

Narratives

Executive Summary

Miami-Dade County local public government's vision statement "Delivering Excellence Every Day" reflects our community expectation. The County's mission statement "Delivering excellent public services that address our community's needs and enhance our quality of life" describes our role in the community and its existence. In addition, Miami-Dade County government is committed to the following guiding principles: Customer-focused and driven, Honest, Ethical, and Fair to all, Accountable and Responsive to the Public, Diverse and Sensitive, Efficient and Effective, Committed to development of Leadership in Public Service, Innovative, Valuing and Respectful of Each other and Action-oriented by which these principles are our basic values and guide the way we make our decisions and actions every day. The proposed RSVP project will be sponsored by the Miami-Dade County Community Action and Human Services Department. We are proposing a management capacity of five hundred volunteers with the Corporation for National and Community Service investment of federal dollars in the amount of \$104,308, will be supplemented by \$72,819 of County General Fund dollars, in-kind donations \$43,992, and \$4,335 excess amount totaling \$225,453 to provide community service at twenty-five partnering organizations such as School Board of Miami-Dade County (450 public schools), Department of Veterans Affairs, Advancement Via Individual Determination Program and/or new collaborating public or non-profit organizations for this project beginning July 1, 2013. RSVP will engage volunteers in the following focus areas: Education (Primary), other areas to include Economic Opportunity, Veterans/Military Families, Disaster Services, Capacity Building and Community Priorities. Volunteering opportunities in these focus areas targets our community need to assist children, young adults, seniors, and veterans throughout Miami-Dade County in K-12 success/tutoring, financial literacy, veterans served, school readiness, and assistance provided in disaster response. At the end of the three year performance period, we intend to have 500 volunteers assisting in the above mentioned focus areas reaching out to over 500 recipients.

Narratives

Strengthening Communities

Miami-Dade County is located in the southeastern part of the state of Florida. As per the 2011 United States Census Bureau, the county population was estimated at 2,554,766 making it the most populous county in Florida and the eighth most populous in the United States. Miami-Dade County's population composes half of the South Florida metropolitan area population. Miami is the largest city within Miami-Dade County of which 50.9 percent of the total population were foreign-born becoming a percentage greater than that of any county in the United States and 71.9 percent spoke other than the English language. The most popular countries of origin among the foreign-born were Cuba 46 percent, Nicaragua 8 percent, Colombia 7 percent, Haiti 6 percent, the Dominican Republic 3 percent, Honduras 3 percent and Jamaica 3 percent. The racial composition of the county in 2011 was 77.5 percent White, 16.0 percent Non-Hispanic White, 19.3 percent African American and Black, 64.5 percent of the population were Hispanic or Latino, Asian 1.7 percent and American Indian and Alaska Native 0.3 percent. By the year 2025, it is being projected for Miami-Dade County to have a population of over 3 million residents of a multitude of ethnicities. Services to the community focus around strategic initiatives identified through the Miami-Dade County's Strategic Plan. One of the initiatives, Health and Human Services, enables seniors and children to a continuum of service. This initiative's mission is to improve the quality of life and promote independence by providing health care, housing and social and human services to those in need. Beginning fiscal year October 1, 2012 to September 30, 2013, goals are to ensure healthy communities; basic needs to the vulnerable Miami-Dade County residents are met and a self-sufficient population.

