

PART I - FACE SHEET

APPLICATION FOR FEDERAL ASSISTANCE		1. TYPE OF SUBMISSION: Application <input checked="" type="checkbox"/> Non-Construction														
Modified Standard Form 424 (Rev.02/07 to confirm to the Corporation's eGrants System)																
2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS): 10/16/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 13SR143808	4. DATE RECEIVED BY FEDERAL AGENCY: 10/16/12	FEDERAL IDENTIFIER:														
5. APPLICATION INFORMATION																
LEGAL NAME: Washington County Commissioners DUNS NUMBER: 005059535	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Lisa Valentine															
ADDRESS (give street address, city, state, zip code and county): 223 Putnam Street Marietta OH 45750 - 3015 County: Washington	TELEPHONE NUMBER: (740) 373-3107 FAX NUMBER: (740) 373-7251 INTERNET E-MAIL ADDRESS: lvalentine@rsvpwc.org															
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 316400089	7. TYPE OF APPLICANT: 7a. Local Government - County 7b. Community-Based Organization Local Government, Municipal Volunteer Management Organization															
8. TYPE OF APPLICATION (Check appropriate box). <input checked="" type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below):	9. NAME OF FEDERAL AGENCY: Corporation for National and Community Service															
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002 10b. TITLE: Retired and Senior Volunteer Program	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: RSVP Washington County															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Appendix A: Ohio Opportunity #4, Washington County, Ohio	11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
13. PROPOSED PROJECT: START DATE: 04/01/13 END DATE: 03/31/16	14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="OH 006"/> b.Program <input type="text" value="OH 006"/>															
15. ESTIMATED FUNDING: Year #: 1	16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS? <input type="checkbox"/> YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON: DATE: <input checked="" type="checkbox"/> NO. PROGRAM IS NOT COVERED BY E.O. 12372															
<table border="1" style="width: 100%; border-collapse: collapse; font-size: small;"> <tr><td style="width: 20%;">a. FEDERAL</td><td style="text-align: right;">\$ 43,145.00</td></tr> <tr><td>b. APPLICANT</td><td style="text-align: right;">\$ 46,953.00</td></tr> <tr><td>c. STATE</td><td style="text-align: right;">\$ 3,894.00</td></tr> <tr><td>d. LOCAL</td><td style="text-align: right;">\$ 43,059.00</td></tr> <tr><td>e. OTHER</td><td style="text-align: right;">\$ 0.00</td></tr> <tr><td>f. PROGRAM INCOME</td><td style="text-align: right;">\$ 0.00</td></tr> <tr><td>g. TOTAL</td><td style="text-align: right;">\$ 90,098.00</td></tr> </table>	a. FEDERAL	\$ 43,145.00	b. APPLICANT	\$ 46,953.00	c. STATE	\$ 3,894.00	d. LOCAL	\$ 43,059.00	e. OTHER	\$ 0.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 90,098.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO	
a. FEDERAL	\$ 43,145.00															
b. APPLICANT	\$ 46,953.00															
c. STATE	\$ 3,894.00															
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e. OTHER	\$ 0.00															
f. PROGRAM INCOME	\$ 0.00															
g. TOTAL	\$ 90,098.00															
18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT, THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.																
a. TYPED NAME OF AUTHORIZED REPRESENTATIVE: Tim Irvine	b. TITLE: county commissioner	c. TELEPHONE NUMBER: (740) 373-6623 202														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/16/12														

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Narratives

Executive Summary

An estimated 190 volunteers will serve. They will provide transportation to disabled seniors and veterans, deliver meals to shut-ins, distribute commodity boxes to low-income seniors, serve at food pantries, as benefit bank counselors, in community gardens and as tai chi for balance exercise leaders, through a network of ten volunteer stations. The Primary Focus Area is Healthy Futures. At the end of the 12-month performance period, RSVP hopes to keep 100 seniors regularly connected to their world through the Senior Wheels Transportation Program, transport 25 veterans to VA clinics and hospitals, to reach 40 elderly residents receiving home delivered meals, to help 250 individuals report increased food security, provide companionship to 20 seniors receiving respite care, and improve the balance of 100 people who take free Arthritis Foundation Tai Chi classes. The CNCS federal investment of \$43,145 will be supplemented by \$49,461 in state and local contributions.

