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Executive Summary

An estimated 54 RSVP volunteers will serve in the Primary Focus area of Healthy Futures. 18 of these volunteers will serve under the category of Healthy Futures, Aging in Place, Food Delivery. They will deliver meals to the homebound through a network of 5 workstations, the Friendship Center and 4 Senior Centers throughout the county. Homebound people are either disabled or elderly people who are not able to leave their home. Volunteers deliver meals Monday through Friday which comes out to 260 days a year. There will be 36 volunteers serving in the Primary Focus Area of Healthy Futures, Aging in Place, Companionship. These volunteers serve at 5 stations, the senior centers of Lyon County, and help with social activities and meals to increase the social support network for this vulnerable elderly population. These programs promote health and independence which prevent depression, social isolation and delaying entry into institutionalized care home.

At the end of the 12-month performance period, the volunteers under Food Delivery will have delivered meals to at least 160 people and according to a survey given to those that receive a meal, at least 40 people, of those that return the survey, will say that receiving the meal gives them a sense of social support. The volunteers under Companionship will have served at least 60 people who attend the senior center activities and of those that return a survey, 20 of them will state that attending the senior center activities provides them a sense of social support. The CNCS federal investment of \$42,000 will be supplemented by \$34,060 from Lyon County and the Department on Aging. The local contribution from the Lyon County Department on Aging comes from in-kind funding of office space, including utilities and office equipment, and county advolerum money.

Strengthening Communities

Lyon County, Kansas encompasses 850 square miles. It is nestled in the Flint Hills region of eastern Kansas 100 miles southwest of Kansas City. The county seat, Emporia, lies between the Neosho and

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Cottonwood Rivers. In addition to Emporia, the largest city, Lyon County includes smaller rural towns of Admire, Allen, Americus, Bushong, Hartford, Neosho Rapids, Olpe, and Reading. Lyon County's primary industries center on agriculture, farming, and ranching. Lyon County's total population is approximately 33,600, of which approximately 26,760 (80%) reside in Emporia and 2,906 (9%) reside in the smaller town and rural areas. The other 11% of the population are residents who are enrolled in the two major secondary educational institutions located in Emporia; these are Emporia State University and the Flint Hills Technical College. Lyon County RSVP serves the entire county providing volunteers for community improvement, enhancement, and service.

Lyon County's major ethnic population segments include: 83.5% White, 2.4% African American, 20.1% Hispanic, 2.3% Asian, and 2.7% reporting two or more races. International students attending Emporia's educational institutions provide further ethnic diversity and influence the area.

Of the County's residents, 8.9% (2,967) are age 70 and older, 4,216 (12.6%) are age 65 or over and 5,869 (17.5%) are age 60 or older. The median household income in 2009 was \$37,321, nearly 22% below the state of Kansas average of \$47,709. The 2009 census estimates that 17% of residents had income levels below the Federal Poverty Level compared to 13.2% for the state as a whole. Occupied housing age demographics show that 21.6% of housing units are occupied by people 65 years and older and elderly that live alone compose 9% of households. This demonstrates that many seniors continue to be active and live independently in the community. Because of economic conditions that exist within the area and the population spread between urban and rural areas, local communities and organizations must rely a great deal on volunteers to provide many human services, and safety and improvement projects needed by the community at large. The RSVP program, with its emphasis on senior volunteers with time, education, and experience to devote to projects plays a key role in mobilizing and providing volunteers for civic and community improvement projects in Lyon County. Local community input for the program is obtained from the RSVP sponsors, the Lyon County

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Department on Aging, and through the Advisory Council, the Lyon County Council on Aging, which includes representatives from the local senior centers, county government, county transportation, local social service agencies, and others. The Council on Aging and Department on Aging take the lead in evaluating the program each year, and give input on program policies.