Since October 1, 2011, our County government has merged the Department of Human Services (DHS) with the Community Action Agency (CAA) refining our delivery of services under one umbrella, the Community Action and Human Services Department (CAHSD). Combining these departments streamlines the delivery of resources to our targeted population including children, seniors and

Narratives

families. Both departments have been operational with Miami-Dade County since the 1970's. The reorganizational merger of these departments combine a long tradition for the social and human service needs of its citizens, which is inherent in its mission statement to empower economically disadvantaged families and communities through advocacy, education, resource mobilization, service delivery and provide comprehensive social services to assist families, children, adults, to attain self-sufficiency, function independently and lead productive lives. Our commitment to provide these services stems from the belief that the quality of life in our community is directly impacted by our ability to respond to the needs of our most troubled and vulnerable citizens. These values are the core principles in which our organizational culture rests and the framework of our service delivery system. CAHSD manages services in the following divisions: Administration; Head Start/Early Head Start Program (administering the largest Head Start/Early Head Start program in the southeastern United States); Child Development Services; Rehabilitative Services; Targeted Services; Elderly, Disability and Veterans Services; Energy Programs, Greater Miami Service Corps, Self-Help Programs, Transportation, and Psychological Services. In addition, CAHSD administers thirteen community service centers throughout Miami-Dade County from the Broward County line to the Monroe County line to meet all service areas of the community. Services at these centers include but not limited to: emergency food and shelter, energy and utility assistance, housing assistance, immigration assistance, after school programs, information and referrals, notary assistance, income tax assistance, family and child empowerment classes, and relocation. It is the "One Stop" location where county residents can attain a service, information, or referral for an emergent need.

CAHSD administers, monitors, and tracks millions of funds in foundation, federal and state grants including, but not limited to, Community Services Block Grant, School Readiness, Voluntary Pre-Kindergarten, the Older Americans Act, the Corporation for National and Community Service, Medicaid Waiver, Community Care for the Elderly, High Risk Nutrition and Community Care for the

Narratives

Disabled Adult.

As a grantee of the Community Services Block Grant funding, the department engages in supporting a tripartite Community Action Agency Board, which consists of representatives of low-income community residents, elected officials and community organizations. Further, other stakeholders comprise of the Department of Agriculture, the Florida Department of Community Affairs, United States Department of Health and Human Services, the Early Coalition of Miami-Dade and Monroe, United Way of Miami, County departments, community partners, judicial system, housing developers, and advisory councils.

Nationally, the Department has been honored by the National Association of Counties (NACO) for innovative programming receiving over 170 awards for management initiatives and innovative programming. Concurrently, we are one of two public agencies in the State of Florida and one of eighty-three (83) public agencies nationwide accredited by the "Council on Accreditation" (COA) since 2004 and by the American Psychological Association (APA) for more than twenty (20) years. In 2009, CAHSD received the Florida Sterling Performance Excellence Challenge recognition.

CAHSD collects, selects, and analyzes performance database on the services delivery goals under the County's Strategic Plan. Priority needs are identified through a myriad of methods; collecting, analyzing and capturing outcome data, surveying stakeholders and clients, reviewing incidents, grievances, and corresponding corrective actions, case record reviews, and regular staff training needs assessment. Internal data is collected and analyzed in the Departmental Business Plan, which is updated annually and is directly related to the Department's Resource Allocation Plan, with the budgeting cycle; it identifies the modifications in service delivery due to the funding sources, impact of lawmakers at the federal/state/local levels, clients and stakeholders feedback. The Department seeks input from the community relevant to the needs and challenges as an active member of various advisory boards and advocacy groups.

