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Executive Summary

The legal applicant for Cortland County RSVP is the Cortland County Legislature. Under their auspices is the Area Agency on Aging, a county department. Cortland County RSVP is housed within this agency.

The number of unduplicated RSVP volunteers proposed for this grant is 325. The number of RSVP volunteer stations served will be 64. The federal dollar amount requested with this grant application is \$40,528. The non-federal funding amount will be \$145,446.

The primary focus area served will be Healthy Futures. The community needs and service activities that will be addressed and performed by RSVP volunteers will include: food security, services that assist a senior citizen to remain independent in their own homes, access to care, immunizations, financial literacy services, collecting and recycling materials, respite for caregivers, blood drives, disaster preparation, mentoring of disadvantaged youth, and capacity building for local non-profit agencies.

The service area for all these activities will be the entire county, at approximately 64 different non-profit agencies. Agencies coordinating food pantries, agencies dealing with disaster preparedness, and agencies working with homebound and elderly clients will all be part of the network of volunteer stations served.

Researched-based methods will be used to assess the effectiveness of these programs helping to address the multiple needs mentioned. Surveys, annual reports, and daily logs will all be utilized to assess the results of the outcomes. Outcomes will include seniors and veterans living safely in their own homes within the community, pints of blood collected through blood drives, access to immunizations through clinics, transportation to medical appointments and necessity shopping, and collection of prescription drugs for safe disposal, to name a few.

Strengthening Communities

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Cortland County RSVP will serve the entire county. According to the 2010 Census, the total population of the county is 49,336. Primarily rural in nature, with outlying villages, about 39% of the county population is concentrated in a relatively small, developed area that includes a city. The city of Cortland is the most populated with 18,740 people. Geographically, the county area is 498.76 square miles. The estimated population of individuals 65 and over is 6,127 (13.1%), while the population of individuals under 18 is 10,404 (21.1%). Approximately 95% of the county's population is white, 1.5% is Black, 2.2% is Hispanic, with the remaining being native American Indian or Asian. There are 3,755 veterans living in Cortland County.

Cortland County's economy reflects its past, with agriculture being one of the biggest areas contributing to the local economy. Other large employers are contracting businesses, manufacturers, accommodation and food service, and retailers.

The county's economy has struggled with high unemployment and poverty rates, with Cortland's unemployment rate being ranked consistently amongst the highest in the state. It's rate is 8.6%, which is in the top 30% for counties in New York State, according to the Bureau of Labor statistics (March 2012). Cortland also has high poverty rates, with the number of children living in poverty even higher. 2010 Census data reflects at least 14.1%, or 6,956 of the county population lives in poverty, while at least 15.7%, or 7,482 of its children (under the age of 18) live in poverty.

Based on 2011 data from local food pantries in Cortland County and the Department of Social Services, citizens of Cortland County demonstrated an increased demand for assistance with food security. In 2010, the Department of Social Services reported a monthly Food Stamp caseload of 3,094 households receiving benefits, while in 2011, the monthly caseload was 3,637. Food Pantries in the county have also seen a spike in individuals receiving assistance. In 2011, over 3,900 individuals accessed various sites throughout the county.

Due to the rural nature of the county and limited public transportation available, transportation to

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remain independent continues to be a community need. With federal, state, and county funding, a Transportation Needs Assessment was completed in Cortland County in 2009. This assessment documented the concerns about public transportation as well as human service agency client transportation services. Due to the wide-ranging issues faced by local citizens, the County Transportation Advisory Committee is currently active in trying to address some of these needs. Services to medical appointments, necessary errands to remain independent such as grocery shopping and prescription drug pick-up, all are current needs faced by senior citizens and veterans in Cortland County.

Due to the rural nature of the county, Cortland has been designated as a "Health Professional Shortage Area", leading to health care accessibility being considered one of the top five issues of priority for Cortland County. According to the 2011 Seven Valleys Health Coalition, Inc.'s "Assessment of Health and Well Being in Cortland County", the rural areas suffer from lack of availability of health care providers and transportation to get to their provider. This leads to risk of citizens not receiving needed immunizations and general health care due to lack of transportation to get to urban areas where physician availability is more adequate.

