

## PART I - FACE SHEET

<b>APPLICATION FOR FEDERAL ASSISTANCE</b>		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): 10/15/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 13SR143823	4. DATE RECEIVED BY FEDERAL AGENCY: 10/15/12	FEDERAL IDENTIFIER:														
<b>5. APPLICATION INFORMATION</b>																
LEGAL NAME: Experience, Inc. DUNS NUMBER: 173293572	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Susan C. Himes															
ADDRESS (give street address, city, state, zip code and county): 905 4th Ave Warren PA 16365 - 1802 County: Warren	TELEPHONE NUMBER: 814-723-7751 FAX NUMBER: 814-723-9690 INTERNET E-MAIL ADDRESS: rsvp@westpa.net															
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 251195283	7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Community-Based 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: <b>Corporation for National and Community Service</b>															
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002 10b. TITLE: Retired and Senior Volunteer Program	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: Warren/Forest County RSVP															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Warren and Forest Counties, PA	11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
13. PROPOSED PROJECT: START DATE: 07/01/13      END DATE: 06/30/16	14. CONGRESSIONAL DISTRICT OF:    a.Applicant <input type="text" value="PA 003"/> b.Program <input type="text" value="PA 003"/>															
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 style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; border: none;">a. FEDERAL</td> <td style="border: none; text-align: right;">\$ 54,747.00</td> </tr> <tr> <td style="border: none;">b. APPLICANT</td> <td style="border: none; text-align: right;">\$ 32,632.00</td> </tr> <tr> <td style="border: none;">c. STATE</td> <td style="border: none; text-align: right;">\$ 0.00</td> </tr> <tr> <td style="border: none;">d. LOCAL</td> <td style="border: none; text-align: right;">\$ 0.00</td> </tr> <tr> <td style="border: none;">e. OTHER</td> <td style="border: none; text-align: right;">\$ 32,632.00</td> </tr> <tr> <td style="border: none;">f. PROGRAM INCOME</td> <td style="border: none; text-align: right;">\$ 0.00</td> </tr> <tr> <td style="border: none;">g. TOTAL</td> <td style="border: none; text-align: right;">\$ 87,379.00</td> </tr> </table>	a. FEDERAL	\$ 54,747.00	b. APPLICANT	\$ 32,632.00	c. STATE	\$ 0.00	d. LOCAL	\$ 0.00	e. OTHER	\$ 32,632.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 87,379.00	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	\$ 54,747.00															
b. APPLICANT	\$ 32,632.00															
c. STATE	\$ 0.00															
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f. PROGRAM INCOME	\$ 0.00															
g. TOTAL	\$ 87,379.00															
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: Farley Wright	b. TITLE:	c. TELEPHONE NUMBER: (814) 723-3763														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/15/12														

# Narratives

## Executive Summary

By year three of this grant, at least 300 RSVP volunteers will have served over 4000 children, families, frail elderly, low-income, disabled, Veterans, as well as older adults. They will serve these people through access to care, companionship and respite, distribution of information, food collection and distribution, assisting VITA, garnering donations, community gardening, blood banks, disaster response, managing volunteers, therapeutic activities, making baby blankets, congregate meals and more through a network of 58 volunteer stations/placement sites throughout Warren and Forest Counties, PA., at non-profit health and human service agencies, community-building agencies, and Veterans agencies.

The primary focus area of this project is Healthy Futures. At the end of the 3 year performance period, over 90 RSVP volunteers will have assisted people in the focus area of Healthy Futures by: 46 RSVP volunteers working towards alleviating hunger and increasing food security for 900 residents by addressing Obesity and Food through food distribution, community gardening and education, which addresses the outcome of H12. At least 5 volunteers serving at least 100 clients to whom information on health insurance, health care access and health benefits programs is delivered will be addressed by increasing resident's Access to Care through gaining information on health insurance, access and benefits through the Apprise program. Additionally, 45 RSVP volunteers will enable at least 550 people to Age in Place by receiving independent living services, such as companionship and transportation services that allow them to live independently (Outcome H9).