Narratives

According to the 2011 Florida County Profiles from the Department of Elder Affairs, Miami-Dade County has 485,275 age 60 and older residing in our county of which 402,409 were White, 82,866 Non-White, 74,496 Black persons, 8,370 other Minority, 274,858 were female and 210,417 male, 20,787 Veterans age 65 and older, 96,368 below poverty level, 112,032 Minorities below 125 percent of Poverty Guideline, 78,033 age 65 and older living alone and 164,395 with limited English Proficiency. In addition, as per the United States Census Bureau 2011, 21.4 percent of the population in Miami-Dade County is persons under the age of 18 and 5.9% persons under the age of 5. RSVP in Miami-Dade County will provide an opportunity for retired persons age 55 and older to become involved in community engagement through addressing needs in the following focus areas of Education as the Primary, Disaster Services, Veterans and Military Families, Economic Opportunity, Capacity Building and Community Priorities. As noted, Veterans over the age of 65 and older, 96 thousand are below poverty level and occupy 1,672,288 in the State of Florida of which 65,602 reside in Miami-Dade County. Seventy-Five volunteers in the focus area of Veterans and Military families will be able to assist with accessing federal benefits, medical, referrals for housing, employment or serve at Veteran Programs such as the Department of Veterans Affairs or the County's Veterans Services Program to possibly ninety recipients. One hundred thirty volunteers assigned in the Primary Focus Area of Education will provide service delivery to students in primary learning centers for school readiness and K-12 students at public schools ranging at elementary, middle and high schools throughout Miami-Dade County targeting 225 students. Miami-Dade County Public Schools has a total of 349,945 student membership in 2011-2012. This school year 2012-2013, there are 297 Title I eligible schools in Miami-Dade County and volunteer assignments will be given priority to these sites where economically disadvantaged children/youth attend and are in need of additional educational support with tutoring in educational programs such as Advancement Via Individual Program and other educational programs at the public schools improving academia and school attendance. At the public

Narratives

schools, training and tools are provided to assist in this capacity. In addition, volunteers can assist in classrooms of primary learning centers to prepare school readiness and the children can gain social and emotional support. As for our Capacity Building focus area, we anticipate to collaborate with organizations to evaluate this project for pros and cons, enhance program development and capacity with the assistance of volunteers.

Local input is collected on an on-going basis in reference to the program's design/evaluation by incorporating community partners. The community partners provide in-kind resources to assist the program in maintaining itself cost effective. The role of the community partners entails participation in the training, assessment, planning, implementation and evaluation of the program functions to confirm the needs of the community are being addressed. In addition, the RSVP plans to disseminate Satisfaction Surveys on an annual basis and analyze results provided by volunteers, volunteer stations, and community partners. The volunteer's service provision performance will be analyzed throughout the year via evaluations, departmental surveys and client surveys. The outcome of surveys and evaluations are utilized to enhance service delivery in a multicultural community.

We are proud of our collaboration with other agencies and programs in the field of aging and volunteerism within Miami-Dade County, the State of Florida and the Administration on Aging. We have the support of our Board and our Elderly representative to elaborate ideas for planning, implementing growth, and promotion of the project.

RSVP is under the umbrella of Elderly, Disability and Veterans Services Division providing a full scope of services to our seniors, persons with disabilities, and veterans through programs such as Foster Grandparent, Senior Companion, the Meals on Wheels, Meals for the Elderly, the Care Planning Unit, Adult Day Care, Home Care, Specialized Senior Centers, the Disability Services and Independent Living, and Veterans. All these programs either or provide: volunteer opportunities, congregate meals, home delivered meals, case management, adult day care supervision, specialized senior centers,

Narratives

recreation, health support, home care services, independent living skills, employment placement assistance for persons with disabilities, and veterans' claims benefits assistance and veterans' homeless prevention/housing. The Department works with active partners in the service delivery system and the public at large to assist those eligible to receive access to a full continuum of social services. There are varieties of systems to ensure that barriers to services are mitigated.

The Department engages with a variety of stakeholders, groups, and service providers to leverage resources, prepare, and respond to similar analysis for their target groups i.e., the Elderly Task Force Study on Elderly Needs, the Children and Family Resource Allocation Report, the Domestic Violence Needs Assessments and Service Delivery Plan, etc. The Department partakes collaboratively with key segments including the Alliance for Aging, Inc., the Miami-Dade County School Board, South Florida Provider Coalition, and others towards identifying and advocating for improvements of existing services through a variety of mechanisms. CAHSD provides staff support to the Elder Abuse Task force established by the Board of County Commissioners to outline recommendations to reduce the abuse of elders in our community. In addition, the County has a Senior Advocate staff to identify and address the needs of the elders in the community and funding availabilities. The Department enjoys maintaining a working and collaborative relationship with other advocates and funding sources, such as the Alliance for Aging, Inc., the State of Florida Department of Elder Affairs and the Corporation for National and Community Service. Invitations to community events will be extended to our volunteer stations and volunteers. The volunteers will be to participate and be provided with on-going opportunities to engage in local community events, educational events and additional volunteer opportunities available throughout the county. This will be an on-going participation in promoting the program via community events and community partners opens doors to expanding the programs in-kind resources, service provision, recruitment, and the addition of new non-for profit partnering stations. Therefore, due to the great need for services and the collaboration of community partners the

