

## 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): 10/17/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 13SR143853	4. DATE RECEIVED BY FEDERAL AGENCY: 10/17/12	FEDERAL IDENTIFIER:														
<b>5. APPLICATION INFORMATION</b>																
LEGAL NAME: Willoughby Eastlake School District DUNS NUMBER: 077768398	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Cristen S. Kane TELEPHONE NUMBER: (440) 269-3015 4130 FAX NUMBER: (440) 975-3741 INTERNET E-MAIL ADDRESS: Cristen.Kane@WESchools.org															
ADDRESS (give street address, city, state, zip code and county): 37047 Ridge Rd Willoughby OH 44094 - 4130 County: Lake																
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 346003081	7. TYPE OF APPLICANT: 7a. Local Government - Municipal 7b. School (K-12) Local Affiliate of National Organization Local Education Agency Volunteer Management Organization															
8. TYPE OF APPLICATION (Check appropriate box). <input checked="" type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION      B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below):	9. NAME OF FEDERAL AGENCY: <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: Lake County RSVP 11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Opportunity Number: OHIO #14 Lake County, Ohio including the municipalities of Madison, Perry, Painesville, Lero																
13. PROPOSED PROJECT: START DATE: 04/01/13      END DATE: 03/31/16	14. CONGRESSIONAL DISTRICT OF:    a.Applicant <input type="text" value="OH014"/> b.Program <input type="text" value="OH014"/>															
15. ESTIMATED FUNDING: Year #: 1	16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS? <input type="checkbox"/> YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON: DATE: <input checked="" type="checkbox"/> NO. PROGRAM IS NOT COVERED BY E.O. 12372															
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">a. FEDERAL</td> <td style="text-align: right;">\$ 45,339.00</td> </tr> <tr> <td>b. APPLICANT</td> <td style="text-align: right;">\$ 120,474.00</td> </tr> <tr> <td>c. STATE</td> <td style="text-align: right;">\$ 3,800.00</td> </tr> <tr> <td>d. LOCAL</td> <td style="text-align: right;">\$ 116,674.00</td> </tr> <tr> <td>e. OTHER</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>f. PROGRAM INCOME</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>g. TOTAL</td> <td style="text-align: right;">\$ 165,813.00</td> </tr> </table>	a. FEDERAL	\$ 45,339.00	b. APPLICANT	\$ 120,474.00	c. STATE	\$ 3,800.00	d. LOCAL	\$ 116,674.00	e. OTHER	\$ 0.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 165,813.00	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	\$ 45,339.00															
b. APPLICANT	\$ 120,474.00															
c. STATE	\$ 3,800.00															
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f. PROGRAM INCOME	\$ 0.00															
g. TOTAL	\$ 165,813.00															
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: Cristen S. Kane	b. TITLE:	c. TELEPHONE NUMBER: (440) 269-3015 4130														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/17/12														

## **Narratives**

### **Executive Summary**

An estimated 542 RSVP of Lake County volunteers will serve the Lake County, Ohio area. They will assist with aging in place, obesity and food, access to care, K-12 success through tutoring and academic engagement, disaster preparedness, supporting veterans and military families and garnering donations and several community-oriented support activities through a network of over 70 volunteer sites. A sample of the sites included are; Council on Aging Meals on Wheels, NE Ohio Drug Repository, Hospice of the Western Reserve, several public school districts, Medicare Hotline, General Health District, Lake County Emergency Management Agency, several local food banks, Pathways Mental Health, Ombudsman, Free Clinic, Veterans associations, American Red Cross, Victim's Assistance hotline, Probate Guardianship, Faith in Action friendly visiting and grocery shopping, and many more that are listed in the volunteer station roster. The primary focus area of this project is Healthy Futures. At the end of the 12-month performance period 45 students will have improved academic performance in literacy or math, 4 teachers will report improved student academic engagement, 335 homebound seniors will report having increased social support, and 240 individuals will report increased food security. The CNCS federal investment of \$45,339 will be supplemented by \$123,800 state and local resources.