By partnering and providing RSVP volunteers to agencies in the county that deal with various community needs, Cortland County RSVP has become an integral resource to address vital community needs. Cortland County RSVP has been in existence for 41 years. Since its inception, RSVP volunteers has brought over 2.1 million hours of service to over 80 different community non-profits, schools, faith-based organizations, and public agencies. Because of the county's relative small size and rural nature, local non-profit organizations are generally aware of RSVP and what resources it can bring to an organization. RSVP volunteers are seen as an enhancement to a non-profit organization, as they bring with them a lifetime of education, ideas, wisdom, and dependability.

Community partners are developed by meeting with interested agencies who would like to form

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official partnerships with the RSVP program. Special emphasis is placed with agencies that help to address community needs in the Primary Focus area, Healthy Futures, but also in any of the other agency-wide Priority Measures. The Memorandum of Understanding is reviewed with the agency, as well as utilizing Volunteer Job Description forms to ascertain the type of volunteer the agency might be looking for, and the needed skills a volunteer should bring to the agency and the volunteer job.

Local input and design of Cortland RSVP is achieved by utilizing its Advisory Council. Public support of the program is shown by the Advisory Council being made up of a selection of representatives from various partnering volunteer stations and RSVP volunteers, RSVP staff, AAA staff, and a county Legislator, all with diverse backgrounds. There are currently 22 members on the council. Effort is made to recruit council members to have representation from all areas of the county, including the outlying towns. The current Legislator represents districts that include the more rural areas of our county. With diverse representation, feedback can be shared with RSVP staff about the needs and trends from all areas of the county.

Public awareness of Cortland County RSVP is achieved by using local media outlets: the local Cortland Standard newspaper, radio stations, cable access television, websites, and various newsletters. Word-of-mouth is sometimes the biggest asset to share information on how RSVP volunteers can prove beneficial to an agency addressing a community need.

The management of RSVP volunteers and volunteer stations is crucial to ensure a well-run program that is able to meet the priority needs in the county. Management is assisted by meeting individually with both the volunteer and volunteer station staff on a regular basis. Also, evaluations are completed by both annually. By reviewing volunteer job descriptions completed by volunteer station staff, RSVP staff is able to ascertain if the volunteer role will help to address community needs in the primary focus area. Special emphasis is placed on volunteer jobs that fit into the category of Healthy Futures, Cortland County RSVP's primary focus area. Recruitment of RSVP volunteers to

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any of those jobs fitting into this category receive first priority.

The service activities in Healthy Futures, that will lead to National Measure outputs and outcomes include: RSVP volunteers providing transportation to veterans, homebound or older adults, and individuals with disabilities, who reported needing assistance to receive food or other services that allow them to live independently; RSVP volunteers providing companionship through an established Friendly Visitor program to veterans, homebound or older adults, and individuals with disabilities; RSVP volunteers providing food distribution and collection assistance at local food pantries and the FoodSense program; RSVP volunteers assisting with the local Area Agency on Aging's Health Insurance, Information Counseling and Assistance Program (HIICAP), which in turn, provides information and education to individuals about health insurance; RSVP volunteers, trained as Peer Leaders of the Stanford-based Living Healthy workshop series, providing education and distributing information to individuals on health education; and RSVP volunteers providing assistance to the local Health Department with their public immunization clinics and disaster drills.

Within this grant period, the Cortland County RSVP Program will continue to be involved in Supporting Disaster Preparedness and Response, Environmental Stewardship, Assisting Veterans, Economic Opportunity, and Capacity Building, as well as the primary focus area of Healthy Futures.

