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### **Executive Summary**

RSVP of the Flint Hills reports an estimated 115 unduplicated RSVP volunteers will serve in the primary focus area which is Healthy Futures. RSVP volunteers will serve children, aging and frail seniors, as well as underprivileged and economically disadvantaged youth and adults. They will deliver homebound meals, provide transportation and companionship, provide food pantry support, lead and assist Bone Builders and provide health education training through a network of 11 volunteer stations such as Bergman Elementary, Max Fitness, Flint Hills Breadbasket, RSVP Healthy Future Activities, Riley Senior Meals Program, Riley County Senior Center, Wamego Senior Center, Ogden Friendship House, First United Methodist Church, Seven Dolores Church, and Harvesters.

The primary focus area of this project is Healthy Futures. At the end of the three year performance period, 90 clients will be served meals with 80 expected to receive increased social support. 50 homebound clients will receive transportation for medical appointments with 50 expected to receive increased social support. 160 clients will receive phone companionship and in-home companionship with 145 expected to receive increased social support. 300 clients will receive emergency food support from food pantries throughout the community with 250 expected to receive increased food security for their family. 235 clients will be participating in an educational training program for health and wellness; reinforcing voluntary behavior conducive to individual health benefits.

The CNCS federal investment of \$63,067 will be supplemented by \$75,280 in non-federal resources.

### **Strengthening Communities**

RSVP of the Flint Hills, located in Manhattan, Kansas serves Riley County and a small portion of Geary and Pottawatomie counties. The 2010 U.S. Census showed Riley County's population to be 71,115 with 14.15% aged 55 and older, Pottawatomie County population is 21,604 with 23.45% aged 55 and older and Geary County population is 34,362 with 15.2% aged 55 and older. In 2011, baby boomers began turning 65 and by 2030 one in every five Americans will be 65 years of age or older.

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By age 65, statistics show that two-thirds of all Baby Boomers will have at least one chronic disease and will have seen seven physicians.

According to the Medicaid HCBS/FE Waiver, the hourly wage for an attendant care worker is \$14.92.

Over 4,000 meals were delivered to 481 homebound individuals in Manhattan in 2011 alone with a Medicaid cost savings of \$26,722 based on 1,791 hours spent delivering those meals.

Feedingamerica.org reports Kansas as having 428,490 people with food insecurity within their household. 1,150 of these live within Riley County which represents 16.2% of counties population.

According to the U.S. Census Bureau, Riley County has a 24.7% poverty rate, Pottawatomie County has a 7.1% poverty rate and Geary County has a 12% poverty rate. Pbs.org shows Riley County as having 2,411 families on food stamps, and this does not include other government assistance necessary these families to thrive.

Transportation is an issue for many older adults. Although public transportation is available, those on fixed incomes are unable to pay the \$4.00 round-trip fee or \$8.00 if outside the city limits. Those needing transportation to and from medical appointments must wait for the bus to return which could be several hours later. Therefore, a 30 minute appointment may take a full day, which could take a physical toll on an individual already suffering from health issues. Public transportation is only available 5 days a week from 7 am -- 5 pm. Those with a disability, or age-related mobility issues, must have a companion with them at all times adding to their frustration.

The 2012 Genworth Cost of Care Survey shows the average nursing home semi-private room rate in Kansas to be \$54,750. More seniors are going to be living at home longer and volunteering gives them an alternative. Research shows that people who have good social support as they age live longer and healthier, both mentally and physically; are less likely to end up in a nursing home; and heal quicker from illnesses. <http://www.caregiverstress.com/voice/ask-dr-amy/> Providing companionship and peer-to-peer services prevents isolation and the potential taxpayer burden of nursing home care.

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Healthy Kansans 2010 is a call for all Kansans -- individuals, health professionals, communities, businesses, state and local organizations -- to partner together in implementing community-wide and systems-wide changes for improving our health.