### **Strengthening Communities**

RSVP of Lake County (RSVP) is pleased to report that it is approaching 40 years of service to the citizens of Lake County. Throughout these nearly 40 years, RSVP's commitment to the community and guiding principles have remained steadfast. RSVP works to meet community need as well as civically engage Lake County citizens 55 years of age or older, with a meaningful volunteer experience. Also, during this time, RSVP staff and volunteers have gained the confidence and respect of the Lake County citizens for which RSVP is recognized as a valuable community resource. RSVP has worked to meet and exceed the standards set forth by Corporation for National and

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Community Service (CNCS) regarding long standing volunteer stations. RSVP has set forth the expressed outcome of meeting community need through senior volunteers; however, it is also a well-known fact that seniors who are civically engaged and active can live longer and healthier lives as well as become energized by life-long learning. As reported in Former Ohio Governor Strickland's "Senior Civic Engagement Initiative" engaged seniors can use up to \$2000 less per year in Medicare benefits. These are the motivating factors for RSVP to work with community leaders and help the Lake County Commissioners develop a Senior Community Volunteer Program. The program is scheduled to begin April 2013. It will enable RSVP to graduate several long-term stations while allowing these services that are so integral to the community to continue without interruption. It will also keep dedicated volunteers contributing to an organization where they have achieved success and to which they have become acquainted. Additionally, this new Senior Community Volunteer Program will increase RSVP's capacity to meet the growing and diverse community need through development of new stations as well as foster recruitment of more volunteers.

It is the plan for RSVP to address Healthy Futures as the primary focus area and continue to address focus areas Education, Veterans/Military Families, capacity building and Disaster services.

Lake County is located in the Northeast Region of Ohio and is the smallest county geographically, however, it ranks 11th in population. The most unique feature about Lake County is the 31 miles of Lake Erie shoreline, a feature welcomed by boaters, fisherman and outdoor enthusiasts. Lake County is part of the Cleveland-Elyria-Mentor metropolitan area which situates its residents within 20 miles of the world-class business, medical, educational, cultural, and recreational services and opportunities offered in greater Cleveland.

The median household income for Lake County in 2010 was \$54,896 compared to the Ohio State average of \$47,358 (U.S. Census Bureau: State and County QuickFacts 2010). There is a reported 8.1% of the population living below the poverty level compared to the Ohio State average of 14.2% (U.S.

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Census Bureau: State and County QuickFacts 2010).

Racially, Lake County is 93.7 percent Caucasian, which is not representative of a very diverse population (U.S. Census Bureau: State and County Quickfacts 2010). Our experience has shown us that given the fact that Lake County is neither as racially, nor economically diverse, as other counties in Ohio, generating diversity among the RSVP volunteers continues to present a challenge. Currently, the RSVP volunteer corps is 77% women and the average age of our volunteers is 76. As the pool of prospective volunteers increases, RSVP of Lake County will continue working to recruit a more diverse population of volunteers.

To ensure that RSVP of Lake County successfully adapts the federal program to the needs of Lake County, Ohio, our program relies on participation of the eight-member RSVP Advisory Council that represents volunteers, local agencies, our sponsor, and community businesses. The RSVP Director serves as the Lake County Citizen Corps Director and Public Inquiry Manager at the Lake County Emergency Management Agency, which helps secure input from public safety forces and disaster response agencies. As past president of the Forum for Volunteer Administrators group in the Cleveland area, the RSVP Director is able to remain current with issues facing volunteers and non-profit agencies in Northeast, Ohio. The RSVP Director's participation on the 2-1-1 Advisory Council promotes input from the United Way of Lake County, as well as other health and human services agencies serving Lake County residents. It also offers a greater perspective on any immediate needs facing Lake County citizens by monitoring the types of calls 2-1-1 operators are receiving.

