch and families will have supplies to cook their own meals. Volunteers at Holy Family serve the soup kitchen and/or the food pantry. In the soup kitchen volunteers pick up donated food, store it for later preparation, cook some items or reheat others, serve the clients and clean up afterwards. 75 RSVP volunteers commit to a day or more each week. Based on the survey conducted quarterly by RSVP staff, given directly to Holy Family clients, 10% of those filling in the survey are veterans. Over a year ago the question was added to a quarterly survey asking if the person receiving assistance is a veteran.

Columbus Recreation and Parks consider senior centers an important part of their mandate to serve the public. In general Columbus senior centers provide a place where people 50+ can go for a variety of services to meet their individual needs whether for companionship, lunch, mental stimulation through classes or physical activity. Volunteering is not required of members. 40 RSVP instructors teach classes that the membership of each senior center request such as painting, lapidary, ceramics, Spanish, dancing, music and more. These 40 RSVP members serve at Gillie Senior Center, Martin Janis Center or Marion Franklin Senior Center. Another 120 RSVP volunteers at senior centers are placed in Community Priorities.

The Healthy Futures outputs and outcomes cover the service of 344 RSVP volunteers or 51% of the 680 total volunteers of RSVP of Franklin and Delaware Counties. Additional activities in Healthy Futures include volunteers hoping to prevent elder abuse by teaching and reinforcing the message to seniors on how to avoid being the victim of fraud and scams as well as protecting yourself and your

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household from theft. Volunteers at area food pantries provide families in crisis, usually unemployment or underemployment with food for each member of the family. Faith in Action is a small agency where RSVP volunteers provide in-home service to homebound seniors or disabled individuals. The American Red Cross uses RSVP volunteers to drive clients to medical appointments. RSVP volunteers serving in these four areas of Healthy Futures account for another 80 volunteers. Therefore the total number of volunteers in Healthy Futures workplans is 344 or 51% of the total number of 680 volunteers.

In summer 2011 staff held information sessions for station coordinators to explain CNCS' new strategic plan and six Focus Areas and desired outcomes for each area. Fourteen stations received letters in the last 6 months alerting them that the service activities the RSVP volunteers were performing did not fit the new priorities. Several willingly have dropped from RSVP, the others are being phased out now. There are several stations that will be 'graduated' before the end of year three of this grant. The Community Priorities area includes stations that provide good public visibility for RSVP or are important to funders such as the city of Columbus and senior centers.

Because homebound seniors need to eat nutritious meals every day, RSVP volunteers commit at least once a week to drive their own vehicle to pick up and deliver meals on wheels so that these homebound seniors eat regularly and have someone to check on them daily. These volunteers help seniors remain in their own home and enjoy the health benefits of good nutrition.

Because men, women and children (when school is not in session) who are homeless or living in poverty cannot provide their own meals, RSVP volunteers commit to prepare and serve lunch at Holy Family Soup Kitchen at least once a week. 200+ men and women have a safe place to eat a balanced

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hot meal and sometimes can take food for dinner as well.

Because seniors, especially those age 65 and over need to keep active physically and mentally as well as interact with others, RSVP volunteers commit to share their knowledge and skills to teach classes at Columbus senior centers. Seniors have a low cost (\$15/year) to stay active and increase their social supports.

The quarterly Holy Family survey shows that many clients receiving assistance at this RSVP station are veterans. Looking at populations served by RSVP stations we know there are veterans receiving service as well as providing service but we do not have actual numbers at this point. RSVP staff will work with meals on wheels stations to see if a question can be added to the intake process to count how many veterans are served.

This RSVP has made initial contact to place volunteers with three organizations serving veterans and/or active military. The VA Medical Center needs long term volunteers as opposed to students or others fulfilling community service requirements. RSVP volunteers have demonstrated a commitment to their stations and tend to stay for years. Contact has also been made with Amvets of Ohio who is also an Americorps grantee. The USO of Central and Southern Ohio operates the Port Columbus USO Lounge and Military Entrance Processing Station (MEPS) Lounge both need volunteers to greet and provide support to military men and women.

Recruitment and Development

Assignments for volunteers of RSVP of Franklin and Delaware Counties are sought based on a station's mission, how they see an RSVP volunteer fitting into carrying out that mission as well as logistics of location, parking and accessibility. We review with each station the profile of older

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volunteers and tips on working effectively with this age group. We present the six Focus Areas with outputs and outcomes and come to an agreement on exact assignments for RSVP members. We also explain what we need from them: service hours, number of clients served, stories of service and measurement where applicable. Currently this RSVP has more than 25% of our members in Healthy Futures. We are researching stations in the other priority areas.