Additionally, 500 Veterans and Military personnel and their families will be assisted by at least 31 volunteers through community support and companionship programs detailed in the work plans.

The CNCS federal investment of \$54,747 will be supplemented by more than \$32,632 in matching resources at the local level.

## Strengthening Communities

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Community that we serve - The mission of Experience, Inc's RSVP of Warren and Forest Counties, PA, program is directly aligned with that of the Corporation for National and Community Service in that we have worked for over 35 years to improve lives, strengthen communities, and foster civic participation through service and volunteering. Through our programs and activities, RSVP of Warren and Forest Counties has helped to engage thousands of citizens in meeting community and local challenges through service and volunteer action.

Warren and Forest Counties are nestled in the northwestern corner of Pennsylvania in the beautiful Allegheny Mountain region. Considered very rural, these two counties are comprised of small communities surrounded by forests and natural resources such as the Kinzua Reservoir, the Allegheny River corridor and a healthy lumber and oil industry. Much manufacturing has faded from the area, leaving many under or unemployed. The need for a vibrant network of volunteers to meet increasing community needs is vital, according to Experience, Inc. (who sponsors not only the RSVP program, but the Youth Volunteer Corps, the Area Agency on Aging, and the center services for Warren and Forest Counties), the United Fund of Warren County, the Alliance for a Better Community, the Veterans Affairs office, the Disabled American Veterans (DAV), and the Warren/Forest Eldercare Council, as they all report the expanding need in service provision to the public as we are experiencing a high unemployment rate, under-employed residents, more residents retiring without adequate incomes, more frail elderly residents needing assistance to age in place, and a need for Veterans services. The RSVP program of Warren and Forest Counties, sponsored by Experience, Inc, the local Area Agency on Aging, plays a large roll in meeting these needs, specifically through our Healthy Futures programming.

The following figures are based on the 2011 US Census Bureau's QuickFacts. Total Population of

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Warren and Forest Counties -- 47,553 Percentage of population over 65 years -- 17.5% Median percentage of population male -- 57.1 Median percentage of population female -- 42.9 Median percentage of population by race - White -- 89.7% Other - 10.3% Median household money income - \$35,216 (state level - \$48,562) Median persons below poverty -- 16.9 % (state median -- 11.6%) Persons with disabilities - 8,945 (19%) High school graduates - 84.8% Persons with higher education 14.2% (state median - 22.4%) Land area total square miles - 1311 Persons per square miles 36.3 There are no institutions of higher learning, but off-campus of several universities. There are two main school districts. High school drop-out rates and elementary, middle and high school academic rankings are all within the state norms.

Plans and infrastructure to manage RSVP volunteers and stations - Partnerships that affect local programming impact that RSVP has formed are: 58 volunteer stations that report to RSVP and are recognized yearly for their partnership (see List of Stations document); the Experience, Inc. board of directors, as well as the advisory council for our RSVP project; collaborating with the Allegheny Community Center; the Alliance for a Better Community collaborative council; the Warren/Forest Eldercare Council; excellent working relationships the Warren and Forest Counties Commissioners; as well as financial support from local foundations, businesses and the United Fund of Warren County. Through regular meetings with these community partners, our project is able to discern additional areas of high impact need, work together to design programs to help alleviate these needs and keep communication open to help to evaluate progress. Through these collaborative efforts, our partners will build public awareness of all volunteer services in the Primary Focus Area chosen, Healthy Futures, as Access to Care, Obesity and Food and Aging in Place are the priority of our sponsor and many of these partners.

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Capacity building of service programs within our community has been an on-going integral part of our program, and will continue to be stressed. We have a very active advisory council that takes leadership in promoting and implementing projects, as well as a effective multi -media plan that assists our program and our volunteer stations in the promotion of volunteer senior service for integration into the entire community. Monthly meetings and email correspondence with service programs are vital methods of communicating between RSVP and these programs, so that we are informed of their volunteer needs.