Because there is no longer a comprehensive community needs assessment conducted in Lake County, RSVP has collected service plans, conducted interviews and held meetings with numerous agencies providing services in the Lake County community, in order to help identify key service needs, (to include: Lake county General Health District, Lake County Council on Aging, Cleveland State University-Maxine Levin Center, Lake County ADAMHS Board, Lake County Job & Family Services,

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Beacon Health , Lake County Veterans Program, Lake County Planning Commission, Lake County United Way, Lake Erie College, Lakeland Community College, United Way of Lake County, Lake County Educational Service Center, Project Hope and Western Reserve Area Agency on Aging) Local resources are rationed to provide necessary service, the needs are forecast, most often, based on previous years' service counts. RSVP relies heavily on the feedback from our partner agencies and volunteers. It is with their help RSVP of Lake County has been able to better align the need for volunteers with identified community needs.

(Q1) RSVP of Lake County serves a population of 230,041 people in a 228 square mile area. A developing challenge is serving the rapidly growing senior population. There is approximately 16.3 percent of the population (36,891 people) 65 years of age or older. Looking to the very near future, Lake County is currently estimated to have 19.6 percent of its population that is (45, 023 people) 62 and older (U.S. Census Bureau: State and County QuickFacts 2010). This represents one fifth of Lake County's population at or near 65 years old. Additionally, there are approximately 10,000 Lake County citizens age 65 years and older living alone (American Community Survey 2010). Local governmental leaders have taken notice of the growing senior population and established a Lake County Senior Advisory Panel, of which RSVP is a key contributor.

RSVP is directing its energy towards the Primary Focus Area of Healthy Futures; aging in place, obesity and food and access to care. As the demographics demonstrate, Lake County agencies are witnessing a growing need to provide basic services to seniors. Last year, RSVP assisted with the delivery of over 139,000 Meals on Wheels to approximately 900 frail homebound seniors (Lake County Council on Aging 2011). Lake County Job & Family Services reports that as of August 2012, there were 381 referrals in Lake County of abuse/neglect of seniors, most of which were self-neglect. RSVP volunteers, while delivering meals, also serve as "eyes and ears" for the safety of the seniors and report to the caseworkers, should there be an incident. RSVP works with the Lake County Council on

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Aging to secure the right volunteer match to become "Friendly Visitors". These visitors help keep the seniors safe, socially engaged and current with local events.

During August 2012, there were 22,813 people receiving food assistance (food stamps) over 2100 were seniors (Lake County Dept. of Job & Family Services). RSVP helps educate seniors on the best use of their limited resources. RSVP volunteers work with several local food banks, for both food collection and distribution to help insure that citizens are not going hungry.

Growing old is not for the faint of heart, understanding what is required and how to access benefits is a staple service. RSVP works with community agencies to assist seniors with basic information about health care especially Medicare during open enrollment as well as services in the community that are either a public benefit or service on a sliding fee scale.

(Q2) RSVP of Lake County has developed a successful system to manage stations and volunteers. RSVP interviews every potential station to make certain they are an appropriate use of RSVP volunteers and consistent with the focus areas outlined in the RSVP grant. A memorandum of understanding is completed identifying respective responsibilities of both RSVP and the station. RSVP expects feedback on the volunteers placed with them and is in routine contact with stations should their need for volunteers grow. RSVP treats volunteers in a similar manner. One on one interviews are held with each prospective volunteer to identify the best possible placement considering the individuals capabilities, interests and available volunteer time. Each volunteer must attend an RSVP volunteer orientation, where they have the opportunity to ask questions and fully understand the commitment they are making. RSVP's established community visibility and open channels of communication has fostered a community confidence in RSVP's ability to address identified needs in the primary focus area of healthy futures. Community agencies, stations and RSVP volunteers continually share information with the RSVP Director to include possible new stations and/or volunteer opportunities.

(Q3)As more of the Lake County population reaches 65 years of age the need for assistance in

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accessing and understanding healthcare benefits have increased. Lake County Job & Family Services reports that in August of 2012 there were over 2600 seniors eligible for Medicaid and 22,000 receiving food assistance of which 2100 were seniors. In 2011, RSVP helped the Lake County Council on Aging with volunteers who were able to aide 659 seniors with Medicare Counseling and helped 531seniors complete Public Benefit applications. RSVP's recruiting and training volunteers to assist the Lake County Council on Aging with benefit access counseling for seniors, demonstrated need as well as enabled seniors to live independently as a result of these life sustaining services. RSVP has been a welcome partner in the "Northeast Ohio Drug Repository". It is an organization that collects unused drugs to distribute to residents at low cost. Last year the NE Ohio Drug Repository served over 100 people. RSVP identifies volunteers to help this organization inventory and distribute these drugs safely.