Community involvement is essential for the success of the program. Lyon County RSVP maintains an open door policy for community residents and speaks at civic and community clubs providing awareness and opportunities for individual input into local community service needs. A newsletter is published to share opportunities and news. The local newspaper, The Emporia Gazette, and The Shopper, are instrumental in helping RSVP maintain a strong connection with the community. The newspaper will cover stories of interest that RSVP is involved with and allow us to submit regular features letting the public know who we are, what we are doing, and what areas we are recruiting for. Our local radio station, KVOE, also helps keep our name and story alive. We do feature stories about RSVP on KVOE's Talk of Emporia show, which gives the listeners an opportunity to call in and ask questions on air about the program. This keeps RSVP in the public eye on a regular basis and informs the community of all our volunteers. We recently decided to go to the other local radio station, KISS, a station meant for younger listeners, in hopes to reach the children of our local seniors so that they may encourage their parents to start volunteering and get involved. We believe this may be a great way to reach those that may be weary of volunteering without some encouragement from those around them. Local support is very significant, from our sponsor, businesses, and organizations which are used to support our program and to honor our volunteers. The Council on Aging and other partners reflect the diversity of the community, while local businesses and partners provide in-kind support matches each year.

After service projects are identified, partners or workstation sites address the projects and are recruited through community contacts with other non-profit or civic organizations. Key factors in evaluating

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potential partners include whether they have sufficient resources (staff, financial, etc.) to support project requirements and volunteers, and whether they have non-profit or civic organizational status. The community partner and RSVP agree on the project's objectives, the activities expected from volunteers and resources to be provided by each partner in order for the project to reach a successful conclusion.

Integrating senior volunteers into activities of other service programs within the community is of paramount importance. Many times, organizations have existing resources and structure that RSVP or individual volunteers do not. However, many programs through community hospitals, service and civic organizations, public libraries, school districts, and others must rely on volunteers to provide needed help that they cannot afford to pay hired staff to perform. Time and skill requirements for these projects vary greatly. Some are ongoing while others are time specific such as conventions, community celebrations, sporting and cultural events, etc. RSVP utilizes its data base of available volunteers and their "skill and interests" surveys to match compatible volunteers with appropriate organizations. This benefits not only the organizations, but also the volunteers who perform projects they enjoy and have an interest in.

RSVP expands community organization's and institution's ability and capacity for service in two important ways; First, essential and cost effective manpower and labor is provided through volunteers. Secondly, if needed, arrangements for education and retraining for specific volunteer work site assignments are provided by RSVP. Thus, both adequate and qualified volunteers are available to organizations to perform needed services.

RSVP programs and volunteers serve to strengthen community ties within Lyon County. Elderly citizens, including low income, are served through nutrition and food distribution programs such as the Lyon County Home Delivered Friendship Meals program and through support social groups at the Senior Centers. Public safety and confidence is enhanced by the Lyon County Senior Patrol, a joint

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venture with the Lyon County's Sheriff's Department. The Youth Friends program identifies "at risk" youth, many from single parent homes that are low income and speak English as a second language, and matches them with a volunteer to encourage and assist in a successful learning opportunity. Youth Friends is an excellent opportunity for inter-generational experience and a blending of our diverse cultures. Volunteers at the local hospital, Newman Regional Hospital, help perform tasks in the gift shop, snack shop, information desk, and mail room; all of these tasks help the hospital run smoothly. The Department on Aging's program Lyon County Helpers performs tasks when a person needs a one time or personal favor done. For example, if an elderly person needs help doing yard work or they need help getting to a doctor appointment. All of these programs contribute greatly to a stronger community.

Recruitment and Development

To retain good volunteers, you have to offer opportunities to grow and challenge the volunteer. Feeling a sense of self worth and importance is what makes a volunteer want to keep volunteering. When a senior first expresses an interest to volunteer, we meet with them and find out their interest and skills and previous experience. We then discuss together the options we have with the programs we have set up as to where they feel they would enjoy volunteering the most. We also encourage them to try new things, possibly projects that are in need of volunteers. After a volunteer is placed and a few weeks have passed the RSVP Director checks in with the station manager or volunteer to see how it is going. Most often the volunteer is enjoying the experience and ends up serving more hours than they had originally thought they would want to serve, but if they are not enjoying the experience, then we meet again and re-discuss where they would like to serve. Volunteers who have already been serving are encouraged to try new volunteer positions on a trial basis as their confidence and skills increase.