The RSVP program continues to be looked on by the American Red Cross, Salvation Army, Cortland County Health Department, and the Local Emergency Planning Committee as a resource in providing volunteer service in disaster preparedness and response. Through bloodmobiles, Point of Distribution (POD) clinics/drills and other emergency preparedness drills, RSVP volunteers provide man-power at each of these events. The various agencies are in fact dependent upon the volunteers to run successful events. New volunteer job descriptions have come to RSVP via the Red Cross. They are currently looking for volunteers to fill roles in Disaster Services by becoming part of their Disaster Action Team. Volunteers would be involved in responding to local disasters as well as presenting

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public speaking to various groups on how to become a prepared citizen in the event of a disaster.

Environmental Stewardship is provided through the twice-annual Drug Take-Back days in the county. A team of agencies partner to coordinate this effort for each event. RSVP volunteer are part of the team to help coordinate these events. The success of these events has also led to an expansion of another location to dispose of drugs safely in an outlying area of the county. On each Drug Take-Back Day, there are now two locations within the county that a citizen can access to safely dispose of their drugs. Since the inception of these days in Cortland County in 2010, a total of over 3,417 pounds of drugs have been disposed environmentally safely, and are "off the streets".

Cortland RSVP volunteers are involved with assisting veterans through transportation services to medical appointments. RSVP volunteers have been recruited to assist the local Disabled American Veterans chapter (DAV) in driving their vans. Volunteers commit to one or two days a month, and provide needed transportation of veterans to medical appointments, either to the V.A. hospital or outlying clinics. In an average month, these vans travel over 4,000 miles and transport over 90 veterans.

Cortland RSVP volunteers are assisting with the VITA (Volunteer Income Tax Assistance) and Habitat for Humanity in the priority area of Economic Opportunity. VITA-trained RSVP volunteers provide service to underprivileged individuals in completing their tax returns. Habitat for Humanity volunteers are currently busy with the completion of one house and the start of another house in this service area. Over the past few years, a total of five Habitat Houses have been completed in this service area. Volunteers are involved in the carpentry and organizational skills necessary to keep the program thriving.

Cortland RSVP volunteers are involved at several agencies with Capacity Building. With the American Red Cross, bloodmobiles depend on the assistance of many volunteers, including telephone recruiting, scheduling, and working the blood mobiles themselves. The average number of pints of

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blood collected in Cortland County in a year's time is 1,740. In other agencies, RSVP volunteers are involved with fund-raising that enable agencies to provide more and sustained services. Through fund-raising work, they are helping the organization to increase or expand their services that are helping to meet community needs, such as Food Pantries.

Cortland RSVP volunteers are involved in many areas within the Healthy Futures focus area. They are active at four different agencies with their Food Pantry programs, and also active in leadership roles within the volunteer-run FoodSense food distribution program. RSVP volunteers are trained in the nationally recognized Living Healthy workshops developed by Stanford University's Patient Education Research Center. These trained volunteers lead workshops in Cortland County throughout the year. RSVP volunteers are serving Cortland County seniors and veterans who are trying to remain living independently in their homes, by assisting with various transportation programs offered by four different agencies within the county. RSVP volunteers have a long-standing relationship with the local county health department and their public flu clinics. RSVP volunteers have been assisting at clinics by providing assistance with the necessary paperwork for insurance billing and offering assistance with the actual injections, for those volunteers who are nurses and continue to keep their licenses active.

With RSVP volunteers providing these service activities, measurement tools will be used to demonstrate the anticipated outputs and outcomes. Tools used will include the National Resource Center's recommended client service logs, participant output summary logs, attendance records, and independent living survey, to name a few. Staff of volunteer stations, RSVP volunteers, recipients of service, and RSVP staff will all have responsibility in helping to ensure proper documentation is kept on file in the RSVP office that will demonstrate performance measurements are met.

The RSVP Director serves on the Nutrition Task Force, whose members are from all areas of the county, as well as community representation from various human service agencies. The Nutrition

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Task Force provides an avenue to hear about the needs and activities in the rural areas of the county, as well as within the city of Cortland. The majority of the volunteers that serve on the Task Force are current RSVP volunteers. With this volunteer involvement and finding out where community needs lie, it helps to integrate senior service into activities of other service programs within the Cortland County community, such as fund-raising, food drives, etc.