Volunteer opportunities are a mix of one-time service opportunities or special projects, ongoing activities repeated annually, or long-term activities. Our plan and infrastructure seeks to manage volunteers and stations in order to provide a balance between placing the volunteers in effective and meaningful volunteer assignments and offering a positive volunteer experience so volunteers will provide quality service to those in our Healthy Futures Primary Focus Area. RSVP will: Assess the volunteer station needs and match them with the appropriate volunteer(s), Match volunteers' skills with appropriate assignments, Recognize the contributions of the volunteers, Develop measurable goals, Measure the impact of the volunteers annually, Maintain current volunteer and volunteer station records, Provide ongoing training for volunteers in collaboration with the volunteer station, and Monitor, coordinate and assess volunteer performance. The RSVP Volunteer Coordinator is, and will continue to be, in direct contact on a regular basis with both the volunteers and the stations to make sure that the volunteers enjoy their area of service and that the needs of the stations are being met.

The service activities in our Healthy Futures Primary Focus Area that lead to National Performance Measure outputs or outcomes include:

Food Delivery -- delivering meals five days a week to homebound individuals

Transportation -- providing transportation to and from medical appointments to those in need throughout the year

Companionship -- telephone reassurance and phone companionship to homebound individuals on a weekly basis. In-home care provided to homebound individuals such as sorting medicine, lawn care, grocery shopping, and visits on a weekly basis as needed.

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Food Pantry Support -- stocking shelves, organizing food, and providing food for families in need on a weekly basis.

Training -- volunteers will lead exercise classes for K-6th graders in a local elementary school 4 days a week during the school year. Students will attend the health education class twice a week.

Leading or Assisting Bone Builders - volunteers will lead exercise classes to individuals 55 and older at no cost four days a week.

The community need of home delivered meals was shown through the statistics of more individuals needing in-home meals since they will be staying in their homes for longer due to the increasing cost of nursing home care and in-home meal preparation. This need will be addressed by RSVP volunteers who will deliver meals five days a week to homebound or disabled individuals in need of food that may have no other way of obtaining food to stay healthy. RSVP volunteers are anticipated to deliver meals to at least 90 unduplicated individuals signed up for meal delivery on a weekly basis. Of these 90 individuals, 80 of them are expected to have increased perceived social support.

The community need of transportation was shown through the lack of transportation provided in the Riley, Geary, and Pottawatomie county areas. The lack of transportation available to and from doctor's appointments, the increased time it would take during one day to use the bus system for these appointments, and the requirement to have a companion if you are an older adult with mobility issues or have a disability creates a significant need in this tri-county area. Therefore, RSVP volunteers will choose to be on an on-call list in the case that RSVP receives a phone call for an individual needing transportation to and from doctor's appointments. These RSVP volunteers will pick-up the individuals prior to the appointment so they arrive 15 minutes early, and then they will return to pick up the individuals as their appointment ends. This will in turn allow older individuals to attend their necessary appointments and decrease the amount of wasted time in their day, keeping them more energized and healthy. RSVP volunteers are anticipated to transport at least 50 unduplicated

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individuals multiple times of the three-year grant period to and from doctor's appointments. All 50 of these individuals are expected to report increased perceived social support.

The community need of companionship comes from the increasing nursing home cost which in turn will be keeping more, older individuals living at home for longer, and the increasing population of the older generation. Some of these older individuals, although living at home, may not be as mobile to accomplish everything needed to live independently, and may not have family close enough to help meet these needs. Therefore, RSVP volunteers will provide phone call reassurance and companionship to these individuals, as well as in-home companionship and in-home care. Some in-home care activities may consist of sorting medications, lawn work, grocery shopping, cleaning, as well as many of needs that will go unmet with this older generation. RSVP volunteers are anticipated to serve 160 individuals in need of companionship whether by phone or in-home. Of these 160 individuals, 145 are expected to have increased social ties and increased perceived social support.

The community need of food pantry support comes from the increasing number of economically disadvantaged individuals living in Riley, Geary, and Pottawatomie counties. The increasing unemployment rates and the increasing population living at or below the poverty rate show this need throughout the local communities. To help alleviate this need, RSVP volunteers will volunteer in five food pantries throughout the local communities providing support to keep these pantries open and available to those individuals in need of services. RSVP volunteers are expected to serve 200 individuals and families each year, with 185 expected to report increased food security for both themselves and their families.

The community need of educational health training and leading bone builders is shown through the increasing obesity rate and the majority of the older population being diagnosed with chronic health conditions. To meet this need RSVP volunteers will lead an exercise health class before school for K-6th graders at a local elementary school to not only reduce obesity rates, but also help enhance the

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children's learning experience. RSVP volunteers will also lead and assist with bone builder's classes which will help reduce health issues among individuals age 55 and older. 110 children grades K-6th are expected to participate in the exercise class on a yearly basis, and 125 adults age 55 and older are expected to participate in the bone builders classes on a yearly basis.