RSVP recruitment has changed in the economic downturn of the last few years. We participate in just one large event in Columbus featuring assorted services for seniors. Recruitment has become more personal often by current volunteers who tell their friends or using electronic media such as Volunteer Match and Facebook. Social media is great because it takes little time or effort to add or change a posting. Using Facebook, prospective and current RSVP members can see upcoming events, new opportunities, photos or read a spotlight on current work. If the prospective RSVP member is not interested in our new assignments, staff will still provide names and phone numbers for stations that have been graduated such as hospitals and museums. They can also be directed to the HandsOn project calendar if they don't know what they want to do and wish to explore a sampling of volunteer opportunities.

RSVP staff provides the basic orientation to volunteers: explanation of RSVP, available stations and assignment including what to expect from your station. RSVP staff give an overview of the assignment using the specific job description the station is using. If the new volunteer is interested we refer them to the station coordinator for an interview to allow each side to determine if the match will proceed. Once placed, the station provides specific training and a background check where required. Some assignments require little training such as serving at a soup kitchen while others may require weeks of training such as drivers for the American Red Cross transportation program. Volunteers are

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encouraged to contact RSVP staff if basics such as training are not being addressed or if their hours are not being passed along to the RSVP office. A new placement can be provided if needed.

In 2013 we plan to offer quarterly public meetings for a combined orientation and question and answer session for seniors interested in volunteering. Members of the Advisory Council will be included to share their experiences and insight into RSVP.

RSVP staff will work with individual station coordinators on information we need to measure targets such as unduplicated number of clients and hours of service

This RSVP is confident that the current racial and ethnic profile of this RSVP exceeds that of the older population in Franklin County including Hispanic and Asian seniors. Few new volunteers answer all or any of the demographic questions on the application. Staff respects their decision and does not add information to the application once we meet them. Until the application is completed by a prospective volunteer there is little that we know about them such as race, sexual orientation or degree of English proficiency. In 2011 a line was added to the RSVP application asking if new volunteers were veterans. Motts Military Museum, in Community Priorities, attracts an excellent cross section of veterans because their work is to preserve and restore artifacts of American service men and women from the Revolutionary period through to the present. Motts can boast of 70% of the volunteer base being veterans or members of military families. There are many veterans there who are not yet 55 and more women veterans as well.

Historically long term retention has not been an issue for this RSVP. There has been an issue with new volunteers volunteering once or twice and then never again. RSVP staff plan to follow up with

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this type of volunteer especially those at healthy futures stations. The best way to retain volunteers is to focus on the right placement from the start -- these volunteers tend to stay active for years plus stations value long term placements over episodic volunteers. The project stays in touch with volunteers through letters quarterly and more often with volunteers willing to share their email address.

Each year RSVP holds an annual recognition luncheon open to active volunteers and station coordinators. The luncheon has been held for the past four years at the event and conference center at LifeCare Alliance. There is ample parking and the building is very senior friendly. We feel it is important to support one of our own stations in this way. The individuals recognized are those achieving 4,000 hours of service which earns them the President's Volunteer Service Award, Lifetime Service Award. The day's program includes popular speakers which often involves sports in Columbus, Ohio and fun contests with a chance to win prizes as a means to involve members of our audience. In 2011 we asked volunteers to reflect on their RSVP experience through an exercise known as Six Word Memoirs. These could be random words or sentences. Most were serious -From being hungry to feeding hungry. But a few were just funny -- My wife made me do it! The other event of the year is the annual celebration of National Volunteer Week, the Agent of Change Awards presented by HandsOn Central Ohio.

Each time we communicate with our volunteers we always thank them for their service.

Program Management

CNCS' Strategic Plan and the outputs/outcomes for each Focus Area form the framework for evaluating current stations and seeking new stations. When the Memorandum of Understanding is signed for the first time and at each renewal the RSVP director and coordinator review the document with the station coordinator especially the page with activities prohibited by federal regulation. These include volunteers' involvement in religious or political activities as part of their volunteer assignment.

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As the number of station has decreased over the last few years to reflect changing priorities at CNCS this has become easier to manage. At the end of this coming three year grant cycle there will be a total of 30-35 stations meeting community needs with at least 5 or more RSVP volunteers at each. This will also allow RSVP staff to visit more often to observe volunteers and stress to station coordinators that compliance includes hours and program measures.