Narratives

RSVP will expand in service provision. The effectiveness and efficient provision of service is one of our main goals because the program strives on "Delivering Excellence Everyday."

Recruitment and Development

Community Action and Human Services Department (CAHSD) conducts on-going public education to communicate to its clients, community, and stakeholders. These are available in written format through a series of pamphlets, reports, service directory, etc. In addition, the Department is part of an award winning web portal that provides on demand access to consumers, employees, and residents. There is a Departmental web page, which can be accessed through Miami-Dade County's web portal at www.miamidade.gov/socialservices. It provides information on services located in different program offices, addresses, and contact telephone numbers where residents can reach relevant staff. The written format and/or correspondences are offered in the most common languages found in Miami-Dade County (i.e. English, Spanish, Creole), in order to increase the likelihood of client understanding and accessing available services. These written materials are distributed through County offices and buildings where residents congregate and at community events.

Information on departmental services can also be retrieved through the 3-1-1 hotline that was created to provide the citizens of Miami-Dade County with a single point of contact information for all County services. CAHSD staff can deliver programmatic information by the use of different media formats. These include participation in programming offered through the County's public access television channel, Miami-Dade TV, to discuss available services in the community on shows such as Miami-Dade NOW and At Your Services. In addition, the Department has a Public Information Officer who communicates our internal and external media, agency branding efforts, and communication content "to tell our story and tell it well" in high quality and interesting information to the public about our programs, clients and collaborations. Elected officials or Program Representatives from different divisions can participate in radio shows to inform the public of services available that they may benefit

Narratives

from. Newspaper articles have been used to provide specific initiatives, provide education on subjects of interest to the community and highlighted exceptional efforts by program staff to resolve community concerns.

Through these efforts, RSVP volunteers are being recruited on-going throughout the year at various activities sponsored and/or supported by the Department. The program's community outreach is provided in an ethically diverse and culturally sensitive process. The program promotes and takes into account the following crucial factors when providing services and information to the Miami-Dade County community: language, culture, facilitation and adaptation during trainings, community presentations to reach out to individuals with disabilities, and translation of program materials provided to the community. All program materials are translated into Spanish, English, Creole and large print in order to efficiently and effectively provide service to the residents of Miami-Dade County. In addition, marketing to promote the program addresses the needs of its multicultural population by providing multilingual information to the local media (e.g. radio, newspaper, and television stations), community partners/professionals, during presentations at local health and community fairs, and also when invited to speak at community support groups across the county. The recruitment process in the Elderly, Disability and Veterans Services Division and the Retired and Senior Volunteer Program is on-going throughout the year and carried out in various methods. The following are a few of the recruitment methods used: radio announcements, Miami-Dade County web site, presentations, flyers, word of mouth, and referrals from collaborating agencies. In addition, information about the RSVP is also disseminated through distribution of brochures, press releases regarding activities and events, and RSVP staff presentations. The Miami-Dade County RSVP Coordinator conducts presentations at local community functions, state and national conferences to promote the program. In addition to the methods mentioned, we also use our own volunteers to help us recruit. Additionally, the RSVP staff outreaches to organizations which deal with the aging

Narratives

population in the community like the Alliance for Aging, Inc., Miami-Dade Coalition on Aging, the Consortium for a Healthier Miami-Dade and nationally with the National Association for RSVP Directors. RSVP is involved in activities with our local Area Agency on Aging, Inc. networking with over fifty (50) service providers in the local vicinity-aging network.