Strengthening Communities

Washington county is a rural community in Appalachian Ohio covering 635 square miles with a population of 61,755 (US Census 2011 estimate). White people make up 97% of the population and only 1.5% speak a language other than English. One important aspect to understand in serving this demographic is Appalachian Culture (Area Agency on Aging-8 2011-2014 Strategic Plan). Neighbors help each other, but are suspicious of strangers and do not want to be beholden to others. An observation is that these seniors are proud to have worked all their lives and resist social services that would enhance daily life. 18% of residents are over age 65. Overall, 15.2% of residents live below poverty level. A staggering 22.4% of children under 18, nearly 1 in 4, live in households below poverty, as do 10% of senior residents over age 65. RSVP is addressing three critical needs identified in the Area Agency on Aging-8 2010 Needs Assessment: transportation services, home delivered meals and adult day care for seniors. RSVP volunteers continue to stand in the gap for many low-income families and seniors through the work performed at food pantries and commodity box distribution sites.

Narratives

Medical and social services, as well as shopping are centralized in the two largest cities of Marietta and Belpre. Lack of rural and suburban transportation is a national crisis. In Washington County, the public bus runs one day a week to outlying areas, spending 4 hours in Marietta. Bus drivers are not permitted to assist passengers as they enter and exit the bus. Community Health Council statistics (2009) showed that 25% of Washington County seniors suffer some degree of impairment in activities of daily life. Seniors with age-related disabilities requiring canes, walkers and portable oxygen are often unable to use public transportation. Several senior service agencies offer medical transportation, but none allow for trips to the pharmacy and grocery store. RSVP partnered with O'Neill Senior Center to develop a transportation program to help homebound seniors live more independently. After nearly two years of planning, the Senior Wheels pilot study was launched in the spring of 2012, made possible by a \$10,000 grant from Washington County. The program was designed so that volunteers using their own vehicles would provide seniors with transportation to the grocery store, pharmacy and personal errands. Volunteer dispatchers, supervised by senior center staff, field calls and coordinate trips with drivers. Volunteer drivers turn in trip reports to RSVP and are reimbursed for their mileage. The RSVP Director met with the agencies currently offering medical transports in hopes they would promote the new service to their clients, and an interesting thing happened. The agencies began to refer clients, explaining that they were unable to meet all the current medical transportation needs. The Veterans Administration does not offer transportation to the local VA Clinic so RSVP has picked up several regular VA clinic clients through referrals. By the end of the pilot study, half the transportation needs that were met came from agency medical trip referrals. Performance evaluation measures were built into the program design. Dispatchers perform a phone survey after the first transport service to make sure the service met the client's needs. A second phone survey will be conducted at 6 month intervals which will measure perceived social support, and this survey will be the instrument which measures program outcome. The desired outcome of the project by year three is

Narratives

to serve 100 clients on a regular basis, enabling them to remain living independently and in their own homes.

Making sure families and seniors have enough to eat has always been a priority for this RSVP project. Four volunteer stations focus on increased food security: two food pantries, a low-income senior commodity box program and a community garden.

In 2012, RSVP partnered with Hocking Athens Perry Community Action (HAPCAP) to distribute commodity boxes to low income seniors. Organizers knew that people who needed food were being dropped from the program because of the inability to meet the short 4-hour monthly distribution window. RSVP stepped forward to expand the distribution time to 3 days and included evening hours for working seniors. Two RSVP volunteers assumed lead volunteer positions to be on hand to receive shipments, unpack and refrigerate cheese and manage other volunteers on each shift. RSVP volunteers also deliver boxes to 7 homebound clients. 250 low income seniors benefit from the service of RSVP volunteers.