RSVP recognizes that a variety of stations and assignments is needed to appeal to a broad range of RSVP volunteers and their skills and experiences. The RSVP director and coordinator have been researching potential new stations outside the Primary Focus Area for several months. There are several stations in Capacity Building, Community Priorities, one on Education and one in Economic Opportunity. There are three organizations serving Veterans and Military Families we have already approached: USO, Amvets and the VA Medical Center. Currently there are no stations in Education. Staff has identified several stations that offer after school and/or summer programs for children that need volunteers on a regular basis. Since HandsOn Central Ohio is also the sponsor for the Foster Grandparents Program, another CNCS Senior Corps program devoted to working 30-40 hours per week with special needs children, RSVP tries not to compete with FGP for volunteer assignments and placements.

RSVP of Franklin and Delaware Counties started the process of graduating stations during summer 2011. Station coordinators attended a meeting where we outlined the Corporation's new strategic plan and performance measures. In the past year performance measures have evolved greatly. As a result 14 stations received letters saying their work did not seem fit into current Program Focus Areas. These stations included hospitals, museums, and stations that did not fit into one of six Focus Areas. The letter emphasized that a lack of fit was not a judgment of their agency or mission but that they no

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longer fit into Corporation priorities. One station, Airport Ambassadors values their affiliation with RSVP and expressed a desire to remain in the Community Priority area. Port Columbus International Airport is a very supportive station and is the most unique and visible placements for volunteers. In the next three years, we will determine stations to retain in Community Priorities. The city of Columbus values our work at senior centers and has increased our funding to \$17,705 this year. The RSVP Advisory Council has been kept apprised of Corporation developments and growth and understand and accept the need to evolve.

Volunteers at stations that will be graduated will receive a letter after this winter explaining the reasons to graduate their station and offer them an additional assignment in priority areas if they wish to remain an RSVP volunteer. Volunteers will also receive information about the Foster Grandparent Program if they are interested in working with special needs children. Since FGP is a stipended program they will need to meet income eligibility thresholds. Again, the point will be made that this is not a judgment call on their volunteer service but a matter of changing priorities.

RSVP currently works with station coordinators on information needed to fulfill current grant requirements. In this new grant cycle more information is needed on the actual service provided by RSVP volunteers at each station such as the number of unduplicated clients served, hours and measurement tools in use. The designated stations for outcome measures are the two meals on wheels providers who already provide RSVP with the results of clients surveys. Holy Family Soup Kitchen allows RSVP staff to survey clients just before meal time several times a year. This will continue as well. The RSVP director has been working with Columbus Recreation and Parks on how to best survey active members on the benefits of senior centers. The city is interested in doing this because currently they are not measuring the benefits of senior centers. Since the city provides an

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annual grant to RSVP of \$17,705 this is one way we can help senior centers measure their work.

Information collected will be discussed with each station providing the service. Staff from RSVP and stations will discuss if targets are being met and if adjustments in service need to be made to strengthen their work or if the measurement instrument needs to be changed to ensure the most helpful data is collected. Measurement tools and results will be filed at the RSVP office.

RSVP and any program sponsored by HandsOn Central Ohio (HOCO) must adhere to all fiscal policies and procedures of the agency ensuring responsible fiscal oversight of the program. Staff cannot request a check payment or receive their agency credit card without prior approval of the planned purchase. HOCO has an annual budget of approximately \$2.4 million. The agency is audited annually and has a track record of successful audits.

Most in-kind donations come from stations providing meals each shift a volunteer "works". Other in kind donations have been solicited for and utilized for special events such as the annual banquet and National Volunteer Week. These are items for door prizes, volunteer recognition gifts, and silent auction items. Donors are recognized in event programs and receive thank you letters.

HandsOn Central Ohio's Vice President of Administration, Sue Hamilton is also the Chief Financial Officer works with the RSVP director to develop the final RSVP budget to be submitted and monitors spending throughout the budget year.

Organizational Capability

Since 1994 HandsOn Central Ohio (HOCO) has been the sponsor of RSVP in Franklin and Delaware Counties. HandsOn Central Ohio inspires, equips and mobilizes people to create meaningful change

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in their lives and in their community. HandsOn Central Ohio is best known in two capacities: as the volunteer center serving the Greater Columbus Metropolitan area, working with volunteers of all ages and as the primary information and referral 2-1-1 center for residents, non-profits and businesses.

HandsOn Central Ohio is an affiliate of the HandsOn Network. As an independent agency, HandsOn Central Ohio is able to respond to emerging needs and issues affecting residents throughout Central Ohio.

HandsOn Central Ohio is governed by a Board of Directors. The agency president/CEO meets on a regular basis with the board and committees. The vice presidents, who report to the president, supervise directors, such as RSVP and the RSVP director supervises the coordinator. This assures a line of communication that flows both directions. There is a budget and finance committee to oversee fiscal matters. This committee sets financial policies and procedures for the agency and determines the feasibility of giving employees raises.