RSVP of the Flint Hills has strong ties to the Fort Riley Military Installation Base. According to the United States Census Bureau, 28% of the people living in Fort Riley live below the poverty level. This doesn't include the military members living outside of Fort Riley who commute. According to the Fort Riley Economic Impact Summary from FY 11, there are 19,120 active military members serving in the area. USO Fort Riley opened May 25, 2010, serving troops and family members stationed at Fort Riley. The center is open 365 days a year and provides a variety of programs for the military community. The USO is managed by a staff of two making it critical for our volunteer support. RSVP volunteers will staff the USO office and serve meals twice a month for the No-Dough dinners. No-Dough dinners are provided twice a month to active duty military and their families to help alleviate cost and to help bring a sense of home to their family in a time when they are stationed away from their immediate family.

RSVP volunteers will staff the C-Del (Cause Digital Entertainment Library) for Wounded Warriors three evenings a week by checking out movies or games, providing conversation and serving Thanksgiving dinners to those wounded soldiers unable to return home to their families.

Irwin Army Community Hospital (IACH) provides health care for Warriors, Retirees and their Families and supports the deployment of medically ready forces. Through a new partnership with Red Cross on Fort Riley, RSVP volunteers will provide staff for the Red Cross office, assist with blood drives, and provide volunteers at IACH.

### **Recruitment and Development**

RSVP seeks opportunities that will allow the volunteer to use their experience, build new skills, develop

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leadership, and enhance the quality of their lives. The current work plans reflect opportunities to fill community needs. However, ongoing communication with non-profit organizations, attending community impact council meetings, a clearly defined recruitment and marketing strategy will lead to our sustainability and the enhanced quality of life for our community.

Volunteers will have the opportunity to share their experiences through public presentations, radio PSA's, press releases, videos, website, social media, newsletters and more. TakeFlight, a student-run advertising agency at Kansas State University is creating a "Growing Young" campaign video that will be ready in November 2012. This video will debunk the myth that RSVP volunteers are old, and assert that an individual is only as old as they think they are. We also have a board member who is a media producer and donates his time and services to create annual video campaigns. The RSVP Board of Directors is completing a new Marketing Plan that will include sharing the volunteer experience with community partners, financial donors, volunteers and more.

The Volunteer Coordinator's personal contact with the volunteers and volunteer stations ensures retention and effective business practice.

Volunteer training gives the volunteers the skills and direction needed to complete their assignment. Typically, training is provided by the organization in which the volunteer is assigned. It is specific to the outline addressed in the position description. The Volunteer Coordinator works closely with the volunteer station to ensure proper volunteer training. The Volunteer Coordinator meets with each new volunteer at the volunteer station and observes their training and offers additional support and advice. Each volunteer receives a position description for their service activity with a copy kept in their file. Volunteer training also includes a tour of the organization or facility including restrooms, work area, parking, dress code, volunteer expectations, etc. Ongoing in-service training will keep volunteers apprised of any changes as well as opportunities to build on their skills. Volunteer and volunteer station surveys will help staff track the success of their volunteer experience.

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RSVP of the Flint Hills has employed a qualified Volunteer Coordinator to recruit, train and place volunteers in impact-based assignments, including those of all races, ethnicities, sexual orientation, education level, and language proficiency. Volunteers with different backgrounds, cultures, and career fields can bring a different skill set to our program. RSVP's recruitment plan includes sponsoring an Open House twice a year inviting the public to meet with staff to learn of all the volunteer opportunities available. RSVP participates as a booth vendor at various community open houses and the Manhattan Chamber of Commerce Business Showcase, Fort Riley OCSC Club, and others. Other recruitment strategies include public speaking engagements, press releases, radio talk shows, television talk shows, website, Facebook, national recruitment sites, newspaper and magazine articles and church bulletins.