RSVP personnel monitor and support volunteer development in a number of ways. Personal

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consultation between volunteers, work site supervisors, and RSVP personnel is an ongoing process to resolve problems and enhance communication and understanding of volunteer expectations. An annual volunteer survey is provided to rate overall satisfaction with their experience, receive input on ways to improve their experience and alert RSVP personnel to both problems and new opportunities for each volunteer. An RSVP newsletter is used to invite volunteers to share their experiences, ideas, and suggestions. Encouragement is provided through personal recognition from individual work sites, RSVP recognition events, volunteer features in the RSVP newsletter, and local publicity and news media whenever possible.

Recruiting of volunteers is achieved through two primary methods; internally, using the existing volunteer base, and externally, which brings in new volunteers to the program. Internal recruiting involves utilizing the initial registration "skill and interest" survey of existing volunteers to match them with new projects as they come available. External or new recruitment is achieved through a number of methods. The RSVP Director goes to local civic groups and churches to speak and recruit and also goes to community events and has a booth to get exposure. RSVP has also made it a priority to make connections with the local veteran programs and goes to different veteran events to share about the RSVP program. For the senior volunteers that are in nursing homes and cannot leave, RSVP connects them with other programs that are needing help getting mass production items done, like mailings or brochures, the seniors at the nursing home help put together the packets. This gives those that are unable to get out, but still want to serve, a chance to feel like they are helping. RSVP also serves to bring people of diverse backgrounds together as they perform activities at various stations and projects. It is common to find college professors working with retired farmers or volunteers of various ethnicity and economic status working together on a project of mutual interest. This interaction promotes understanding and relationships among community segments as well as a sense of camaraderie and friendship among volunteers themselves. Current volunteers are encouraged

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to invite friends to volunteer recognition events, and talk to people they know about their volunteering experience. Work Site Managers are also encouraged to talk about volunteering to those they know to help people gain awareness of the opportunities RSVP has. The RSVP newsletter is used to alert both existing and potential recruits of new volunteer projects and volunteering opportunities. These efforts resulted in 18 new volunteers joining the RSVP program from January to September 2012.

Volunteer recognition and appreciation for services performed is important in retaining volunteers. RSVP provides this in a number of ways. Each year, a formal RSVP recognition banquet is held for all volunteers at which appropriate awards, certificates, and recognition is given for volunteer contributions. We also host a spring "All Birthdays" Birthday and Recruitment party. Volunteers are encouraged to bring a friend to both of these events that is not currently volunteering, but is interested in seeing what RSVP has to offer. RSVP also picks a volunteer to feature in each newsletter and puts their picture and story about their volunteering in the newsletter. These efforts have led to a high degree of volunteer satisfaction and retention. Retention rates, not including deaths, has been exceptional from January 2012 to October 2012, with RSVP only losing 5 volunteers; one because they moved and 4 because they had new interests or responsibilities.

Continuing education and training for RSVP staff is important and on-going. The RSVP Project Director attends at least one training a year with CNCS staff to receive the latest in training and technical assistance. The RSVP director is also a member of the Kansas Association of Senior Corps Directors allowing interaction and consultation with fellow Directors on projects and problems. RSVP personnel meet with work site managers and identify objectives, requirements and expected roles for them at the time of project origination and MOU signing. Further counseling is provided through follow up and work site evaluations as the projects progress. This year, RSVP held its first Station Manager In-Service and was very happy with the response from the station managers. Station managers and RSVP staff discussed ways to better serve each other, and new ideas on where

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to recruit volunteers. Station managers also routinely offer training to new volunteers as they join a project. As the programs grow, the responsibilities of the volunteers also grow with training implemented as needed. An example of RSVP/work site joint volunteer ongoing training is the Senior Patrol's requirements that all members receive defensive driving certification. RSVP coordinates with the Sheriff's department and AARP to schedule and provide instructors, meeting rooms and equipment for this training. The Sheriff's department then provides other training for specific duties required for this project.

Program Management

Lyon County RSVP offers many types of service opportunities for volunteers with a wide range of nonprofit, civic, and community service organizations. Volunteer assignments are made with a major emphasis on insuring a meaningful and rewarding volunteer experience while meeting the needs of community work site partners in meeting their objectives for the community.