Data supports that RSVP volunteers have had a major impact delivering meals to 900 homebound frail elderly; assisting with over 500 hours of Friendly Visitors and offered over 1100 hours of grocery shopping. These seniors would not be able to live safely, independently or enjoy a basic quality of life without these services.

(Q4) The agencies that use RSVP volunteers project need for services using historical data of services provided during the previous year. The Healthy Futures of aging in place, obesity and food and access to care are in demand in order to keep seniors and disabled individuals safe, independent and receiving the benefits for which they are eligible. Funds that support agencies are restricted and/or shrinking while costs to provide services are increasing. This creates a greater dependence on RSVP volunteers, as they fill an integral role in the delivery of services. These roles are important and offer a meaningful experience for the volunteer and life changing experience for the person served. RSVP volunteers help deliver hot nutritious meals 5 days a week to homebound seniors , offer companionship to the homebound, offer grocery shopping services to keep homebound seniors independent, staff food banks

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by taking on responsibilities such as collecting food for the pantries, distributing the food as well as helping with overall food bank operations. RSVP volunteers participate in training sessions so that they can counsel people on Medicare and other public benefits. Volunteers staff mental health hotlines, the Northeast Ohio Drug Repository operations, Free Clinic and have even helped with the Probate Guardian program which is projecting the need for 100 guardian volunteers in 2013 Beacon Health.

During the three years of this grant, RSVP expects increased demand for the planned volunteer activities as well as opportunities for volunteers to make an even greater impact in the Lake County Community. The RSVP Director will be actively involved in seamlessly graduating of volunteer stations and migrating those long term volunteers to the newly created Senior Volunteer Program as instructed by CNCS, while working to foster new stations and recruit new volunteers to serve in critical healthy future volunteer opportunities.

In anticipation of a growing senior population, RSVP plans to work with partner agencies to develop efficient and additional methods to reach more individuals with Medicare and benefits access. The Probate Guardian program has discussed with RSVP how they can assist with increasing the number of people served. The Northeast Ohio Drug Repository is in its infant stage, but with the help of RSVP it will be able to reach greater numbers of individuals who will benefit with safe lost cost prescription drugs.

Lake County's homeless shelter, Project Hope has sadly experienced an increase in the number of homeless families with minor children. To date, over 70 families have used the services of Project Hope. Discussion is in the early stages with RSVP to use qualified volunteers in a new community collaborative "Families Moving Forward" which will assist homeless families.

RSVP will continue its support for the frail homebound elderly, with volunteers to deliver meals. Last year over 139,000 meals (900 individuals) were delivered and if resources for meals permit, that

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number will grow annually. The Meals on Wheels program enables homebound seniors maintain well-being and independence through acceptable nutrition. These volunteer drivers also provide a modest "gatekeeper" effect offering "eyes & ears" on a daily basis to the homebound seniors. The Council on Aging reported several incidents where the drivers literally saved a life. The volunteers are a "social" contact for these seniors which has been shown to improve an individual's quality of life (Glass et.al., 1999). Not be understated, RSVP volunteers also help pack the meals for delivery, which allows the nutrition sites keep to the strict time schedule.

(Q5) For several years, RSVP of Lake County has been reaching out to the Veterans' service agencies in Lake County to determine how and where RSVP volunteers can be of the most benefit to our over 19,000 veterans. RSVP will be respectful of our veterans, not to assume they need service, yet it is our plan to be responsive and assist those organizations that offer services to veterans with well vetted, qualified volunteers. We plan to expand our efforts by approaching the veteran services at the two institutions of higher education within Lake County in order to determine a role for RSVP volunteers in the veterans educational pursuits. Additionally RSVP will lead the discussion with partner agencies to make certain that, accessing benefits and food security extends to our veterans. It is the intention of RSVP to make an impact for the veterans of Lake County.