Members of RSVP's Veterans Advisory Council developed a recruitment plan and mission statement. Partnerships with various veterans' organizations were formed and a targeted recruitment strategy is in place to meet the needs of our veterans, active duty soldiers and their families. The RSVP Director is President of the Flint Hills Veterans Coalition where several RSVP volunteers serve to plan the annual Veterans Day Parade, breakfast, and making presentations to area elementary schools. In addition, RSVP sponsors the annual poster contest for area elementary school children and essay contests for middle and high school students. RSVP volunteers judge all categories and determine the winners. The RSVP Wellness Center will target osteoporosis (pain, loss of balance, fractures), mood disorders (depression, behavioral) and neurological disorders (Parkinson's and Alzheimer's diseases, multiple sclerosis, strokes) through an exercise and nutrition program, further enhanced by volunteer opportunities. RSVP has been successful in placing volunteers with varying degrees of disabilities that fit within their capabilities. A volunteer in a wheelchair has read to a child, someone with Alzheimer's disease has rubber-banded school supplies, and those with limited mobility can do chair exercises. Retaining volunteers is vital to the success of the program and important in building a strong corps of

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volunteers. By offering meaningful volunteer opportunities to include episodic, one-time, short-term, as well as those that utilize background skills will appeal to the baby boomer population. On the other hand we need to remember those long time volunteers who still want to make a difference in their communities. We feel the strongest means to volunteer retention is communication -- communication between staff and volunteers, staff, and volunteer stations, volunteers and volunteer stations. Retention of volunteers is achieved through on-going communication via newsletters, face to face, and phone calls as well as emails and surveys to assess the program.

RSVP of the Flint Hills will assure a high quality experience for its volunteers by offering opportunities to build new skills while developing challenging volunteer positions. The RSVP program seeks opportunities that will allow the volunteer to use their experience, build new skills, develop leadership, and enhance the quality of their lives. A volunteer handbook is given to each volunteer at enrollment. This handbook includes information such as: Code of Ethics, Responsibilities, Bill of Rights, Time Sheet information, Benefits, Travel, Recognition, and Grievance Policies as well as the Non- Discrimination Policy.

An annual recognition banquet is held in April of each year where volunteers are treated to a meal, entertainment and a special gift. Each year, a special volunteer is recognized for their volunteer service at the annual recognition banquet. Additionally, a Volunteer of the Year award is given to a volunteer for exemplary service at the annual Festival of Trees Gala. We also work closely with volunteer stations to also recognize RSVP volunteers. Throughout the year every volunteer receives a birthday card. We also recognize our volunteers through Facebook, website, newspaper releases and individual thank you cards for special volunteer service. A local cable company produces a video each year that is shown during fundraising and community events highlighting some of our volunteers and their volunteer activity as well. We have recently coordinated with an organization at Kansas State University for students to help us with the development of a new "Growing Young" campaign video

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that will be ready in November 2012 and will highlight the volunteer activities benefiting the local communities.

### Program Management

RSVP of the Flint Hills will develop and manage volunteer stations and volunteer assignments that address specified community needs as outlined in the work plans. A clearly defined Memorandum of Understanding will be signed before volunteer placement. The MOU contains basic provisions which will guide the working relationship between both parties in accordance with the volunteer station's assurance that the station will not discriminate against RSVP volunteers, or in the operation of its program on the basis of race, color, national origin, including limited English proficiency; sex; age; political affiliation; religion; or on the basis of disability if the volunteer is a qualified individual with a disability. An accessibility self-evaluation must also be completed prior to placement. Although regulations require renewing every three years we consider it necessary to update on an annual basis due to station staff turnover, volunteer placement, and morale.

The Volunteer Coordinator will directly meet one on one with each volunteer station to understand their changing needs, and to know how to place volunteers in able to meet those changing needs, on a regular basis. The volunteer coordinator will expand volunteering into other Focus Areas by actively seeking activities that show need in the Riley, Geary, and Pottawatomie counties that may not already be served by RSVP. Through newsletters, website notices, and by word of mouth, local volunteer stations will understand the services that RSVP offers, and will seek the services of RSVP to help provide for the unmet needs in the local communities.