After a community service project is identified, and a community partner or workstation selected, the worksite is assigned to an appropriate CNCS service category under which volunteer hours and project activities are recorded. Workstation management and RSVP staff jointly assess resources, volunteer skills, and qualifications needed for the project. Volunteer job descriptions are then developed. A Memorandum of Understanding (MOU) between RSVP and the workstation is executed, outlining the general roles each party will perform in achieving project goals. For projects requiring special volunteer qualifications, training, resources, etc., an addendum outlining these conditions may be attached to the MOU. MOUs and workstation job descriptions are maintained in the RSVP office and used to recruit and match volunteers to workstations. This ensures needed training, and project resources are available and provide evaluation criteria for workstation and volunteer performance. Each workstation designates a volunteer manager to select, supervise, train, and manage on-site volunteers. The manager also works with the RSVP staff in coordinating volunteers, collecting needed

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data, resolving problems, and evaluating project progress. Project and volunteer achievements are monitored and recorded on progress reports submitted annually to CNCS. Workstations are given the opportunity to evaluate and provide input to RSVP on volunteer performance, RSVP staff support and project impact through an annual RSVP Worksite Satisfaction and Impact survey which is used to strengthen and build relations between the site and RSVP. Worksites are also evaluated annually by RSVP staff and worksite management for handicap accessibility, non-discrimination and volunteer safety practices to insure all volunteers are treated fairly and safely. These evaluations are used for RSVP Program Self Assessments and an annual overall Sponsor Program Evaluation to measure work site compliance with RSVP program regulations and applicable laws.

Placement of volunteers is critical to a meaningful and rewarding volunteer experience. Upon recruitment, volunteers complete a "skills and interest" survey which is kept on file in the RSVP office. This survey, along with MOUs and workstation job descriptions are used to match available volunteers to a compatible workstation and activity to assure a meaningful placement. The RSVP Director and staff monitor sites to assure that volunteers are receiving specific job descriptions, training and necessary paperwork. Ongoing and positive relationships with workstation administration and volunteers ensure that communication is open and any specific issues that arise are addressed. Volunteer hours and activities are recorded monthly through one of three methods; manual forms, through telephone, or email records; all of these list the workstation, the activity, and the hours. For telephone or email reporting, advance signatures or arrangements to validate the data must be on file for the volunteer in the RSVP office. In some cases, volunteer hours and activities may also be reported by workstation managers. Volunteer data is recorded in the RSVP Recorder Computer Program and collected for needed CNCS reports. RSVP program supports and recognizes volunteer achievement in a number of ways. Secondary accident and liability insurance is provided to registered volunteers through CIMA. A spring recognition reception is held for volunteers and their

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guests as well as informal recognition at workstations. Each year, a county wide RSVP recognition banquet is held to formally recognize and thank volunteers for their service. RSVP Presidential Awards are presented at this banquet every other year. In addition, recognition is ongoing through birthday cards and acknowledgments on local radio stations each month, publication of a RSVP volunteer newsletter and promotion of volunteers and their activities on local radio and newspaper media. Through these ongoing recognition activities, RSVP encourages and promotes RSVP volunteers and the services they perform to both volunteers and the community at large. RSVP volunteers are also given the opportunity to express their satisfaction and suggestions with RSVP initiatives with their volunteering assignments through an annual RSVP Volunteer Survey performed each year.

The overall RSVP program and its impact in Lyon County is evaluated each year by different methods. The RSVP Advisory Council helps to determine the success of the programs and makes suggestions of evaluation procedures. An annual self-assessment method involving the sponsor, the chair of the advisory committee, members of the advisory council and RSVP staff is conducted utilizing the Project Self Assessment Form adapted and modified from the RSVP Handbook, Appendix 10, to evaluate program strengths, weaknesses and outcomes. All volunteers are asked to complete a survey to help determine the strengths and weakness of the program as well as rating their satisfaction with the volunteering experience. The director of the Lyon County Department on Aging completes an annual assessment of overall program impact, resources, and compliance issues. Needed program changes from these tools are implemented whenever appropriate to strengthen the program.

