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Executive Summary

An estimated 186 Daviess County Indiana RSVP senior volunteers will help their communities in the CNCS area of Healthy Futures during the grant period 4/1/2013 through 3/31/2016. They will serve in a variety of jobs including working at the local food pantries, preparing shelf stable meals for distribution, offering transportation and companionship to homebound seniors, and distributing health related information and services. We have included Healthy Futures work plans for Food Security, Access to Care, and Aging in Place. By the end of this grant period, RSVP volunteers will provide services to increase the level of healthy food to 750 families and transportation and companionship services for 100 homebound elderly and disabled adults. Volunteers will provide information related to health care, health costs, and healthy living. They will staff hotlines to help local residents.

Outcome based measures will show that the work of RSVP Volunteers contributed to increased food security for 200 low income families, and increased social ties or perceived social support for 30 homebound elderly or disabled clients. Additional activities will support the CNCS priorities of Economic Opportunity, Environmental Stewardship, and Veterans and Military Families. Also addressed is Capacity Building. Community priorities will continue to be addressed based on local needs assessments.

The CNCS federal investment of \$56,830 will be supplemented by \$46,488 in local funds generated by a community that values the volunteer services of our members.

Strengthening Communities

RSVP of Daviess County, Inc. serves Daviess County Indiana, a rural area in southwestern Indiana. RSVP has been in existence in the area for 38 years with a proven and respected track record. As a self-sponsored, self-incorporated agency, we have autonomy in the area of senior volunteering. In small communities, people coming together to meet the needs of the area is the norm, not the

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exception. We feel that we do a very good job facilitating the process of matching those in need with those who serve.

The county seat is the town of Washington, with Odon, Plainville, Cannelburg and Montgomery rounding out the other major areas of population. The county population is 31,648, which increased 6.1% from 2000 to 2010 according to the 2010 census data. According to the INDepth Profile of Indiana Counties, the median family income is \$41,675, ranking it 65th of 92 counties in the state. We have low unemployment, the best in the state at 6.0% as of November 2011, but high underemployment, as evidenced by the low median household income. Many citizens in our county work in food service and retail with low wages and no benefits.

RSVP of Daviess County seeks to match senior volunteers with both stations requesting their services and in self-directed projects managed in house by RSVP staff. The stations that provide services in the Healthy Futures focus area include three local food pantries, Daviess Community Hospital, CONNECTIONS -- a resource and referral hotline, and Prevent Blindness Indiana. Projects administered in house in the Healthy Futures area include senior companionship, senior transportation, and a proposed food packaging project.

The RSVP office is staffed with a full time Executive Director and a part time Volunteer Coordinator. The office is open from 8am to 4pm Monday through Friday. Requests for assistance by stations and requests from volunteers for activities are managed in an efficient and timely manner by both staff members. Volunteer and Station lists are kept current with the help of volunteer management software, and our office takes pride in the relationships we have with both stations and volunteers.

In the CNCS focus area of Healthy Futures; we propose to have service activities related to Aging in Place, Access to Care, and Obesity and Food. We propose to place 186 unduplicated volunteers in work plans addressing these issues, which is 62% of our volunteer base. These volunteers will provide

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companionship and transportation to homebound elderly and disabled clients. They will distribute information on health care services, cost management and healthy living, as well as man a resource and referral help line to direct people to the services they need. An additional help line and website is managed by RSVP volunteers that addresses guardianship abuse of senior citizens. A comprehensive program for screening the vision of preschool and parochial school children is in place, where parents receive information on healthy sight and referrals to eye care professionals in the event of a vision problem. Volunteers work regularly at (4) area food pantries collecting food, stocking the shelves and helping customers. Our plan is to partner with Outreach Inc. to hold a one day food packaging event where RSVP volunteers will package meals that will be distributed to low income families through the area food pantries.

Volunteers providing transportation and companionship to homebound seniors will positively impact 100 older Hoosiers in the third and final year of this grant. Of those, 30 will report increased social ties or perceived social support, we do not anticipate a high response rate for our survey. In 2010 in Daviess County, 4461 or 14.1% of the total population was age 65 or over. As our population ages, more citizens will be in the demographic where remaining in their own homes is a pressing desire, thus the need for companionship and transportation will increase.

Access to health care and the number of uninsured residents are of concern in our area. 2010 census data shows that 22.9% of residents did not have health insurance at that time. In addition, there is a shortage of specialty medical services in our rural area. RSVP volunteers work at Daviess Community Hospital and the Daviess County Health Department. They collate and distribute information on health costs, wellness programs, recommended childhood immunization schedules and access to medical care. Volunteers work at a help line where they refer callers to a wide variety of services including but not limited to medical providers, assistance programs, financial literacy programs, and access to emergency food and shelter. It is anticipated that 3000 people will receive

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information on services that will be of benefit to themselves or their families.