We have expanded service opportunities, focusing on national service key outcomes; built the capacity of individuals, nonprofits, and communities to succeed; and encouraged innovative approaches to solving problems. We plan to continue these efforts in the next three years through the work plans outlined in this application that will indeed strengthen our community through the Focus Areas listed below that are in alignment with the CNCS Strategic Plan.

Service Activities in the Primary Focus Area - While all the programs currently addressed by RSVP will continue to progress and expand, Healthy Futures will be the primary focus of the project in the coming years. The census data, reports of experts in their field, as well as survey data cited in this application all point to the need of over 90 RSVP volunteers assisting at least 1550 people in the focus area of Healthy Futures by:

H10. 900 individuals receiving emergency food from food banks, food pantries, or other nonprofit organizations will be addressed by RSVP alleviating hunger and increasing food security by addressing Obesity and Food through food distribution, community gardening and education, which addresses the outcome of H12, the number of individuals that reported increased food security of themselves and

## Narratives

their children (household food security) as a result of CNCS-supported services, through measurement tools. Low income families in Warren and Forest Counties, PA can secure emergency food at 3 pantries. At least 25 RSVP volunteers sort, pack and work at these stations on a weekly basis to supply over 700 residents of Warren and Forest Counties with food boxes once a month. Volunteers will work an average of 5 hours/month throughout the year at the food pantries. Initial training and orientation will be provided by the station managers, with RSVP providing annual volunteer recognition. At least 21 more RSVP volunteers will work throughout the year at the Allegheny Community Greenhouse, planting, maintaining and disbursing seedlings to be used in community gardens, one of which is located on the Allegheny Greenhouse property. Educational classes are taught by RSVP Master Gardener volunteers to educate the public about the benefits of fresh produce on a monthly basis. The greenhouse is also an Intergenerational learning center, as students from the Warren County School District's gifted program learn about horticulture, nutrition and marketing produce. These volunteers will work an average of 10 hours/month during the year and will serve at least 200 people annually. RSVP will provide initial training and orientation in partnership with the Master Gardeners and recognition for these volunteers.

H2. 100 clients to whom information on health insurance, health care access and health benefits programs is delivered will be addressed by increasing resident's Access to Care through gaining information on health insurance, access and benefits through the Apprise program, as measured by the output from activity logs. At least five (5) RSVP Apprise volunteers will provide free, confidential counseling to at least 100 clients in several convenient places in Warren and Forest Counties, PA, in the areas of Medicare, Medicaid, Medigap policies, QMB, SLMB and long-term care insurance by the third year of this grant. Counselors will keep regular weekly office hours in two locations in Warren County, working directly with clients in these offices, and will also do outreach to familiarize clients

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with the service throughout the year. Volunteers will also provide telephone assistance. Additionally, they will keep statistics on clients served in their Apprise Activity Log, which they will submit to the RSVP office on a monthly basis. These volunteers will work an average of 8 hours/month during the year. Initial training and orientation will be provided by the station managers. RSVP will provide annual volunteer recognition for these volunteers.

H8. 550 homebound OR older adults and individuals with disabilities receiving food, transportation, or other services that allow them to live independently, RSVP will enable more people to Age in Place by receiving independent living services, such as companionship and transportation services. The number of homebound OR older adults and individuals with disabilities who reported having increased social ties/perceived social support will be measured for this community need. At least 35 RSVP volunteers will make weekly (sometimes daily, if desired by the recipients) calls to home bound seniors from their homes or community centers to check on the senior's well-being and to engage in friendly conversation. Calls will typically last approximately 15 minutes. The RSVP volunteers will report any concerns to the AAA staff, including failure to answer the telephone. If a senior does not answer the phone, then a staff person will be responsible for contacting the senior's friend, neighbor, or relative (contact person on file), police or other social service agencies as needed. Volunteers will keep a daily log of calls made and issues encountered. AAA staff will contact the home bound seniors at least once every six months for quality assurance and to update emergency contact information. These volunteers will work an average of 8 hours/month during the year, and will benefit over 300 elderly consumers by the end of the third year of this grant. Initial training and orientation will be provided by the station manager. RSVP will provide volunteer recognition. At least 10 RSVP volunteers will serve as drivers and driver dispatchers for the Warren and Forest Counties, PA area at 2 stations, the Salvation Army and the DAV (Disabled Veterans Administration). RSVP volunteers