Potential volunteers are recruited, interviewed, and assigned to a volunteer station where he or she can utilize his/her skills, expertise, knowledge, and learn innovative ways to provide service in their community. New partnerships will be created and promoting to local agencies that serve veterans and persons with disabilities. We can explore through our Human Resources Department to offer County retirees an opportunity to participate in RSVP. In addition, RSVP can create an electronic enrollment and explore its creation. The School Board of Miami has RSVP enrollment on their website www.dadeschools.net and is offered to their retirees as a community engagement opportunity. The program staff also takes into account the preferences as to the scheduling of the volunteer opportunity. This is an important factor because the staff places all their effort to deliver a successful and fulfilling volunteer experience. The program's goal is for the volunteer to acknowledge how valuable their volunteer service is in enriching their lives and the lives of others they serve by meeting a community need.

RSVP has twenty-five (25) volunteer stations and five hundred volunteers. This past term as reported by RSVP volunteers consisted of 302 females, 198 males, 200 White, 65 Black, 379 Hispanic, 8 Asian, and 48 Disable. All these demographics are captured in the Volunteer Enrollment Form and we will include the inquiry of a Veteran status. The Volunteer Station Coordinator (VSC) administers all training requisites and supervision such as at the School Board of Miami-Dade Public Schools orientations and specialized trainings are provided to meet a certain task as tutoring. The VSC is encouraged to communicate with RSVP for support, questions, or concerns. In addition, the volunteers are provided with opportunities within their volunteer stations that assist them in the

Narratives

provision of service. The RSVP project staff person participates in local training opportunities, Corporation and National Community Service (CNCS) conferences, local conferences and webinars to maintain up to date with the latest information and volunteering trends. An annual evaluation is provided to all partnering volunteer stations to provide feedback on the volunteer's performance. This evaluation is to be discussed and reviewed with the volunteer station coordinators and volunteers to address any challenges with the volunteer and their assignments. Evaluations collected will be kept in the program's volunteer station file. The evaluation process gives the volunteers the opportunity to comment, receive feedback regarding their performance, and be recognized for their hard work and dedication at their volunteer station.

Recognition is a key component in retaining active participation in volunteer programs. RSVP ensures all volunteers are recognized for their provision of service in the community through both informal and formal events. RSVP volunteers are recognized throughout the year at various planned events, which may include April's Volunteer Month, Older Americans Month, and MLK Day. The volunteer station (partners) also recognizes volunteers annually. Volunteers are more formally recognized at annual ceremonies hosted by the Department and in attendance County Executive staff, community agencies serving the elderly, and friends of the program are invited to express their appreciation of the volunteers. At this event, volunteers receive gift certificates, personalized plaques, recognition awards, pins, and certificates for their years of service to the community.

Miami-Dade County RSVP provides volunteers accident and personal liability insurance, reimburses volunteers for "out of pocket" expenses for meals or transportation incurred in volunteering which requires a minimum of forty-eight (48) service hours in a quarter. Reimbursement is based on the amount budgeted for this purpose annually. Additionally, participating volunteer stations can contribute meals, transportation, background screenings, trainings and orientations to the RSVP volunteer as in-kind donations.