In Daviess County, 12.2% of the population lives below the federal poverty line and 25.8% of children under the age of 5 are in households living below the federal poverty line. 42% of children age 5 through 18 qualify for free or reduced lunches in school. Our main concentration in the Healthy Futures focus area will be providing food to low income families to help them achieve a higher level of food security. Volunteers work in the areas of food collection, packaging, storage and distribution. A second project will be a large food packaging event where RSVP volunteers will work with a non-profit company called Outreach Inc. RSVP will raise the funds needed and supply the volunteers, Outreach Inc., brings the supplies, ingredients, and packaging equipment to our site and facilitates the process. Our intent is to package 50,000 shelf-stable, protein enriched pasta, rice and bean meals. These meals will be distributed to low income families through the local food pantries. For year three of the grant, we anticipate that 750 unduplicated families will be served at the food pantries. We anticipate that 200 surveys will be returned that show the family as having increased food security.

In the area of service to Veterans and Military, we plan on providing transportation services to medical appointments to veterans. The closest Veterans Administration hospital is 70 miles away, specialty clinics for veterans and military are even farther. RSVP Volunteers will help meet the need for these citizens who have served their country.

Recruitment and Development

A high quality volunteer experience is of utmost importance to us. We offer a wide variety of volunteer opportunities to fit each person's need. Depending on the desires of each volunteer, we try hard to customize the RSVP experience to give them the most satisfaction.

We integrate senior service into all non-profit programs in our communities by placing well qualified, interested, committed volunteers at the organization's request. The mutual benefit is long standing and our reputation is one of integrity.

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Through training and job shadowing, volunteers learn and master new skills. Both formally and informally, volunteers learn from each other and grow in skill and talent. We are fortunate that our station representatives share our passion and appreciation for the volunteers and are always willing and able to walk them through the process. Many have gained leadership opportunities within organizations as their skills have grown.

We often share statistics and outcomes with the volunteers so that they can see the fruits of their labors. They in turn, come back to us identifying unmet needs and offering solutions to meeting those needs. Our vision screening program is a good example of this. While we have screened the vision of children for many years, it was a volunteer who identified the need to screen adults for acuity and diseases of the eye, particularly for the population with less access to health insurance. She suggested applying for funding through our local United Way and we were able to purchase the screening equipment necessary to begin that program.

We do not have a problem with retention; we strive to provide a meaningful experience that is enough to keep them interested in doing more. With new and different upcoming goals and objectives, we feel confident that existing volunteers will come forward to meet the needs and new volunteers will be given tasks that are challenging and rewarding.

Due to recent funding decreases, we are not actively recruiting at this time, unless there is a need that we can not fill with an existing volunteer. Word of mouth brings in enough volunteers to maintain our volunteer base without actively seeking more. Statistics show that volunteering improves the quality of life, particularly for seniors. They form friendships, feel a sense of purpose, and as a result lead healthier, more productive lives. As one long time volunteer put it, "Volunteering gives me a reason to get up in the morning, so sign me up for the first shift!".

Station staff is primarily responsible for volunteer training at their agency or facility. For RSVP self-directed projects, we ensure that the volunteers are sufficiently trained by our own staff or

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knowledgeable partners. We feel that being well trained for a position greatly increases the odds of success.

In the fall of each year, we host a recognition dinner that is attended by approximately 65% of our then current volunteers and a large number of station representatives and community leaders. The recognition from the community means a lot to the volunteers, they enjoy knowing that they are making a difference. We utilize our facebook page to frequently to post photos of volunteers at work, and to thank them for their service.

Program Management

RSVP of Daviess County manages volunteers and volunteer stations with strict adherence to program regulations and applicable laws. For 39 years, the agency has been a leader in the state and has had exemplary reviews from the Corporation for National and Community Service and its predecessors. Our agency is small, with one full time and one part time employee. We are self-sponsored, so our board of directors and advisory council are one in the same. They annually review any new regulations, policies and procedures and are integral in program design and oversight.

Our plan for the next three years for activities that fall outside of our primary focus area of Healthy Futures is to support the community in the areas of Environmental Stewardship, Economic Opportunity and Veterans and Military Families. In addition, we have several activities that fit into the Community Priorities area.

In the Environmental Stewardship focus area, volunteers will be recruited to work in the Washington City Park to remove debris, including organic and hazardous materials. In 2012, volunteers involved in the project discovered 8 mobile methamphetamine labs in the area, and assisted law enforcement with the disposal. The area is a favorite place for family recreation, but also an area where offenders dispose of the after products of drug production. Our goal is to keep the area safe for citizens to enjoy. Volunteers also assist with removing tree limbs and other debris from walking trails, which can be

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hazardous for the many walkers in the area. The volunteers for this project are typically newly retired and more agile, as the job is more physical. Additionally, volunteers working with the local thrift store will keep 5 tons of material out of our landfill. They pick up, accept, process and sell donated goods that would otherwise be thrown away. Proceeds from the sales help less fortunate Daviess County residents with basic needs.