RSVP continues to foster long-time partnerships that answer critical needs to include food pantries where volunteers are packing grocery boxes, registering clients and stocking shelves, and the community garden where volunteers are planting, tending and harvesting crops, and making them available at a free (donations accepted) vegetable stand. A survey will be used to identify individuals with increased food security for evaluating outcomes. An estimated 700 individuals will benefit from the services of RSVP volunteers.

RSVP has partnered with Franciscan Community Meals for many years. This 100% volunteer organization delivers meals to shut-ins and to seniors recovering from illness and surgery. Volunteers use their own cars to pickup meals at two local hospitals and deliver them to homebound seniors and the disabled. Clients report that the volunteers delivering meals are often their only human contact for days. Drivers are encouraged to observe and report changes in health and living environment to the

Narratives

Franciscan Meals office staff. The Station is unable to share specific client information with RSVP; but can share total unduplicated clients served in order to measure outputs. An annual survey will measure the number of individuals with disabilities reporting increased social support because of RSVP volunteer service. An estimated 40 individuals will benefit from the services of RSVP volunteers, and historically, a little more than half will return the surveys.

According to information released on the Center for Disease Control and Prevention (CDC) website, in the United States, each year, one in three adults aged 65 and older falls. Resulting injuries resulting can be moderate to severe, such as hip fractures and head traumas. Washington County does not collect data on falls, except when the result is fatal (1 death from 2004-2006), but the CDC statistics back up the observations made by the RSVP staff concerning volunteers and visitors to the senior center. It was the high incidence of our own seniors falling that prompted the research for an evidence-based fall prevention program. In 2005, Fuzhong Li, PHD, from the Oregon Research Institute, compared the effectiveness of a 6-month program of tai chi classes with a program of stretching exercises. Participants in the tai chi classes had fewer falls and fewer fall injuries, and their risk of falling was decreased 55%. The study was featured in the 2008 publication by the Center for Disease Control and Prevention (CDC) entitled "Preventing Falls: What Works". In 2009, a \$2,500 grant from the Marietta Community Foundation was secured to train volunteers to lead free Arthritis Foundation Tai Chi classes. The program exceeded expectations and when volunteers needed to be recertified in 2011, a grant was received from the Healthy Communities Coalition. This certification is good for three years and will need to be renewed in 2014. Six volunteers are currently teaching 8 classes each week at senior and community centers across Washington County. Output is measured by class attendance logs turned in monthly by the class leaders. Currently, 75 seniors are benefitting from the service of RSVP volunteers.

Recruitment and Development

Narratives

Most stations have adequate processes in place for training volunteers. The details of individual training programs are outlined in a Memorandum of Understanding addendum containing the volunteer job description. An annual volunteer survey (more below) alerts RSVP staff to deficiencies in volunteer training.

Volunteers delivering meals to homebound seniors ride along on the route with a seasoned volunteer for one or two weeks to learn the meal pick-up site, the clients and the route. Food pantry volunteers are given on the job training in one particular job function like packing boxes with the goal of cross training in registration and shelf stocking. Commodity box volunteers working at the distribution site receive on the job training working with Lead Volunteers, and attend quarterly group meetings.

Volunteers who deliver commodity boxes undergo a background check and attend a 2-hour training session regarding entering client homes, protecting their own safety and making incident report for anything out of the ordinary. Arthritis Foundation Tai Chi leaders attend a rigorous, 2-day training and must be certified. RSVP received a Community Foundation Grant for 12 volunteers to attend the \$2500 training. Ohio Benefit Bank volunteers take online training to enter applications and station staff provides senior services training for volunteers to help with Medicare Part B enrollment.

For new programs being developed with community partners for the primary focus area, RSVP has proved a valuable asset in helping stations create training programs that match the scope and risk of a project.