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servicing as dispatchers will take transportation requests Monday thru Friday for clients who are disabled and/or considered frail. The dispatchers then contact drivers, giving to them the necessary information for the transport. RSVP volunteer drivers will transport and escort the clients to doctor and hospital appointments and pharmacy visits. Drivers will provide door-to-door service, including a stop at a pharmacy if needed. This service will be offered 5 days a week throughout the program year. The Salvation Army and the DAV will provide criminal and safe driving background checks, as well as agency vehicles for volunteer drivers to utilize. These volunteers will work an average of 10 hours/month during the year and will have served over 250 of these clients by the end of the third year of the grant. Initial training and orientation will be provided by the station manager. RSVP will provide volunteer recognition.

Current and planned significant activities in serve to Veterans and military families - Currently, our transportation program provides Veterans a way to get to medical appointments locally as well as out of our counties. Without this service, these Vets would not have access to their appointments, so the service is of great benefit to them not only for their health, but for their peace of mind, knowing that they do not have to worry about transportation. The work plan for this service is not included under the Veterans and Military focus area, but in the Healthy Futures focus area in this grant application, because the service also reaches the general public. We also serve many Veterans through our VITA tax program, congregate meal programs, at Blood Drives and elsewhere, but we currently do not track the number of Veterans served. We plan to alter our data collection methods to track these Veterans. We plan to reach at least 500 Veterans and Military personnel and their families through the new service activity of at least 31 more volunteers offering companionship, recognition and socialization programming that we have outlined in our work plan under the focus area of Veterans and Military Personnel. This programming will help to alleviate loneliness for these Vets and Military personnel and

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their families, which is especially important in our area, as we are a very rural and many of these people do not have access to social and recognition events.

### Recruitment and Development

Recruitment and Development through capacity building are key elements that the Warren/Forest RSVP project is continuing to address for the next three years. We will attempt to:

Continue to assure a high quality experience for volunteers - We strive to provide high quality volunteer opportunities. Volunteer leadership and input has been and will continue to be encouraged. This allows volunteers to determine what activities provide the highest quality experience for them personally. Volunteers have been and will be included in the leadership and expansion of new and existing programs. Examples of this include volunteers sitting on the RSVP Advisory Council, where they have a leadership role and serve to share ideas for new programs. Evaluations are and will continue to be conducted annually in order to measure volunteers' preferences and effectiveness of our programs. Our evaluation form includes questions about new program ideas that volunteers may have as well as allowing them to indicate if they would like to serve in organizing them.

Training sessions for station supervisors and project staff to share needs and devise solutions to issues will be held on a monthly basis. Volunteer meetings will also be held for volunteers to share experiences and suggestions with one another and with RSVP staff. One program that requires extensive training is the VITA Tax program, where we bring in trainers from the Federal, State, and Local tax offices to provide the best possible training for our volunteers. Project staff will continue to attend trainings and in-service sessions held by the sponsoring agencies.

Recruiting a volunteer pool reflective of the local geographic communities that we serve - New

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recruitment strategies include using a new website and email blasts which is used to promote to anyone in our area 55 years and older to become a RSVP member. As our area is not diverse in race or ethnicity, we concentrate on recruiting members who are socially, economically, and geographically diverse. Increasing numbers of high impact volunteer placements, which are appealing to baby-boomers(which are a very diverse sector of our population) has been and will continue to be our focus. As we have so many volunteer stations throughout our two county region there is great diversity in the type of service activity that is offered to our members - there literally is something for everyone to choose from. Promotional literature, such as our monthly newsletter about the RSVP program will be made available to volunteers and stations throughout the area, and the project will continue to participate in health fairs, expos, and other promotional events, which continue to prove to be invaluable recruitment tools. We are fortunate to receive excellent PR for our project by our local media, which exposes all residents in our two-county region, regardless of their race, ethnicity, sexual orientation, and degree of English language proficiency, to the volunteer opportunities that we offer and reaches all sectors of our community (including people with disabilities, including those with age-related disabilities, Veterans and military family members).