Narratives

Program Management

In an effort to meet the needs of the community, volunteers are continuously recruited. Staff's participation in several community groups and organizations affords them the opportunity to recruit eligible volunteers and the possibility of establishing new volunteer stations. This program strives to offer a diversity of placement options for each volunteer enabling them to access a site that most closely resembles the volunteer's personal interest, skills and abilities. The RSVP is an active member of the aging network of Miami-Dade County. As a member of the network, we have been able to establish, maintain and foster relationships with non-profit, profit, local, state, federal governmental agencies which have served as partnering agencies (volunteer stations). During the program's tenure, we have established partnerships with more than 60 agencies and over one thousand volunteers. We are proposing a volunteer management capacity of 500 volunteers and placement assignments an impact service delivery category as per the Corporation and National Community Service Focus Area. At this time, we have 25 partnering agencies such as School Board of Miami-Dade County, Baptist Hospital, Catholic Hospice, United Home Care, Senior Lift, Inc., Miami Jewish Health Systems and Vitas Innovative Care to name a few. The program has been able to expand service delivery and at the same time address the aging population's community needs by maintaining the established relationships with collaborating volunteer stations. Volunteers stations which do not fit the Corporation for National and Community Service Focus Areas will be "graduated" and RSVP at the same time seek in developing new partners in the community and place interested volunteers at the new stations such as Veterans Services Program, Financial Literacy Organizations, and Disaster Services Agencies.

Community Action and Human Services Department (CAHSD) is accredited by the Council on Accreditation (COA) and the American Psychological Association (APA); all departmental programs must adhere to their guidelines. CAHSD provides continuous educational trainings and continuing

Narratives

education credits associated with the required fields. In addition, departmental staff is required to adhere to administrative orders, policies and procedures governing ethical behavior, Safety Manual, Health Insurance Portability and Accountability Act (HIPPA) and Occupational Safety and Health Administration (OSHA) standards and the State of Florida Driving Laws. The policies and procedures are reviewed annually and changes submitted to all staff. Each Program site has a Policy and Procedural Manual along with a Continuity of Operations Plan (COOP) to respond to and recover from disasters and/or emergencies. Continuous quality improvement is a key component of the accreditation program and our Department has established a committee to oversee this is being met. The Program is monitored by Miami-Dade County to assure all program provisions toward goals, objectives, fiscal management and in-kind donations are being met. Program files are kept according to the Council on Accreditation guidelines and file reviews are conducted throughout the year. Annual Consumer Satisfaction Surveys and Volunteer Station Surveys are conducted to ensure service delivery. Program reports and data are received then submitted to departmental review monthly and quarterly. The department has their own quality assurance team overseeing the quality in service provision within the program. In addition to quality assurance team reviews, the RSVP administers a satisfaction survey to the RSVP volunteers and collaborating agencies on an annual basis. The results of the surveys are analyzed in order to capture the areas the program will need to address to improve the quality of service being provided in the community to better meet the client's needs. The department's volunteer programs conduct peer review audits to make sure the programs are in compliance.

According to County code, County departments prepare business plans to describe departmental activities and guide the resource allocation process annually, in order to assist achieve the goals and objectives in the County Strategic Plan. Departmental business plans include annual performance targets, which drive daily operations and inform performance appraisal of executive and managerial

Narratives

staff. The Department meets regularly to discuss specific strategies and the Deputy Mayor will be the lead in the new and integrated teams of directors to discuss organizational improvements and Strategic goals. The Miami-Dade County Community Action and Human Services Department has multiple systems in place to ensure that all programmatic and fiscal goals are in place and that the Strategic goals are being met. One of the systems in place is the CAHSD leadership monthly meetings with the Department Directors. During the leadership meetings programs progress is discussed, along with areas of concern in meeting programmatic goals, feedback is shared; corrective action plans are discussed and then implemented. This is also the time to propose new ideas and gather feedback. In addition, during the meeting, the program management staff is provided with updated information on the financial status of their program. The second system is the tracking of program progress, areas of improvement and funding goals via the Active Strategy Enterprise (ASE) web based scorecard system to showcase our philosophy of a "Result Oriented" government and transparency. Each program within the department has their own scorecard with specific measures linked to the performance and funding goals of the program. The ASE scorecard system enables more timely, relevant and easily accessible information allowing bureaus to establish internal measurements and goals. The ASE scorecard quarterly report allows the program to establish and monitor measureable goals for all service areas. Through this on-going performance management system, we have been internationally recognized as a model for other local and regional governments to emulate. Along with these two systems is the support of the departments own budget and grants division. The Finance and Grant Department serves as a support for all financial transactions including comptroller, satisfying legal and mandated requirements of the comprehensive annual financial report, annual state comptroller report, annual single audit reports, indirect cost allocation plan, etc. They are also responsible for overseeing the program's financial affairs. The department ensures appropriate authorizations from DHS Department Administration and Financial Director of Budget