In the Economic Opportunity focus area, volunteers with a financial background are recruited to prepare tax returns for low income and elderly residents. Additional volunteers serve as hostesses and receptionists who schedule the appointments and assist clients with filling out necessary forms.

RSVP volunteers transport veterans to doctor and hospital appointments outside of Daviess County. The closest VA hospital is 70 miles away and specialty clinics are even further. A few RSVP volunteers take on the task of helping our honored veterans with the travel needed for medical care.

Pragmatic management through the Volunteer Reporter software allows us to stay current on volunteer requests. We maintain a database of all 300 volunteers that is sorted by interest and availability.

To recruit volunteers for all RSVP opportunities, we utilize several types of communication. The most effective is a phone call from the RSVP office. To recruit a small number of volunteers for a project, we typically sort the list and make phone calls. For larger projects and ongoing needs, we utilize technology and mass communication. Each month, we send an email to those volunteers who utilize the internet advertising current volunteer opportunities. The same opportunities are sent out in our monthly timesheet mailings via the postal service. Volunteers then call or email us when they see something that interests them. In addition, we have an active facebook page where we try to post different activities as they arise. This has been surprisingly successful and we anticipate using social media even more in the future. We have a website, www.rsvpvolunteercenter.org, where volunteers can go to find out what we are doing. They also have the opportunity to use the site to report their

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hours and activities; this is becoming increasingly popular with the volunteers. One loyal volunteer who is 93 years young submits her time via the website and is a facebook fan of RSVP.

The issue of graduating stations and volunteers is a very difficult one for us. We intend to allow attrition to help us, and to guide volunteers into activities with a more tangible outputs or outcomes that align with the Corporation's strategic plan. We will continue to have stations within the Community Priorities area and place volunteers in activities that address needs specific to Daviess County. If need be, we will communicate honestly and directly with both volunteers and stations explaining the focus and priorities of RSVP and asking for their understanding during a transitional time. Our history in the area and the relationships we have built over many years are at stake, as well as the community support we rely on to run a successful project, so we will tread lightly.

To measure the Corporation's National Performance Measures outcomes and outputs, we intent to use both the suggested tools and self-directed tools. In the Healthy Futures area of Obesity and Food, we will measure successful outcomes via a food pantry client survey on food security. In the Aging in Place priority, we will measure success via a client survey focused on social interactions. Other outputs will be measured with internally collected and station collected data relevant to the project. All data collected will be analyzed and projects adjusted if we are not meeting stated goals.

In light of the RSVP funding decrease in 2011, we have become even more diligent in the management of our project resources. A comprehensive system of checks and balances is in place including internal quarterly reviews by the financial committee of our Board of Directors. We work hard to manage our resources efficiently and all purchases are researched for necessity. To stretch our budget to meet the needs, we have eliminated some administrative costs and reduced hours of the volunteer coordinator position.

RSVP of Daviess County is fortunate to have many local funders and we have been increasingly aggressive in securing other grant funding in the past few years. Both the City of Washington and the

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Daviess County Commissioners include our program in their annual budgets. The City of Washington generously provides in-kind office and event space. United Way, the Daviess County Community Foundation, private foundations, and cash contributions make up the non-federal share of our budget. In the current economy, securing funding is ever challenging and we continue to explore new sources of funding. The largest challenge is obtaining funding for administration; most funders are more interested in programmatic gifts than ongoing support. Funders are acknowledged at our annual recognition dinner and provided with copies of our annual report.

Organizational Capability

The Board of Directors of Daviess County RSVP provides fiscal and programmatic oversight. The 20 member board consists of 4 officers, a financial committee, a recognition committee, a special events committee, an evaluation committee and a grants management committee. The board meets every other month, with committee meetings scheduled as needed. Members are elected to 3 year terms and the officer's terms are 2 years.

Day to day operations are handled by a full time executive director, and a volunteer coordinator who works 32 hours per week. The executive director has been in the position for 2 years, with 6 years of experience with the RSVP program. She also has experience with program management in state government. The volunteer coordinator has been in the position for 1.5 years.

Duties of the executive director include but are not limited to program and financial management. This position is responsible for volunteer orientation, station management and volunteer position management. Each volunteer is assessed at the time of registration and his or her interests are defined. It is our intent to place a volunteer at the time of registration so that momentum is not lost. Their skills are assessed so that they go into a volunteer experience ready to succeed.