Small, program-specific annual recognition events will be held for volunteers in the VITA tax, Allegheny Greenhouse and the Toy Shoppe programs, which are sponsored by our RSVP program. An annual Recognition Luncheon will continue to be held for all volunteers who volunteered at least thirty hours in the year. Additionally, we continue to nominate volunteers for the Senior Corps of PA's Director's Association's annual recognition awards.

The Project Director will maintain membership and participation in organizations such as the Senior Corps of PA Director's Association, where training, technical assistance and advice is often shared,

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which is very beneficial for keeping abreast of the latest tips for volunteer management. The long history that our Project has in our community and with our volunteer stations, as well as the good rapport that we have with our volunteers, helps us to retain our volunteers. Our annual recognition events are very successful and well attended.

### Program Management

#### Program Management

Plan and infrastructure to ensure management of volunteer stations in compliance with RSVP program regulations and applicable laws is structured accordingly, using the CNCS guideline's and our sponsor, Experience, Inc.'s guidelines for all programmatic and fiscal procedures. Experience, Inc. is uniquely suited to sponsoring the RSVP program, as they are engaged in providing needed services in the focus area of Healthy Futures, as senior citizens, particularly the frail elderly, is a focus area of those service activities. As a sponsor, Experience provides our project with contributions for our matching income requirements with fiscal over-site, contributions towards benefits, equipment purchases when needed, administrative over-site, excellent office space and access to the community centers for service programs. All RSVP programmatic and fiscal decisions are reviewed by the Experience administration and the Board of Directors.

Plan and infrastructure to develop capacity to recruit and manage volunteer stations that address specified unmet community needs outside the Primary Focus Area - We will continue to strive to provide high impact volunteer opportunities, as well as assuring a high quality experience for volunteers of RSVP of Warren & Forest Counties. Additionally, volunteer leadership and input will be encouraged. This process will allow volunteers to determine what activities provide the highest quality experience for them personally, which may fall out of our focus area of Healthy Futures. Volunteers

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will be included in the leadership and expansion of new and existing programs. Evaluations will be conducted regularly in order to measure program effectiveness. RSVP of Warren/Forest Counties also is committed to developing and managing volunteer stations and volunteer assignments. Project staff will work to maintain high levels of volunteer involvement in high impact programs in our focus area of Healthy Futures - Access to Care, Obesity and Food, and Aging in Place, as well as the other programs outlined in the work plans of this grant, such as the VITA tax assistance program, Blood Drive program, the Veterans program, our Toy Shoppe and Blankets for Babies program, to name a few - all of which are outside our Primary Focus Area of Healthy Futures. Project staff will continue to maintain close contact with station supervisors and with volunteers for these programs in order to ascertain the strengths and weaknesses of various volunteer assignments. Involvement with many community agencies alerts our project to addressing community needs as they arise.

Graduating volunteers - As many stations do provide services that are not aligned with our new program design, we will have to graduate volunteers. Volunteers associated with these stations, as we are an incumbent grant, will be provided other service opportunities through other service stations, or they may continue to volunteer outside of the RSVP program. The RSVP Advisory Council will work on plans for transforming stations that are volunteer stations into stations where our RSVP volunteers perform capacity building service activities such as recruiting and/or managing community volunteers. This would allow our Project the opportunity to provide service activity that supports a national performance measure (capacity building) even if the activity of the station does not otherwise support a national service measure. Transforming some of these RSVP volunteers into Community volunteers into the community and who are recruited and/or managed by the CNCS-supported organization or assigned national service participant(s) to offer time, knowledge, skills, and expertise for free to support the CNCS-supported program or organization. RSVP volunteers associated with a

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volunteer site in an incumbent grant could transition from being RSVP volunteers into community volunteers that were managed by RSVP volunteers who are performing a capacity building role.