Narratives

for program purchases. The Finance Department consistently receives accolades for prompt vendor payments and grant accounting. Along with the Finance Department support, the program staff continues to maintain its current partnerships, establish new partnerships, maximize Miami-Dade County resources and community partners' in-kind resources. This allows the program to secure resources in order to continue to sustain and expand the program throughout the county in order to meet the needs of the community.

Our Fiscal Division is responsible for monitoring and documenting all federal and county expenditures, in-kind donations, and budgetary preparations. The staff meets regularly with the Fiscal Division to review the program's expenditures. Leadership regularly reviews the following performance measure: Improved information accessibility regarding available health and human services, routine/ad hoc reports, facility maintenance reports, personnel reports (employee performance evaluations, quarterly Long-term Vacancy Report, labor/union) Active Strategies Enterprise (a web site to view County's progress at each Department), RFRO (Resourcing for Results Online), procurement/bid information, business plan and Performance Quality Information as per COA. Management and accountability is based on the adherence and compliance to the above performance measures. These measures are both County and funding sources driven. Fiscal accountability is accomplished through budget projections and quarterly variance reporting as set forth by policies and procedures in line with the Resource Allocation Plan and Multi-Year Capital Budget that outlines Board of County Commissioners adopted specific budget priorities in support of the mission and key to the outcomes of the Strategic Plan. These are reviewed and the results dispersed widely to all community stakeholders, customers, and program administrators couple with performance reviews, internal and external annual audits conduct on all grant revenues. Further, to ensure creative, proactive, targeted response to needed actions, the Department's leadership serves on numerous advisory boards, task forces, etc., to allow representation of stakeholders' interests. All

Narratives

components indicate that the Miami-Dade County's Community Action and Human Services Department has the capacity to provide support to operate the Retired and Senior Volunteer Program. This is prevalent to the history and longevity of this program within the Department and as an alternative for the aging population in the county to remain productive citizens in the community.

Organizational Capability

Since 1957, Miami-Dade County has had a two-tier system of government. Under this system, Miami-Dade comprises a large unincorporated area and thirty-five (35) incorporated areas or municipalities. As of November 2, 2010, Miami-Dade County operates with a Strong Mayor form of government and a legislative branch, Board of County Commissioners. The Mayor is the head of County government and is responsible for the management of administrative departments and executes policies adopted by the Board of County Commissioners. The Board of County Commissioners consists of thirteen members from single geographical area districts. The Mayor's Executive Office is comprised of five Deputy Mayors, Chief of Staff, Senior Advisor, and a Director of Policy and Legislative Affairs. The Miami-Dade County government has approximately twenty-five thousand (25,000) employees, of which the Community Action and Human Services Department has 694 employees and the Elderly, Disability, and Veterans Services Division has one hundred sixty-three (163) staff. CAHSD has a cadre of qualified staff who display exceptional efforts to resolve community concerns. Locally, CAHSD serves a population of over 150,000 individuals, children, youth, elderly, as well as families, by providing opportunities to improve their quality of life and to become self-sufficient residents of the county in thirteen (13) commission districts.