Evaluation of the RSVP program is achieved through a variety of avenues. A Community Stakeholder survey is completed by several county agencies that work in the social services, nutrition, and health fields. A volunteer and volunteer station evaluation is completed each year, as well as an annual tool used by the Advisory Council.

Recruitment and Development

Recruitment and development of volunteers remains a continuing goal of Cortland RSVP. Assuring a quality experience for the volunteers during their job performance is what the staff of RSVP and the volunteer stations strive to achieve. Each station works with the RSVP staff to develop volunteer job descriptions for each particular volunteer role. As new volunteer opportunities become available, job descriptions are added to provide clear and concise clarification as to what is expected and needed of the volunteer.

Recruitment continues through advertisements in the local news paper, pennysavers, and newsletters. Through monthly articles to these newspapers and newsletters, developed by RSVP staff, information is reaching the general public about available opportunities for volunteers, as well as keeping the public aware of continuing needs in our community. Another source of advertising is through the community cable access television station. Particular volunteer opportunities are posted through this avenue of media. VolunteerMatch, a website, along with postings on the local Area Agency on Aging website offers volunteer opportunities that are addressing community needs. Information is shared with the local county Veteran's Office and a local Disabled American Veteran's

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Chapter 153, as an outreach to recruit veterans and veterans with disabilities into the local RSVP program. Two current volunteer stations, the JM Murray Center and Access to Independence, work with people of all ages with disabilities. Through these stations, RSVP is able to publicize its current volunteer needs to people with disabilities.

Due to the relatively small size of our community, word-of-mouth continues to be the most effective way in which recruitment happens. When a volunteer shares his/her satisfying volunteer success stories, that alone can be a powerful recruiting tool. Quite often, volunteer registrations are received by the RSVP office through this method.

RSVP also conducts community outreach programs during the year at various locations. The New York State Senior Games, as well as the Area Agency on Aging's Senior Enrichment Day, are just a few of the events where RSVP outreach is taking place.

Orientation provided by RSVP staff and the volunteer station helps the volunteer to understand the meaning of service to the community, and how their volunteer work will help to address various community needs. Orientation and a familiarity with a non-profit organization also shows the volunteer how their service can help to enhance the quality of their own lives, as well as the people they will reach with their volunteerism.

After some time has been spent by an RSVP volunteer at a particular station, often the volunteer goes on to tackle new jobs, leading to the development of new skills and leadership roles. Over time, the volunteer and the agency staff develop comfortable relationships, which leads to a volunteer feeling more confident to try something new or to take on another responsibility. One way in which RSVP staff tries to encourage the developing relationship and roles between a volunteer and the volunteer station, is to provide the staff of the station with a copy of our "Ten Recommendations". RSVP staff reviews this document and provides a copy to the agency. The "Ten Recommendations" shows ten different actions that staff of an agency can incorporate into their dealings with volunteers,

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to help promote good staff/volunteer relationships, which in turn leads to enhanced satisfaction on both sides.

Several programs utilize volunteers in leadership roles. One example includes a volunteer who has been an AARP-trained instructor of the Driver Safety Program (DSP). Over time, he has become a volunteer State District Coordinator for DSP. Other examples include the volunteer-run FoodSense Program of Cortland County and the Cortland Regional Medical Center. Key volunteers have stepped up to have additional responsibilities in recruiting and scheduling volunteers, organizing registration events, food distribution sites, outreach and education, along with other roles.

Individualized ways of recognizing and retaining volunteers continue throughout the year. Through daily contact in the RSVP office, phone calls, or emails, volunteers are receiving positive feedback from RSVP staff. Birthday cards are also mailed out to each volunteer on their respective birthdays. The location of the RSVP office is also key in maintaining positive contact with volunteers. The office is located in the county office building, near the Area Agency on Aging and a senior center. RSVP staff is in continual contact with volunteers who attend the senior center and visit the agency for its services, activities, and meals.