RSVP began the process of assigning or reassigning volunteers in September 2012 to prepare them and our volunteer stations for the 2013 grant competition. Our plan was to prepare early to alleviate any disruption of volunteer service in 2013 and allow for a smooth transition. Volunteer stations with little activity were terminated. Moving forward, we will recruit volunteers that can be placed in a current

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impact-based assignment. We created a chart depicting volunteers and placed them according to the focus area where they best fit and where the percentages matched. Volunteers are made aware of the upcoming changes through ongoing orientation that will continue to assure volunteers and volunteer stations are adaptable to the change. Volunteers and volunteer stations have also been made aware of upcoming changes through our bi-monthly newsletter.

The Volunteer Coordinator will actively and efficiently be involved in meeting the National Performance Measure requirements. The Volunteer Coordinator will work closely with volunteer station supervisors to ensure that accurate and essential data information is collected and analyzed. RSVP will develop data collection tools (surveys, checklists) and data management systems (analyze, spreadsheets, tracking) that cover appropriate measurements for outputs and outcomes, and will distribute them at the appropriate time in able to track essential information for the National Performance Measures.

Policies and Procedures are in place and are reviewed annually. The RSVP Board of Directors adopted a Financial Controls and Accountability record-keeping system that also includes a policy on revenues and expenditures, deposits, payments, signatures and retention and destruction of files. Other policies include a 990 Review, compensation review, and public disclosure. In-kind donations require the donor's signature and date, the amount, and whether the contribution was obtained with or supported by federal funds. A copy is made of all checks received. Cash payments require a receipt with a copy given to the customer. RSVP maintains records for seven years and is kept off-site at Document Resources -- an information security firm specializing in shredding and secure record and data storage. The budget is managed by the RSVP Director with financial reports prepared by Varney and Associates and distributed to board members monthly.

We have a great working relationship with our thrift stores and the American Red Cross. At the end of each fiscal year, we will collect data from the thrift stores on donations garnered and the bloodmobile

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for in-kind resources for pints of blood collected.

### Organizational Capability

RSVP of the Flint Hills has an excellent system to manage project resources, both financial and in-kind, to ensure accountability. An accounting firm, Varney and Associates, is responsible for financial reports, draw downs from the PMS system, payroll processing/reporting and the FFR. Cash donors receive a receipt with a copy on file. The Board of Directors developed a Financial Controls and Accountability document with sections included: Revenues and Expenditures, Financials Run Monthly, Financial Review Conducted Annually, Deposits to Operating Account, Payment of Bills, Restricted Funds, Open Retail Accounts, Investment Accounts and Retention of Files. RSVP maintains records for seven years and is kept off-site at Document Resources -- an information security firm specializing in shredding and secure record and data storage. Varney & Associates uses QuickBooks for their accounting.

The budget is managed by the RSVP Director with financial reports prepared by Varney and Associates and distributed to board members monthly. RSVP uses income in accordance with a Board-approved annual operating budget. Cash flow projections are reviewed monthly. Corrective action is taken in response to projected or significant variations from budgets. Tammy Bryant, CPA with Varney & Associates, prepares monthly expenditure and revenue updates based on monthly billings, purchases, bank deposits, cash disbursements, PMS, FFR, etc. These updates are e-mailed to the Executive Director in advance of the monthly Board Meeting.

RSVP receives a financial review annually by an independent CPA and provides a copy to the Board of Directors, United Way and the Corporation for National and Community Service. Any recommendations for corrective action are addressed immediately. RSVP files a 990 and sends the document to the Board of Directors, United Way and the Corporation for National and Community Service. The document is available to the public. Billings are made available to Tammy Bryant,

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Varney & Associates, and are typically paid from the operating account twice monthly when payroll is cut. Checks are written by the bookkeeper and require two approved Board member's signatures. RSVP Director, Lori Bishop, is responsible for fiscal and program management. The director brings experience in budgeting, program development, grant writing, volunteer management and community collaboration. As Director, she manages the RSVP program in accordance with the policies and practices of program funding sources and regulatory agencies; supervises staff, interns, and volunteers assigned to the RSVP program; demonstrates leadership and vision in developing new initiatives that create high-impact volunteer systems; maintains program quality by developing, planning, and implementing grant work plans; ensures that volunteers are placed in impact-based assignments with measurable results designed to meet critical community needs; develops a sustainable funding base; prepares grant applications and contracts for new and continuing funding sources to maintain a sound funding base for the RSVP program; represents the program in the community through presentations, affiliations, and participation in meetings and conferences to increase viability of the program; secure funding for sustainability; recruit volunteers; coordinate all project evaluation and measurements, prepare all reports, proposals and budgets in a timely manner; and monitors the assignments of over 350 RSVP volunteers.