The Senior Wheels Transportation Program offers high quality volunteer assignments for drivers and dispatchers. In 2011, RSVP and O'Neill Center formed a partnership to research successful volunteer transportation models, make risk assessments, create training modules and finally implement the program. In 2012, grants were secured for mileage reimbursement, background checks and training materials. Prerequisites for the volunteer training include background check, driving record abstract, Ohio Highway Patrol vehicle inspection and proof of insurance. Successful applicants went on to take

Narratives

defensive driving, passenger assistance training and basic first aid. A small 3-month pilot study with 3 drivers tested the system, while other drivers were recruited and trained in small groups. To date, 14 drivers are serving. At the end of the pilot study, Senior Wheels had 8 clients. Now beginning the 3rd month of the full-scale program, there are 96 disabled seniors receiving services. Volunteer drivers and dispatchers report a high degree of satisfaction, knowing that they are making a difference in the lives of the people through their service. One volunteer said that the people he transports like to talk, and he thinks that the conversations he has with his riders might be as important as the trip itself.

The most recent Volunteer Satisfaction Survey was conducted in March 2012. The top three reasons respondents volunteered were: to make a difference, to use their talents, to meet new people. 58% of respondents said that their volunteer experience has been GREAT, the remainder graded their experience as SATISFACTORY. The only exception was one volunteer who said she was struggling to enjoy volunteering. A follow-up call to the volunteer revealed that she felt she wasn't making a difference as an Ombudsman and she received no feedback on the reports she sent in to the Volunteer Station. The Station manager was contacted and the issue was discussed. Today, the volunteers at that station are brought together on a quarterly basis to share their experiences. The volunteer is once again enjoying her service. This survey was also used to identify volunteers looking for new opportunities providing transportation, delivering meals to the homebound, distributing commodity boxes, serving at the food pantry and reading to children. 23 new placements were initiated from the survey.

Washington County is not ethnically diverse; 97% of residents are white. 25% of residents over 65 suffer from some sort disability that interferes with daily activities (2009 Community Health Council survey). By working with volunteer stations, RSVP is successful in placing volunteers with physical limitations. Two of our best Tai Chi instructors have advanced arthritis. Both were recruited because they have the same pain and mobility issues faced by those who would benefit most from the classes.

Narratives

Now, three years later, each is a testimony to the power of movement in decreasing pain and inflammation. One of the volunteer co-leaders of the Commodity Box Program uses portable oxygen and his superior organizational skills were paired with a sturdier 83 year old volunteer with leadership skills who helps with the light lifting. Another example is a visually handicapped volunteer and his service dog that were paired with another volunteer who preferred not to serve alone. Volunteer job descriptions outline the physicality of each opportunity. If at all possible, accommodations are made to make service possible and rewarding for everyone. RSVP works with stations and volunteers on an individual basis to engage the best, most qualified people based on their abilities, not disabilities. RSVP is also currently working to identify volunteers who served in the military. The Volunteer Enrollment Form has been updated to include a question about military service, and the count so far shows 15 men and 3 women have served our country in the Armed Forces.

The Sponsor hosts the annual Volunteer Recognition Dinner at the Historic Lafayette Hotel in downtown Marietta. The venue is beautiful and the volunteers dress up in their finest for the special occasion. Station representatives attend to support their volunteers, as do elected officials from across Washington County. Volunteers serving 48 hours or more receive a complimentary meal; those with less than 48 hours receive their meal at a discounted cost. A keepsake program lists the name and hours served of each volunteer. Gift cards, provided by the Friends of RSVP are presented to volunteers who serve 500 or more hours during the service year. The highlight of the awards ceremony is the presentation of the prestigious Presidential Service Award to volunteers achieving 4,000 hours of lifetime service. Volunteers love receiving this award and being featured in the Volunteer Voice Newsletter as well as the local newspaper. So far, 49 volunteers, all listed in a special section of the program, belong to this elite group.

In addition to the RSVP event, almost all volunteer stations recognize the volunteers that serve with them. Larger, better funded organizations host annual events like river boat cruises or dinners, and

Narratives

the smaller stations honor their volunteers at luncheon teas, potlucks and cookouts.