Annual recognition events will continue. In May/June a Recognition Luncheon is planned, and in December the annual Holiday Happening party occurs, with RSVP volunteers receiving invitations to both events. In December, the RSVP staff recognize the specific RSVP volunteers who work strictly for the RSVP office (fundraisers, office assistance, etc.) with a separate recognition.

Training and technical assistance is provided to volunteers by both the RSVP staff and its partnering agencies. Some agencies have specific curriculum training, such as the AARP DSP training, VITA training, and the American Cancer Society's Road to Recovery program; whereas other training is provided by staff on site at each agency. An orientation and RSVP Volunteer Handbook is provided to new RSVP volunteers and new members to the RSVP Advisory Council. The

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handbook provides copies of policies, forms, description of roles and responsibilities, etc., all relating to the RSVP Program.

Program Management

To maintain quality program management, the RSVP staff, volunteer stations, and volunteers work cohesively on the goals and assignments for both the station and the volunteer. The RSVP Director and RSVP staff visit each station on a regular basis (at least twice a year), particularly when volunteers are active in their assignments. Regular email and phone contact between all involved helps keep communication lines open and regular. If issues come up, all parties work together to address them collectively. With good team work, volunteer retention is an added benefit. Including the volunteer in brainstorming and problem-solving adds ownership and belief from the volunteer, so they become part of the solution to solving community issues.

Development of volunteer assignments that address specified community needs is one of the major goals of the project. Working together with volunteer station staff and hearing about the goals they are trying to achieve to address a community need, helps to form various volunteer job descriptions that will enhance that agency's effort to meet their missions. Community needs are identified by the volunteer stations, needs assessments, and the Seven Valleys Health Coalition's annual Health and Wellbeing Assessment of Cortland County.

The process to add a new volunteer station includes several steps. After an inquiry from an agency, the RSVP Director first determines their status as a non-profit agency. Once this is confirmed, the Director meets with staff from the agency to review their volunteer needs and determine if the partnership can develop. Careful consideration will be given on how the agency's needs fit within the six designated focus areas set forth with national performance measures. If the partnership is to develop, a Memorandum of Understanding is then completed between RSVP and the agency, with Volunteer Job Descriptions being filled out from the agency. Based on these discussions and

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descriptions, RSVP will then start to actively recruit volunteers for their needs. Follow-up with new stations and volunteers is critical to maintain a good working relationship, as well as to provide reminders about the stations obligations, such as monthly time sheet completions and data that prove outcomes on national performance measures.

This grant application is being written with the plan to retain all current registered RSVP volunteers. It will also continue to serve all of Cortland County. There is no active plan to graduate any of the current volunteer stations immediately. Over time, long-standing volunteer stations have sometimes become inactive due to the aging-out of current volunteers. This will continue to be the practice as long-time volunteers age-out of volunteer duties. As this happens, an assessment will be done about the particular volunteer job and whether it falls within one of the six CNCS priority focus areas. As the county is the major funder of this project, we will continue to serve all non-profit agencies within the county as long as we are able to continue to meet the federal regulations in regards to performance measurement standards and the various percentages we are required to meet. With this practice, it also minimizes any disruption to current volunteers

Project performance will be measured through outputs, outcomes, and count of unduplicated RSVP volunteers in various performance measure requirements. The designated area to meet the primary focus requirement will be Healthy Futures. There will be approximately 45% of unduplicated RSVP volunteers serving in various work plans in this area. There will be approximately 25% of unduplicated RSVP volunteers serving in other Agency-wide Priority Measures or Complementary Program Measures, with the remaining 30% of unduplicated RSVP volunteers serving in Community Priorities. Outcomes will be provided for at least 10% of the unduplicated RSVP volunteers serving in one of the performance measure areas. The software program, Volunteer Reporter, will be an aid that helps RSVP staff to track this data, and to ensure the percentages are being met. Outcomes will be measured by various tools used by volunteer stations, volunteers, and RSVP staff. These tools may

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include logs, tracking forms, computer-generated forms, surveys, annual reports, etc. Through these measurement tools, the RSVP staff will be able to identify if concrete goals and objectives are being met.