The RSVP Director was a member of the 2011 Leadership Manhattan Class and the Corporation for National and Community Service's first sponsorship of the 2011 American Express Leadership Academy and serves as a Peer Mentor for new RSVP Directors. She also serves as a delegate to the National RSVP Directors Association. The RSVP Director is also a Certified Intergenerational Training Specialist and is serving as President of the Flint Hills Veterans Coalition. Her long-standing work with the military community earned her the Medallion of Excellence Award in 2010.

Volunteer Coordinator, Quinn Jacobs, has held this position since June 2012. With her background as a Mathematics Major, she has been a great asset in developing the ROI (Return on Investment) tool

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and statistical data needed to tell our story as well as tracking performance measures. As Volunteer Coordinator, she recruits volunteers to commit to one-day, short-term, and long-term volunteer projects, presents RSVP to local community organizations and others to obtain volunteers; collaborates on service events, co-facilitates and supports training of all volunteers; works with volunteer stations to make sure that all volunteer trainings meet RSVP quality standards, assist non-profit and social service agencies in identifying volunteer projects through needs assessment and ongoing communication with the community, maintains positive working relationships with all RSVP volunteer stations through email, phone calls, and face-to-face visits; collects and manages feedback from all parties involved in volunteer activities, including volunteers, volunteer stations, and community members through written reports, testimonials, and verbal comments; and analyzes the information/feedback looking for strengths, weaknesses, and successes, acknowledging ways to improve future volunteer opportunities. The Volunteer Coordinator is also responsible for collecting all of the performance measure outputs and outcome target and instrument information including all surveys, pre and post tests, tracking records, and all others to ensure all performance measures are met.

In addition, the Volunteer Coordinator has assigned the Kansas Wage benefit to each of our volunteers based on their volunteer assignment to provide statistical data for the ROI tool. The Volunteer Coordinator's salary is paid by the United Way match.

Statistics state that one in every five Americans will be 65 in 2030. RSVP has been working diligently for several years to plan for this rapidly growing population. According to a report by the Corporation for National and Community Service on the Health Benefits of Volunteering, "individuals who volunteer have greater functional ability and better health outcomes and lower mortality rates, even after controlling for physical health, age, socioeconomic status, and gender. Additionally, when chronically or seriously ill patients volunteer, they appear to receive some benefits beyond what can be

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achieved through medical care. The health benefits of volunteering, including improved physical and mental health and greater life satisfaction, are more pronounced among older volunteers than among younger volunteers."

With a proven track record in providing services to senior citizens for nearly 40 years, we continue to collaborate with agencies and individuals to improve services and avoid duplication. In addition, we actively seek funding to meet the needs of those with health related issues and concerns.

RSVP received a grant in 2010 to implement a Bone Builders program. This exercise and nutrition program was designed to help older adults fight osteoporosis and live a healthy lifestyle. With nearly 70 participants completing year one (and a long waiting list), we applied for and received, a second grant to expand the program in 2012. Physicians are recommending this program to their patients. We feel this will continue to grow and help seniors stay more physically and emotionally fit, eliminating or prolonging the need for institutional care. This new grant also allowed us to create the RSVP Wellness Program to include Bone Builders, Advanced Bone Builders and KidZercise. During a recent conversation with the RSVP Director, an elementary school principal voiced her concern with the high number of students on medication for various mood disorders. RSVP found a solution by creating a KidZercise program where children will exercise for 45 minutes every morning thereby preparing their mind to be alert and ready to learn. We have 28 students in our K-2nd class and 26 students in our 3rd-6th grade class. We are continually getting new requests from parents and children to join the class. Exercises are led by our Advanced Bone Builders volunteers with the assistance of the RSVP Wellness Coordinator.

RSVP has excellent relationships with community partners dating back to 1974. The health and well-being of our volunteers and those we serve has been paramount to our core focus for nearly 40 years. During her tenure, the RSVP Director has formed relationships with the community and collaborative partners including the Fort Riley Military Installation Base. A June 2012 compliance review resulted

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in very positive feedback from CNCS KS/MO state office.