The project volunteer retention rate is very good. 10 percent of the volunteers have been serving at RSVP stations between 20 to 30 years, many of them are now in their 80s and 90s. Around 25 percent have been with RSVP from 10 to 19 years, and 42 percent have served between 5 and 9 years. The really good news is that even though 10 percent of the volunteers will be aging out of RSVP in the next few years, the project was able to recruit 28 volunteers in the past 12 months, with the majority of those serving in focus areas.

Program Management

Volunteer stations sign a Memorandum of Understanding with RSVP that clearly outlines the responsibilities of both parties. An addendum includes the volunteer job description(s), and if the job has performance measures, the instrument of measure is defined, as is the deadline for submission of the instrument (i.e. monthly, quarterly). To ensure that volunteers do not participate in prohibited activities, all aspects of volunteer service are specifically outlined in the job description. Stations are required to submit proof of non-profit status which is attached to the MOU. Once the MOU is in place, the RSVP staff will contact volunteers with skills or interests that align with the request. The opportunity will be listed in the Volunteer Voice Newsletter, on the RSVP website and the facebook page. Once filled, the station will report the volunteer time on a station report to be turned in by the 10th of the month following service. If a station fails to turn in a station report, the volunteer coordinator calls as a reminder. Failure to report on a regular basis is grounds for dissolution of the relationship.

The project uses Volunteer Reporter to collect volunteer hours. Volunteer time sheets are reconciled with Station Reports and discrepancies are resolved. Annually, volunteers requesting mileage reimbursement to and from their volunteer stations must sign a Reimbursement Agreement that outlines the terms and conditions. Proof of insurance and valid driver's license must also be provided.

Narratives

Timesheets with mileage reimbursement are sent to the Director for approval. Spot checks are conducted monthly using an online mapping service to verify miles. By the end of the year, every volunteer's mileage has been verified at least once.

Developing capacity and recruiting efforts for stations outside the Primary Focus Area will be limited to those stations that fall into Other Focus Areas and Capacity Building. The new Performance Measure Requirements presents a balancing act that may impede the programs ability to recruit stations in Other Community Priorities.

The Director attends quarterly meetings of the Community Health Council and the Community Health Coalition. Agencies and nonprofits from around the county meet to discuss critical needs and to promote services and projects. An RSVP presentation on Senior Wheels resulted in referrals for transportation, and an ongoing contract with Job and Family Services that reimburses RSVP for medical transportation.

The Director is working with Harvest of Hope to open a volunteer-run community meal site for low income families. Fundraising to outfit the kitchen is currently underway. Initially, the meal center will only serve meals once a week, with a long-term goal to serve daily meals. The meetings with Harvest of Hope led to mentioning that Franciscan Meals might be willing to purchase lunch for their home delivered meals program, thereby injecting some cash into the kitchen. RSVP's involvement in the project linked two organizations that might never have made a connection. As this project develops, it could either fall into Capacity Building or the Primary Focus Area.

Another project in the area of Environmental Stewardship involves volunteers collecting and testing water samples for the Friends of the Lower Muskingum. Collection sites will include the river and related streams and creeks. The organization is identifying safe stream access locations and perfecting the collection, testing and reporting process. Once this has been done, RSVP will visit the collection sites, get a feel for the physical requirements and begin recruiting volunteers.

Narratives

Ample local staff travel allowances make it possible for the Director and Volunteer Coordinator to visit volunteer stations at least once a year, often during recognition or training events. Both RSVP staff members email and talk on the phone with station managers on a regular basis.