Assuring National Performance Measure outcomes and outputs will be measured and collected - Project staff will assure improved project performance through accurate record keeping and continuing assessments. The Advisory Council will continue to conduct a high quality annual assessment of the project. Data collection methods will be periodically reviewed with site supervisors and project staff. Yearly surveys of volunteers and stations will aid in this process. Specific questions in the station surveys, volunteer surveys and logs and volunteer timesheets have been developed to help to determine performance measurements noted in our work plans. The RSVP staff and Advisory Council will continue ongoing, informal assessments through conversations with volunteers and site supervisors. Accurate reporting of data relating to measuring performance will be maintained. Our annual assessment provides us feedback for project evaluation to determine if we are reaching our goals and objectives for outcomes and outputs, as well as data generated from the RSVP Reporter software system.

Managing program resources, both financial and in-kind, - Project staff, volunteers, and station supervisors do an excellent job of data collection and recording of information on a monthly basis. Computer software used to manage data and create reports will be updated as needed. Project staff, site supervisors, and volunteers will work together to determine the most effective and efficient methods of information gathering and managing to meet the need of providing necessary information for the Corporation. Bi-annual station reviews are conducted to gather impact data for CNCS reports as well as programming evaluation. The project staff, sponsoring agency, and advisory council, will continue to work to increase financial and in-kind support from the community in order to maintain

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financial stability for the project. Staff will continue to request support from local businesses for special events. Ongoing fundraising events will be held throughout the year, as will requests for in-kind support from various local businesses for specific events and programs. Donations from community supporters of the project will also be encouraged. The Project Director will continue to make presentations to various foundations and funding groups throughout the region. Experience, Inc.'s fiscal department continues to comply with federal guidelines for transparent fiscal accountability.

### **Organizational Capability**

Plans and Infrastructure to provide sound programmatic and fiscal oversight - Organizational Capacity  
RSVP of Warren/Forest Counties operates within the guidelines of the Corporation for National and Community Service and the assistance and support of our sponsor, Experience, Inc. for over 35 years. Experience also provides over-site for our fiscal department, and administrative support for our staff. The Experience Board of Directors and the RSVP Advisory Council also assist our program with oversight and counsel for fiscal and programmatic decisions.

On a monthly basis, the Executive Director and the Project Director meet with the Experience board of Directors as well as the RSVP Advisory Council to discuss programmatic and fiscal oversight of the Project, day-to-day operations, data collection as well as internal policies. Overall goals are analyzed and opportunities as well as challenges are discussed. This allows the Project to track progress and to address challenges, to mitigate them before they become major issues. All volunteer stations are assessed at the end of each year to record accomplishments and the impact that the volunteers are having on the community. In the annual station surveys, stations are asked if they are reaching their performance measurement outcome goals, any community needs that are not being addressed that RSVP could assist them with. Monthly volunteer time sheets are gathered from stations and are recorded into the Volunteer Reporter database, which is used to generate reports to CNCS and to

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measure performance measurement outcomes for goals.

The fiscal controls of the agency are administered by a central unit utilizing an automated financial accounting and reporting system. Experience, Inc.'s fiscal director and Executive Director work with the Project director to make decisions on expenditures, fundraising and grant applications based on program objectives. The fiscal director monitors expenses according to funding source regulations, accepted principles of accounting, planned expenditure patterns, and availability of cash resources. The automated financial system provides monthly printouts of revenue and expense statements, general ledgers, trail balances, and balance sheets to program directors and finance staff for review. The finance staff meets monthly to review this information, discuss problems, and formulate action plans for budget matters. All financial reports are reviewed by the Executive Director and the governing Board of Directors on a monthly basis. Certified Public Accountants are contracted to perform the agency's single audit and other program audits according to funding source requirements, timetables, and the Experience, Inc.'s Board's directions. The audits are reviewed by the Board's Executive Committee, with findings (if applicable) reported to the Board. The RSVP director secures in-kind resources. MOU agreements with volunteer stations include in-kind resources at times. In-kind support also comes from Experience, Inc., sponsorship of the Project for space, telephones, supplies and more. Other sources of match for the Project include local donations, fundraisers and other grant allocations.