The program coordinator is responsible for the collecting and data entry of volunteer time via paper timesheets, email submissions, and website submissions. Data is entered into the contracted software,

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Volunteer Reporter. Detailed reports are available at the end of each month that allows us to closely monitor and track activity and inactivity. Station reports allow us to determine the number of volunteers who contributed each month and how many hours each worked.

Internal controls on program management include a separation of duties between the executive director and volunteer coordinator. The executive director signs each volunteer timesheet and ensures accuracy after data entry but prior to monthly report. Any discrepancies are handled at that time. Timesheets are kept for a period of 5 years. Electronic records are stored indefinitely offsite.

A clear separation of staff duties ensures sound fiscal management. Responsibilities for accounts payable and receivable are split between the executive director and volunteer coordinator. Checks are signed by the Board President and Board Treasurer, not paid staff. Accounts payable are reviewed biweekly by the officers prior to signing checks, and quarterly by the financial committee. Monthly reports of accounts payable and accounts receivable are kept and distributed to the board of directors. At year end, a financial review is conducted by a certified public accountant and the report is given to the board at completion. An audit is not required due to our budget size.

The executive director's position and the volunteer coordinator's position will be sustained as is for as long as current federal funding is maintained. If funding were to decrease or be eliminated, that would be reevaluated and changes would be made.

RSVP of Daviess County has been managing volunteers, age 55 and older for 39 years. RSVP began as a small program of a local YMCA with a handful of volunteers. 25 years ago, the YMCA was struggling and said they would need to give up sponsorship of RSVP. Another sponsor could not be found. The then executive director and board of directors worked very hard to establish itself as a fully independent, self sponsored agency. We are a 501(c)3 non-profit tax exempt organization registered by the State of Indiana and the federal government. Over time, our agency has grown to what it is today, a vital part of the community 300 members strong. We offer our assistance to virtually all non-

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profit agencies, schools and governmental entities in the county. Some of our volunteers have been members for over 30 years.

The stations we will serve in the primary focus area of Healthy Futures are stations that we have worked with for many years. We have partnered with the local food pantries as long as they have been in existence. Volunteers worked offering companionship and transportation long before RSVP existed. Our local hospital and health department date back 100 years and were some of the first RSVP partners almost 40 years ago.

Measuring performance is not new to RSVP of Daviess County. To demonstrate performance to the Corporation, local funders, and the community, we have documented the fruits of our labor or more accurately, the labor of our volunteers. We have used surveys and other measurement tools to determine if a project should remain, or if it is time to let it go.

RSVP of Daviess County does not own property. We are fortunate that our offices and event space is an in-kind gift from local government. We do own a small van used for events and volunteer transportation. We have standard office equipment such as computers, a copy machine, desks and filing cabinets. Equipment and supplies are adequately addressed in the budget and are sufficient through careful and thoughtful stewardship of the funding. All opportunities for donations and in-kind are explored.

The governance structure is headed by the Board of Directors, who oversee all general operations, both fiscal and programmatic. The executive director reports to the board, the volunteer coordinator reports to the executive director. Internal policies exist for purchasing, evaluation, fringe benefits, privacy, conflict of interest, among others.

Board approval is needed for purchases over \$200. The executive director is responsible for expenditures under that amount, with review of all expenditures by two board members every two weeks. A written travel policy is in place for board members, staff and volunteers. The board of

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directors is responsible for the hiring and evaluation of the executive director. The executive director is responsible for the hiring and evaluation of the volunteer coordinator.

The board of directors also acts as the RSVP advisory council. They are a diverse blend of community members, volunteers, and professionals. In January of each year, the board addresses policies, procedures, and priorities at the annual meeting, with all board members given the opportunity for comment. When needed, they bring in outside entities for board development or training.

Federal funds have been received by RSVP of Daviess County for 39 years. In that time, there have been no audit findings or disciplinary actions. The current executive director attended the Financial and Grants Management Conference sponsored by CNCS in April of 2012. All efforts are made to remain in compliance with applicable laws, policies and procedures.

The non-federal share of funding in the RSVP budget is obtained by a wide variety of sources. Long time sources of matching funds come from the City of Washington, the Daviess County Commissioners, United Way of Daviess County, the Daviess County Community Foundation, and REMC. Each year we hold one major fundraiser to support our recognition banquet. Each year we meet or exceed our goal. We also apply for several foundation grants each year to raise funds for specific program activities.

Through careful stewardship we have gradually been able to build a cash reserve of non-federal funds equal to our current annual budget. In the event of loss of either the federal portion of our budget or a major non-federal source, we would be able to draw from our reserves to operate. If federal funding becomes unavailable, we will be able to remain an active volunteer agency for at least 4 to 7 years.

Other

N/A