This organization has undergone a monumental transformation over the past 2 years. A committee of 4 Advisory Council members, 2 RSVP staffers and the Sponsor met regularly during this period with the goal of total compliance with the Strategic Plan, (which was blueprint for RSVP Performance Measure Requirements) by January 1, 2013. The first wave of stations that graduated on December 31, 2011, included civic organizations, churches with activities outside the focus areas, and the local hospital. The net loss in volunteers was 27, mostly from the hospital. A year-long education project through articles in the Volunteer Voice Newsletter explained the need for RSVP to be good stewards of public funds and the necessity to meet critical needs in the community. Volunteers were for asked for their input, and the response was overwhelming agreement with the course that had been set. In August 2012, the committee met for the last time and identified the community based volunteer stations to which RSVP volunteer service is critical. At that time, they made their recommendation for the final graduations that will take place December 31, 2012 (three month before the new grant is awarded). Volunteers serving at 2 stations that provide emergency food security will be reassigned to capacity building assignments. Seventeen stations will be graduated, most of those with one or two volunteers, or those that could manage without the assistance of RSVP. Sewing and singing groups, nursing homes, stations with no volunteers and stations that repeatedly fail to file station reports were included in the recommendation. The net loss in volunteers is expected to be between 20 and 30. Many of these volunteers are very elderly and unable or unwilling to serve in other capacities. Through prior arrangement, the senior center will assume support of the singing and sewing groups. Most displaced volunteers have been re-engaged in opportunities in the focus areas and feel the new

Narratives

direction is fiscally responsible.

The Washington County Auditor is the fiscal manager for RSVP funds. The Sponsor provides line-item allocations based on the approved budget. The Director creates Purchase Orders and they are approved by the Auditor. After approval, RSVP is free to make purchase as provided by the budget and as defined on the Purchase Orders. When the invoice is received, it is attached to a copy of the purchase order and a voucher requesting payment is submitted to the Auditor. If any part of the documentation is incorrect, the voucher is returned for corrections. Purchases of more than \$100 require 2 quotes, purchases of over \$500 require a fixed asset report. In-kind donations are currently manually recorded. An In-Kind donation form lists the donor's name and address, nature and value of the donation and is signed by the Director and the donor. A spreadsheet keeps an ongoing record of in-kind donations. In 2013, the County will install new accounting software which provides a mechanism for recording in-kind directly into the financial system.

Travel reimbursements require either odometer readings at the beginning and end of each trip for local travel, or an on-line mapping mileage sheet for long distance travel. The Director may sign travel vouchers for the RSVP staff, but the Sponsor must approve the Director's reimbursement voucher.

Organizational Capability

The Washington County Commissioners have successfully managed the RSVP program since 1975, effectively meeting grant and programming requirements for the past 38 years. Washington County operates on a Cash Accounting System. Annual audits in accordance with OMB Circular A-133 are conducted by the Ohio State Auditor's Office, with a systems audit for RSVP. The Washington County Commissioners are responsible for, and the Auditor oversees, more than \$4 million in federal grant funds annually. Funds are made available to the project through a line item budget provided by the Sponsor. The Sponsor has the sole authority to move funds from one line item to another. The Director approves and submits vouchers for day-to-day expenses, with the exception of her own

Narratives

expense reports, which require the signature of the Sponsor. Purchases over \$100 require the submission of two quotes. Purchases over \$500 require the Auditor to prepare a fixed asset report. RSVP maintains no petty cash account and no mechanism for reimbursement for out of pocket expenses. The Auditor provides a monthly revenue/expense report; the Director maintains a separate spreadsheet and the reports are reconciled each month.

New-hires receive thorough training in the Washington County Personnel Policy & Best Practices Manual. The Director attends an annual refresher course, and goes over the changes with the RSVP staff. The RSVP staff and office volunteers report to the Director. The County Commissioner assigned to oversee RSVP is the next level of authority. Defensive Driving class is mandatory for any RSVP employees claiming mileage reimbursement, and recertified every two years. The Sponsor also offers the training up to RSVP volunteers. Most insurance companies provide a discount on rates for attendance.