Project performance is also measured through station evaluations and through documentation that each station or the RSVP office may keep. A sub-committee of the RSVP Advisory Council will conduct this annual evaluation, and any issues that may arise from the evaluation will be addressed by the full council or RSVP staff.

Another tool used will be the Community Stakeholder Survey. This survey, completed annually by various county agencies and non-profits organizations, will help provide valuable feedback about RSVP's role and identity in the community. It may also help provide insight about how RSVP volunteers can be better utilized to help agencies meet community needs.

The county, through which Cortland RSVP is sponsored, utilizes a software program that acts as an accounting management resource. All federal, state, and county monies that are received/spent by RSVP will be accounted for in this program, called MUNIS. The RSVP Assistant Director maintains all fiscal records and inputs data into MUNIS, with oversight from the RSVP Director. Through these efforts, the management of project resources can be diligently tracked and used effectively. All county fiscal records are audited annually. Policies and procedures are currently in place to ensure that accurate records, accounting practices, and management controls are adhered to by the RSVP office.

The RSVP Advisory Council maintains an advisory role and they bring insight from their personal or business perspectives, whether they are working members from an agency in the community, or whether they are volunteer representatives. The Finance Committee, a sub-committee of the council, meets to discuss, advise, and plan the securing of resources to help sustain the RSVP program. The county continues to be the major funder for Cortland RSVP. Fundraising efforts by the council include a Bakeless Bakesale and in-kind contributions include the Kiwanis Club of Cortland's generous

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sponsoring of our annual recognition luncheon. The RSVP Director is a member of Kiwanis, but there has also been a very strong relationship between Kiwanis and RSVP in Cortland for 40 of its last 41 years. Other local businesses have also been regular supporters of RSVP, including the local Alliance Bank, TOPS Markets, and Cortland Regional Medical Center. In-kind donations include money to support recognition events, volunteers meals, etc.

Organizational Capability

When Cortland RSVP was originally established in Cortland County in 1972, it was sponsored by the City Youth Bureau. Four years later sponsorship was transferred to the County Legislature, under the umbrella of the Area Agency on Aging, and has been housed there ever since, serving all of Cortland County since its inception. The mission of the Area Agency on Aging is to develop, plan, advocate, and provide a coordinated system of programs and services on behalf of all aging citizens in Cortland County so they may live with maximum independence and dignity. This linkage between RSVP and the AAA was a natural, because both were striving to help the older citizens of this community. Both offices complemented each other and a strong working relationship still exists. A primary focus of both programs is the independence and dignity of older adults, but achievement of the respective goal utilizes different methods. While in theory, both RSVP and the AAA support the elderly as recipients of service, RSVP volunteers are a resource actually used in solving community problems. For 37 of its 41 year history, Cortland County RSVP has enjoyed a healthy association with its current sponsor. Cortland County Legislature provides space and contractual services (specific financial duties) to RSVP as in-kind contributions, and in addition, it provides the biggest percentage of the total budget for the project, showing its strong support over the years.

As RSVP staff are county employees, inclusion in county-sponsored training, i.e. computer, safety, etc., is open to RSVP staff. RSVP is a partner of the AAA network in relation to training and technical assistance, too. The current AAA Director assumes a supervisory role over the RSVP project to ensure

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it is meeting its annual goals. The avenues of communication are always open as there is shared office space between the two. In addition, RSVP is an active participant in the activities of the AAA, and both programs provide referrals to individuals in need of services of whatever nature.

Staffing of the Cortland County RSVP includes two full-time staff members, as well as one part-time (15 hours/week) staff member.