Staff positions - The Project Director has 18 years experience working with federal grants and volunteer programs (15 of these years has been spent directing volunteer programs, the Youth Volunteer Corps and the RSVP program of Warren and Forest Counties). The Project Director's position is sustained through the CNCS grant awards, the matching income comes from the United

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Fund of Warren County, Experience, Inc., our sponsor as well as community support through donations. The RSVP Toy Shoppe, the Allegheny Community Greenhouse and VITA programs run with volunteer site coordinators. These programs run proficiently and productively under the director's supervision. The director is responsible for collaborating with community partners; identifying with these partners our community needs; promoting the volunteer opportunities that address these needs throughout our area; recruiting and placing, retaining, and recognizing volunteers to meet these needs; working with our sponsor, Experience, Inc.'s board of directors and the RSVP Advisory Council; maintain accurate records and data collection practices; as well as implementing special service projects throughout the year.\*See the Organizational Flow Chart and RSVP Director's Job Description documents that are on file with the PA State office for complete details on the structure of Experience, Inc.

Organization's track record in Primary Focus Area, etc - For over 35 years the RSVP of Warren and Forest Counties has been meeting our community's needs in the focus area of Healthy Futures. During this time, our volunteers have been providing transportation for Veterans, frail elderly and low-income residents; providing companionship for the frail elderly and Veterans; Apprise counseling for medical information for senior citizens; working in food pantries to provide food security to low-income families, senior citizens and the frail elderly; and just recently, operating our new greenhouse to provide community gardening opportunities and education. We have succeeded in being awarded many grants outside of CNCS for growing our volunteer program to meet community needs. We have won several awards for volunteer excellence, an example would be the award from the IRS for our excellent VITA tax program.

Strong organizational infrastructure - 1) tangible assets for our RSVP program include the use of two

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buildings on the Warren State Hospital grounds for our Toy Shoppe and our Allegheny Community Greenhouse. We own all of the equipment and supplies in each facility that allows volunteers to operate the programs successfully. Other supplies would include laptops (6) used for our VITA tax program and other office supplies, such as desks and chairs, for office work. 2) Governance and operations are under our sponsor Experience, Inc's guidance as well as policies set forth by CNCS for programs. Internal policies are followed according to Experience, Inc's Personnel Policy handbook, as well as those set by our fiscal and administrative offices, which follow federal guidelines for non-profit management. Purchase orders are used for any purchase, which are reviewed by the fiscal officer and the Executive Director. Personnel management falls under Experience's Human Resource department. 3) Roll of a community participation group - our RSVP project has a very active Advisory Council, which is comprised of a diverse group of community members. We meet monthly to plan, review and recommend programmatic matters. 4) The existence of robust management systems and past experience managing federal grant funds. Our RSVP project is audited with our sponsor, Experience, Inc's annual audit, which is then presented to the Board of Director's for review, as outlined above. As we have been a CNCS project for many, many years, we have followed the grants management systems set by the Corporation without fail. We are extremely experienced in managing these federal funds and we have been very successful in obtaining matching funds through other grant sources throughout the years.

How our organization will sustain our proposed required non-federal share of funding - As we have been a United Fund of Warren County member agency for over 20 years, we are confident that we will maintain our annual income through that source. Our sponsor, Experience, Inc., while going through significant reduction in income due changes in the Aging programs across the state, is committed to meeting the requirements necessary to fund our RSVP program, as they see volunteers

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playing an even more significant role in our community with the needs that they can meet with the coming of the baby-boomer generation. Their contribution towards staff benefits, fiscal support, office space, telephone, and supplies will continue to meet our matching income requirements for our project.

### **Other**

n/a

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

n/a