Most program data and information from workstations and volunteers is managed through the use of computers. We currently use the RSVP Volunteer Reporter Software program to keep track of volunteer and workstation data. In addition, data from surveys, financial spreadsheets and other

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needs are performed on Excel computer spreadsheets. Hard copies are also kept on file of necessary workstation and volunteer data in the RSVP office. All surveys and results are kept on file in the RSVP office.

Project resources, both in-kind and cash, are adequately documented within the accounting system. Lyon County RSVP and its sponsor, the Lyon County Department on Aging are departments of Lyon County Kansas Government. All cash receipts and expenses are handled per normal accounting procedures of the county system. Neither the Department on Aging or RSVP maintain separate bank accounts for collected funds or expense disbursements but rather utilize existing county accounts. When applicable, in-kind (non cash) expenses are recorded on in-kind vouchers and their values are tracked on monthly income/expense spreadsheets maintained in the Department on Aging.

Lyon County RSVP's cash income and expenses are identified in county accounting records through use of a dedicated and specific RSVP division code. Specific sub-accounts for income/expense budget categories are further identified through use of specific account numbers (chart of accounts) for each category. Together, the dedicated division code plus specific sub-account numbers allow easy and accurate tracking of income and expense items for RSVP on county general ledger reports.

All cash income is deposited with the Lyon County Treasurer. RSVP and/or Department on Aging staff initiate this process by preparing deposit slips showing the amount and designating the RSVP division code and specific income account numbers to which the deposit is to be applied. Copies of the deposit slips are maintained in department records. Monies are then deposited with the Lyon County Treasurer who verifies deposit totals, credits them to the designated account and deposits them into the County's bank account. At month end, copies of the County general ledger showing deposits are supplied to the Department on Aging which then reconciles the general ledger deposits to department deposit records to verify all income has been credited to RSVP and the correct income category.

The value of in-kind donations is established and documented by the donor and RSVP staff on in-kind

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vouchers. The vouchers are maintained in monthly income/expense files in the Department on Aging office. Exceptions to the voucher system may be made for regular re-occurring contributions such as office space rental, etc. when market surveys are used to establish comparable fair market rates. Once established, the value of this in-kind donation may be applied each month to the project and the fair market survey serves in lieu of the voucher system. All in-kind donations are tracked monthly on department income/expense statements maintained in the Department on Aging.

Expense payments are also initiated by Department on Aging and RSVP staff upon presentation of a receipt or invoice documenting the expense was received and valid. Staff then prepares a Payment Request Requisition (PRR) form listing the vendor, expense description, amount and the RSVP division code and subaccount category to which the expense is to be applied. The PRR, with receipts/invoice attached is then forwarded to the Lyon County Clerks office for processing and payment. A copy of the PRR and corresponding documents is also kept in the Department on Aging monthly income/expense files. The county clerks department reviews the PRR and attached documentation and upon approval, prepares a check for payment. The PRR and check is then forwarded to the county treasurer's office where it is again reviewed, approved and then forwarded to the Lyon County Controller and Board of County Commissioners. After review and approval by the Commissioners, the check is then signed and payment is made. All checks require the signature of three people, the Lyon County Clerk, the Lyon County Treasurer and the Chairman of the Board of County Commissioners. Bank account reconciliations are performed by the Lyon County Treasurer's department. At month end, copies of the County general expense ledger are supplied to the Department on Aging for review and reconciliation against department records for the month to ensure all expenses have been properly recorded and credited to the correct RSVP expense category. These procedures and records provide full accounting and use of project resources. Each year, RSVP and its sponsor are included as part of the Lyon County certified audit by an outside accounting firm.

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Organizational Capability

Lyon County R.S.V.P. and its sponsor, the Lyon County Department on Aging (Aging) are departments of Lyon County Kansas local government. The county affiliation supports the project in numerous ways. The three member publicly elected Board of County Commissioners serve as the Aging and RSVP board of directors. In this capacity, they provide financial oversight, approve RSVP budgets, provide ad valorem cash and in-kind assistance including office space, computers, internet, copy machines and office furnishings. The Board provides input on community needs and projects and designates one member as an ex officio member to the RSVP community advisory council. The county affiliation allows RSVP employees access to county employee benefit programs. RSVP personnel operate as employees of Lyon County and as such are subject to Lyon County employee policies except in cases adjustments are needed to accommodate differences with CNCS requirements which have precedence. All employees have an employee policy manual which includes travel policies.