Miami-Dade County government has sponsored RSVP since 1978 and awarded federal dollars to continue volunteerism efforts in our county through the Corporation for National and Community Service Senior Corps. The Elderly, Disability and Veterans Services Division successfully managed State and Federal funds such as the Older Americans Act Title III (since 1974), Department of Elder

Narratives

Affairs Adult Food Program, Federal United States Department of Agriculture, and Department of Children & Families Community Care for Disabled Adults to name a few. RSVP since its inception has been a program administered at the Community Action and Human Services Department, previously known as Department of Human Services. CAHSD administration is comprised of a Department Director (Ms. Lucia Davis-Raiford), an Assistant Director of Administration and Support Services (Mr. Alberto N. Parjus), Human Services Assistant Director (Ms. Phyllis Tynes-Saunders), and a Community Action Agency Assistant Director (Ms. Regina Grace) whose combined leadership is over thirty (30) years of government experience. The Elderly, Disability and Veterans Services Division leadership is managed by Ms. Edeline B. Mondestin, Division Director. Herein, Ms. Mondestin provides direct supervision to the RSVP Program Coordinator. She is a Registered Nurse, holds a Bachelor's Degree, currently pursuing her Master's Degree, actively involved in volunteerism, advocacy projects, and a community activist. Ms. Edeline B. Mondestin has over twenty (20) years of experience serving the elderly, persons with disabilities and veterans of this County. Positions within RSVP include the Program Coordinator (Ms. Ali Medel) and a paraprofessional Social Worker Aide staff person. Ms. Ali Medel holds a Bachelor's Degree in the Psychology, completed the Miami-Dade Supervisory Certification and the Professional Development Certification Programs. Ms. Ali Medel has been employed with the County since 1997. She has experience with volunteer management, corrections and rehabilitation, homelessness (outreach and residential), the courts, neighborhood service centers, substance abuse rehabilitation, and lastly, with the aging and persons with disabilities. The paraprofessional Social Worker Aide will provide support to the Program by complementing the services of a variety of tasks, which include interviewing, screening, records keeping, activity reports, and other assigned duties to ensure program compliance. Program staff and sponsoring administration are located in the heart of Liberty City, Dr. Martin Luther King, Jr. Plaza. The administrative building meets American with Disabilities Act guidelines, building has twenty-four

Narratives

hour security, garage parking, accessible to public transportation, train system, offices are equipped with the latest computer software, devices and supplies needed to accomplish daily program tasks. In addition, to the leadership and program staff, CAHSD provides fiscal oversight support staff to ensure higher levels of accountability to include financial compliance, Annual Financial Report, and annual single audit reports, etc. RSVP is supported by an Accountant II, Ms. Rosa Bode. Ms. Bode engages in preparation and analysis of financial statements, reports, classifying, balancing journals/ledgers and reviewing reimbursement by State and Federal agencies for locally expended funds. In addition, Ms. Bode prepares, reviews, and assists in the budget estimates and narrative justifications; provides budgetary information to Departmental officials and prepares final reimbursement requests to local, state, and federal agencies for reimbursement according to established Accountability Standards. Our Finance Division ensures appropriate authorizations from CAHS Department Administration and Budget for program purchases/expenses. RSVP follows the Miami-Dade County Procurement guidelines when purchasing items for the program. All fiscal information is computerized via Miami-Dade County's Financial Accounting Management System (FAMIS). This Department Division consistently receives accolades for prompt vendor payments and grant expenditures. Miami-Dade County CAHSD has a travel policy according to an Administrative Order 6-1, which stipulates the mode of transportation, travel arrangements, travel advances, and associated expenses. Our departmental travel policy and procedure provides a uniform procedural governing travel requests and reimbursements. The County has consistently been awarded the Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association of the United States and Canada.

All the revealed components indicate that the Miami-Dade County's CAHSD has the capacity to provide support to operate the Retired and Senior Volunteer Program to make an enormous contribution to the development of engaging persons age 55 and older in volunteerism and

Narratives

community.

other

Should be used as needed to address additional program requirements that appear in the published

NOTICE --Refer to Notice for specifics

PNS Amendment (if applicable)

Not Applicable