The current RSVP Director has been in place for over 10 years, and with the AAA agency for over 18 years. The RSVP Director oversees all RSVP staff and performs administrative duties, such as writing grants and providing all required reports. She makes contacts and on-site visits with all volunteer stations, interviews new stations, provides orientation to all new RSVP volunteers, and writes articles for various publications in an effort to educate the public and recruit new volunteers. As an administrative staff member of the AAA, the RSVP Director is involved in discussions, planning, and trouble-shooting for the programs supported by the agency as a whole. The administrative staff meets monthly and as needed. The RSVP Director serves on the Cortland County Convention & Visitor Bureau's Board of Directors and the Community Action Program of Cortland County (CAPCO) Board of Directors. This provides community-networking and good communication with their staff as they are both a volunteer station. Working with CAPCO also provides insight to the services needed for the underprivileged and low-income citizens within the county. The RSVP Director also serves on the Local Emergency Planning Committee, the Cortland County Adult/Adolescent Immunization Coalition, and the Kiwanis Club of Cortland. She is also a member of the National Senior Corps Association and a member and the treasurer of the New York State Senior Service Corps Association. The RSVP Director also coordinates the Long Term Care Ombudsman Program (LTCOP) for the AAA. Approximately 20% of her 35 hour work week is spent on LTCOP, and an additional 3% of her work week on fund-raising programs for RSVP, all accounted for in the excess column of the salary and fringe benefits for the Director in the grant budget.

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The Assistant RSVP Director has been with the program for over 26 years. As the only other full-time employee, she plays a key position, and has a hand in many areas of the program. She performs the accounting for all the funding streams, which include federal, state, and county monies. She inputs data into the Volunteer Reporter, which generates many of the reports necessary for grant purposes. She assists in the recruiting of volunteers in all areas of the program. She is the editor of the program's quarterly newsletter, and writes and/or edits other media articles.

The part-time Program Coordinator is assigned particular program areas to recruit for and help coordinate, specifically in all six of the CNCS priority focus areas. Specifically, she helps to coordinate the Friendly Visitor Program, Environmental Programs, Safety/Health Programs, Food Distribution Programs, among others. She has been with Cortland County RSVP for over 11 years.

The descriptions of staff duties are not all-encompassing, but cover the main duties required from each staff person. There are many daily office activities performed by each staff, as there is no specific clerical staff position, such as typing, copying, and filing, etc.

The management of federal funds has been strong throughout the years of grant funds coming to the project. Federal reports are completed on a timely basis, and there has been no mismanagement of funds. All funds coming into the project, including federal funds, are managed through a county accounting software called MUNIS. As money is spent on budget items, it is reflected in this software, showing balances available and money spent. A Purchase Order policy is in place within the county, and any money spent by the RSVP program goes through this system, and into the MUNIS program.

The project receives approximately 68% of its funding through county dollars, 28% through federal dollars, and 4% through State dollars. The overall budget is able to support adequate supplies, equipment, facilities, and personnel management to support the demands of the project. Each staff person operates under a county job description, with roles being clearly defined. Each staff position is a civil service position.

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Policies exist for proper management of the project. Examples of policies include: travel reimbursement, volunteer time sheets, record retention/keeping, personnel management, billing procedures, etc. Because it is considered a county program, all county policies also help to provide program management.

Because of the project's 41 years of existence in the county, and its successful track record, the project has been able to successfully recruit and meet the needs of more than 65 different non-profit agencies in the community. Through work with these agencies, volunteer jobs have been developed and have evolved into impact-based jobs with outcome measures showing community needs being met.

An annual evaluation/survey is completed with both volunteers and volunteer stations. Self-assessment comes into play through reading comments and suggestions from these evaluations. The RSVP Advisory Council and RSVP staff all receive a compilation of these evaluations, with discussion taking place on how to act on any issues that might arise.

The ability of the project to maintain a good track record in the primary focus area, Healthy Futures, is a natural considering its long-standing volunteer involvement with the various service activities involved, such as food distribution, transportation, and the Friendly Visitor program. Cortland County RSVP has been involved in all these areas for a number of years, so that agencies in the community trying to address these needs are well aware of RSVP and plan to continue to utilize its volunteers.

Other

N/A

PNS Amendment (if applicable)

N/A