Financial deposits and expenditures are handled through regular Lyon County government procedure and county bank accounts which are publically audited each year. The accounting system tracks RSVP accounts by use of a dedicated department code with specific sub-account numbers for different income and expense budget categories (chart of accounts). Project expenses require a receipt or vendor invoice to verify the expense was actually incurred and used for approved program activities. RSVP staff initiates deposits and expense payments by verifying invoices, amounts, vendors and designating the department code and specific account to which the item is to be credited to on the county general ledger. Income is deposited with the Lyon County Treasurer. Expense payment requests are submitted to the Lyon County Clerk's office who prepares a check, then forwards the request and supporting documents to the Lyon County Treasurer and the Board of Commissioners for review and approval. All payment checks require three signatures, the Lyon County Clerk, Lyon

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County Treasurer and Chairman of the Board of County Commissioners. At month end, a copy of the general ledger is provided to the Department on Aging which reconciles it against department records to verify all income and expenses were properly recorded. RSVP maintains these copies in office files for completing CNCS financial reports. In-Kind donations are documented with in-kind vouchers when received listing the donor, item description, value and donor signature. In-Kind donations are recorded on financial spreadsheets maintained in RSVP office files.

Sustainability for the local share is assured because of ad valorem cash and in-kind support from Lyon County and significant in-kind community support. Lyon County, through the department on aging provides not only cash financial support, but also in-kind office space, utilities, computers, supplies, insurance and use of meeting rooms. The Lyon County Sheriff's Office provides a marked Sheriff's car, fuel, training, and background checks for the Senior Patrol Program. Community members donate old cell phones for the Cell Phone for Seniors program and area merchants donate gifts and items for volunteer recognition activities.

The Department on Aging sponsors three main service areas on behalf of Lyon County Government, Aging Services, Lyon County Area Transit (L-CAT) and the RSVP program. Aging Services serves as an information, education and resource center for senior services in Lyon County including Medicare Insurance; home based health care services, legal and financial resources among others. It serves as an access site for state Social and Rehabilitation programs (Medicaid), and works with and financially supports the county's network of six senior centers. L-CAT provides general public transportation (bus service) in Lyon County including disabled elderly and the general public and provides nearly 50,000 rides annually. L-CAT is a joint federal-state grant program administered in Kansas by the Kansas Department of Transportation. The Department on Aging has administered the L-CAT grant program in Lyon County since 2004 and RSVP program in Lyon County for the past 9 years. The successful administration of both the L-CAT and RSVP programs demonstrate the Department's ability to

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administer federal grants, manage volunteers and measure performance as required from these grants.

A full time Director is employed to manage the RSVP program and reports to the Director or Aging. The RSVP director is responsible for program development and monitoring, volunteer recruitment and training, workstation management, data collection, and reporting and coordinating with CNCS in fulfilling grant and corporation requirement. A Office Coordinator is assigned part time (20 hours per week) to the RSVP program to assist the RSVP Director in managing volunteers, data collection, event coordination and other activities as needed. Community participation with the RSVP program is active and on-going. The Lyon County Council on Aging (LCCOA) which serves as an advisory council to RSVP and the Department on Aging meets monthly to review programs and recommend community initiatives to the department. Each year, LCCOA officers along with RSVP and the Department on Aging Director conduct an evaluation of the RSVP program, its activities and community impact.

The Department on Aging Director and Board of County Commissioners serve in a supportive, administrative and advisory role to the program. They provide assistance in securing resources, identifying community needs and providing input on program initiatives. The Director of Aging assists with preparing annual budgets and monthly financial statements for the program which are shared with the RSVP director and assists with other CNCS required reports and data. Each year, he completes an evaluation of the RSVP program to identify needed resources, program community impacts and compliance with CNCS program requirements.

Other

N/A

PNS Amendment (if applicable)

N/A