In addition to managing the RSVP and FGP federal grants the agency constantly manages multiple grants from local and state governments and community foundations with various reporting requirements throughout the year. All financial activity is overseen by the HOCO Board of Directors, a full time Vice President of Administration and two part time accountants. An agency audit and individual program audits are done annually and successfully. MIP Fund Accounting is the software used. HOCO has been a United Way partner agency for years and takes advantage of training and updates offered on impact development and measurement.

Key Staff

A. Elizabeth Eck is VP of Training and Development since 1997. As an attorney she served with the

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Ohio Department of Aging. Ms. Eck has been a national and international lecturer at volunteer conferences. She supervises both the RSVP and FGP departments. Five percent of Beth's salary comes from the RSVP grant.

Sue Hamilton is VP of Administration. Ms. Hamilton manages the agency's \$2.4 million annual budget. She also manages three departments: Accounting, Information Technology, and Human Resources. Sue and accounting staff, Paulette Hillebrand and Cindy Beck, prepare program budgets, process payments and payroll and submit all federal reports for RSVP. Four percent of the accounting teams' salary comes from the RSVP grant.

Martha Weger has been RSVP Director 10 years. Ms. Weger has been involved in area health and human service agencies since 1981. Her experience includes working for 10 years at United Way of Central Ohio where she was involved in the annual fundraising campaign and later working with member agencies on outcome development and measurement. Martha works with stations to maintain the flow of information needed to be a successful RSVP site. Martha also writes the RSVP grant, reports on program progress and stays current with developments from CNCS. She is also a member of the national and Ohio RSVP directors' associations and serves as the vice president in Ohio. Ninety-five percent of Martha's salary is covered by the RSVP grant.

Alison Davis, the RSVP Coordinator for 8 years, is responsible for guiding potential RSVP members through the application process and volunteer placement. This role will change as new volunteers are directed to stations in the six Primary Focus Areas and several stations are graduated. She also researches aging trends and new ideas for programming and stations. Ms. Davis is a member of the local Volunteer Administrators' Network which offers workshops and trainings each month. Alison's

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salary is covered by the RSVP grant.

As the 2-1-1 information and referral provider for Franklin County, HandsOn Central Ohio is well aware of the needs in the community. The agency is involved with referring residents to resources they need such as shelter, assistance with utility bills, medical services, meals for homebound seniors and other community resources. One special area of referrals is access to food by providing pantry referrals. HandsOn Central Ohio provides referral to all food pantries in the county. Referrals provide an appointment at a pantry near a client that can offer special needs such as baby food and several pantries also give out pet food because many people, especially seniors, will feed pets before feeding themselves.

As the sponsor for RSVP for 18 years, HandsOn Central Ohio has been familiar with meals on wheels and supportive of meals volunteers. HandsOn Central Ohio is also central Ohio's volunteer center and very experienced in working with volunteers of all ages. Beth Eck, the VP of Training and Development, is an expert in all phases of volunteerism especially risk management and volunteer management.

Each staff member at HandsOn Central Ohio has his own cubicle equipped with phone, computer and storage. The agency has two copiers, fax machine and postage machine all requiring department code for use to ensure that the department is charged correctly. HandsOn Central Ohio orders office supplies monthly. Departments can place orders through the VP of Administration and items are charged to each department. The agency personnel policies were recently updated and are on file with the Ohio CNCS office as part of the 2010 monitoring visit. Any requests for capital expenses (\$250) must be approved through your vice president and vice president of administration. Individual job

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descriptions delineate roles for administration and staff. Staff travel is limited to program service area unless there is prior permission from your vice president. The employee handbook covers employee conduct, dress code, time off, computer usage and much more

The RSVP Advisory Council is composed of the vice president of training and volunteer services, the program director and coordinator as well as station coordinators, RSVP volunteers and a representative from the Area Agency on Aging and the City of Columbus. Members need to be added representing meals on wheels, veterans and military families and other focus areas. The council members have been most active with recognition events. The director has gone over updates coming from CNCS in the last 18 months starting with the new strategic plan. In the coming months the plan is to involve Advisory Council at large stations to reinforce our appreciation of the work of RSVP station coordinators in providing information needed on volunteer service.

RSVP of Franklin and Delaware Counties is sustained primarily by \$74,045 through this grant, \$17,705 from the city of Columbus and \$3,894 from the Ohio Department of Aging. In addition, HandsOn Central Ohio provides in-kind services such as computer services and administrative support.

Other

NA

PNS Amendment (if applicable)

NA