The Sponsor rents office space for RSVP in the O'Neill Senior Center, which includes internet access at no charge. The program has access to the facility for meetings and special events. Volunteer hours are collected using Volunteer Reporter, and the computer system is backed up daily to an external hard drive located in the RSVP office. Remote, weekly backups are performed by the Sponsors Information Technology Department and the data is stored at a secure location offsite. Computer equipment and software upgrades are also maintained by the IT staff. The project has 2 desk top computers with recent software upgrades and an older laptop used for offsite presentations. A new fax/scanner/printer that can be accessed by both computers was purchased when the Volunteer Coordinator's printer broke. A second printer located in the Director's office will be kept on line as a backup and for color printing. Both offices have walk-in storage areas where supplies and filing cabinets are located.

The Program Director, Lisa Valentine, whose previous experience was in marketing and purchasing, started as volunteer coordinator in 2004, and was promoted to director in 2008 upon the retirement

Narratives

of the previous director. Susan Hill, the Volunteer Coordinator, serves 28 hours/week, and has been with the project since January 2012. Susan's background is in office management and she has proven to be a great addition to RSVP. The previous Coordinator resigned shortly after the birth of her daughter, when a family crisis stretched her personal resources too thin. The Sponsor offers training and support through the IT staff to ensure that staff members have the expertise to meet the technological demands of business. Two office volunteers serve approximately 6 hours each month. Advisory Council members also use the volunteer desk when working on Council projects. RSVP Staff and the Advisory Council have been working diligently for the past 3 years to create a strong program that reflects the new CNCS Strategic Plan. It is with great pride that RSVP enters the 2013-2016 grant competition with nearly half of the volunteers serving in the Primary Focus Area, Healthy Futures. For many years, RSVP volunteers have served at food pantries and delivered daily meals to shut-ins. In recent years, a Fall Prevention Program trained volunteers to lead free Tai Chi classes to improve balance. Building on our experience in working with community partners, and volunteers on the behalf of seniors, two new projects were developed, taken through pilot studies, and finally fully implemented in 2012. Senior Wheels provides transportation to elderly residents with a demonstrated need, and Supplemental Commodity Food Program distributes monthly food boxes to help low-income seniors stretch their grocery dollars. Ohio Benefit Bank volunteers are now fully trained and RSVP is directly marketing the OBB services to other Healthy Futures clients. Volunteer Stations in the Healthy Futures focus area have been contacted, and the new performance measures and collection instruments were discussed. Memorandums of Understanding will be updated to reflect the changes which will begin on April 1, 2013.

The Advisory Council plays an integral role in the success of the RSVP program. The diversity in the group -- in terms of socio-economic, educational and age -- ensures that a cross section of the demographic served is well represented. Ten members are retired volunteers with backgrounds in

Narratives

microbiology, teaching, accounting, farming, manufacturing, military service and homemaking. Three representatives are from agencies that work with seniors, and one is a Marietta College student. RSVP participates in NexGen, a program that places college students on boards and councils for two year terms. Non-voting members include the Director, Volunteer Coordinator and County Commissioners. The group meets monthly. In a dual role, the Council operates a 501c3 corporation, The Friends of RSVP of Washington County, with the sole purpose of fundraising. The groups hosts an annual 5K race that nets \$5000 which is used for volunteer mileage reimbursement, to supplement the Recognition Dinner, to host recruiting events, and for service activities like Make a Difference Day and MLK Day.

Washington County has a Senior Service Levy, providing about \$27,000 annually to RSVP. In 2012, RSVP was also the recipient of a grant for \$10,000 to develop a senior transportation program. Through projects like Senior Wheels, RSVP has positioned itself in the community as an organization that gets things done. In 2013, RSVP is slated to receive another \$5,000 from the Sisters of St. Joseph Charitable Fund to continue Senior Wheels, and has secured an agreement with Job and Family Services that will enable RSVP to apply for reimbursement of funds expended on medical transportation, up to \$10,000 annually. The project also receives \$3,894 in National Senior Service Corps State Subsidy.

Other

n/a

PNS Amendment (if applicable)

n/a