Our record in managing volunteers is evident in the fact that a third of our RSVP volunteers have been active in our system for over 10 years. Volunteers must feel comfortable with staff.

We help provide connections between the volunteers and between the volunteers and the volunteer stations. Through needs assessments, volunteer surveys and volunteer stations surveys we are prepared to provide the best volunteer experience while building a strong community.

Measuring performance ensures that we are meeting the needs of our volunteers and our stations. For our impact-based work plans and Performance Measure work plan, surveys and other tools are used as the way to collect needed information. Surveys are prepared to match the information needed on the impact-based work plans. Volunteer tracking software "Volunteer Reporter" is used to keep track of volunteers, hours and stations with impact-based work plans.

The RSVP office is located in a prime downtown business district and is within walking distance of many low-income housing units and the senior center. It meets the handicap accessibility guidelines and is equipped with adequate equipment and supplies. The Board of Directors has policies in place for purchasing procedures and personnel management support that includes staff and administrator roles, internal policies and travel policies. The RSVP Director prepares the bills and codes each receipt to the applicable federal or non-federal expense. Signatures are required by two board members and receipts are reviewed with the RSVP Director. The RSVP Director meets quarterly with our accountant to review the budget. The accountant meets with the board six months into the grant year. In addition to the financial guidelines, the Board of Directors works hard to ensure the goals and objectives are being met. Each year the board reviews the personnel policy, by-laws, travel policy, operating procedures, etc. The RSVP Director keeps the board updated on policies and procedures of the Corporation for National and Community Service on an on-going basis.

The RSVP Director completes a Long Distance Travel Requisition prior to attending a conference or

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professional development training. This form lists the location of event, registration cost, date(s) of travel, name of hotel, airline and flight information, and advance cash requested. Each staff member is required to read and sign the personnel policy which includes internal policies. The personnel policy and the by-laws are reviewed annually by the Board of Directors. All financials, evaluations, policies and procedures, staff job descriptions and evaluations, and more, are kept in a locked file cabinet in the office of the RSVP Director. The Board of Directors has access to the file cabinet. All volunteer files are also kept in a locked file cabinet.

RSVP of the Flint Hills is a self-sponsored program that is governed by an eleven member Board of Directors, made up of representatives from human resources, banks, health care, military, and the media. Board members meet monthly. Board members are recruited based on their geographic location, knowledge and/or skills of the population in which we serve, ability to attend and participate in monthly meetings, and support the program financially. RSVP board of directors play a key role in our sustainability. They serve on committees that include: Executive and Financial, Strategic Planning and Resource Development.

Because we are a self-sponsored organization, we rely on the community participation group for guidance. The RSVP Veterans Advisory Council consists of retired veterans, the Military Community Relations Manager from the Chamber of Commerce, Fort Riley USO Director and Kansas State University's Military Affairs Director. Their role is to guide us in placing volunteers working with military and families. They have created a mission statement and are working with RSVP staff to develop a recruitment plan. A fundraising committee consists of RSVP volunteers and community leaders. This committee is responsible for resource development.

An effective management system allows us to continually review our mission, strategic plan, program operations and accountability, measurable outcomes and fiscal responsibility.

The RSVP Board of Directors is actively involved in the operation of the program, including Varney &

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Associates accounting firm. The board has in place policies that include financial controls, policies and procedures, personnel, by-laws, and volunteer time sheets. All policies are reviewed on an annual basis. A board retreat is held annually where members meet to discuss current issues, develop strategies, identify goals and objectives and hear from staff on performance measures. The RSVP Director meets with Tammy Bryant, Varney & Associates, quarterly to review the budget and adhere to CNCS policies for finances.

The RSVP Director has nearly 28 years experience managing the federal grant and has always received positive compliance reviews. She is also a peer mentor for CNCS to new directors.

The non-federal share of this grant comes from United Way, Riley County mil levy funds, small grants, and fundraising. We will continue to apply each year to these funding sources. Our largest fundraiser is the annual Festival of Trees which generates approximately \$25,000.

The RSVP Board of Directors is working, as part of its strategic plan, towards creating a fundraising development plan. Board member, Dianne Paukstelis, CFRE, (Certified Fundraising Executive) is leading the board in this development.

### **Other**

NA

### **PNS Amendment (if applicable)**

NA