### **Recruitment and Development**

(Q6) RSVP of Lake County is entering its 40th year of service to the Lake County community, it is recognized as a valued resource and well-known for its ability to help organizations secure qualified volunteers. It is an integral part of RSVP's policies and procedures to assure a comprehensive evaluation/assessment of programming and stations is completed annually. The review includes follow up on the number of Volunteer Stations, active and discontinued; making certain the description and location of Volunteer Stations is current and up to date; the number of new volunteers; demographics and background of all Volunteers; number of volunteers placed in new

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positions; number of volunteers joining that already volunteer and a review of actual volunteer job descriptions.

RSVP considers two equally important goals which are inherent in RSVP volunteer recruitment, training, and placement as well as in ascertaining the distinct needs of each agency. First, is to ensure that the need of the agency is met so that they can fulfill their mission; meeting a community need. The second goal is to assure, that the volunteer has a rewarding experience at the agency using their talent, further developing greater skills, enhancing the probability that he or she will continue to volunteer.

We will accomplish this by ensuring a good match between agency and volunteer using a time-tested process. We conduct an in-person pre-assessment of the volunteer's demographics, background, skills and interests so that a match consistent with their abilities and our volunteer station's needs. During this assessment, volunteers are encouraged to openly express what they like and don't like to do. Volunteers are then typically given two or three different options for volunteer placement and are encouraged to "interview" at each of those agencies to make certain it is right for them before committing. Volunteer coordinators at the agencies are in turn requested to interview each volunteer carefully, and to notify RSVP if it is not a good fit. Should it not be a good fit, RSVP staff will then call the volunteer to offer other opportunities. Volunteers are also encouraged to try something new beyond what they may have had as a career or previous volunteer experiences, as it fosters engagement and life-long learning. Through this very careful placement process, RSVP Lake County volunteer retention rate is excellent and placement issues are negligible.

To ensure that the volunteers are being placed at agencies that are appropriate volunteer sites, we conduct an on-site visit for every new Memorandum of Understanding (MOU) completed. Stations are asked to complete a Station Information Sheet and a Volunteer Description Form, as well as an accessibility survey, in addition to the MOU paperwork. During the on-site visit the RSVP director

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discusses the many facets and benefits RSVP provides to the volunteer as well as the agency. The volunteer descriptions are discussed in length at this time and often new job descriptions are added after input from the RSVP director. This personal on-site visit gives the RSVP director the opportunity to provide volunteer management technical assistance and engage the coordinator in upcoming professional development.

In order to regularly communicate current volunteer requests from stations, the RSVP Director creates a printed communication titled "The VOLUNTEER WANT ADS". The VOLUNTEER WANT ADS are a compilation of current and new volunteer opportunities in the form of newspaper classified advertising section. The titles for each volunteer opportunity are planned to be creative and entertaining. Updated and mailed every quarter, the WANT ADS are always posted on the RSVP Lake County website. The WANT ADS are distributed at the Annual Recognition Luncheon and in each of the three newsletters. Each year RSVP receives a number of responses to this WANT AD, almost immediately. This allows volunteers to embark upon the newest opportunities offered by RSVP agencies. Lake County seniors are familiar with the WANT ADS, with its easy access, making it a very effective tool for recruiting new volunteers.

RSVP of Lake County will continue to recruit non-profit organizations that fulfill a community need. We do this with the assistance of referrals from RSVP members, the Advisory Council and agency-to-agency referrals. Faith-based organizations and veterans will be two target areas of recruitment of both volunteers and volunteer stations.

(Q7)RSVP of Lake County clearly identifies the responsibility of Volunteer stations to provide necessary training for the volunteer position in the Memorandum of Understanding (MOU). Before volunteers participate at a Volunteer Station the agency MOU is closely reviewed. The RSVP Director devotes as a segment of the volunteer station recruitment process to the position description which helps to identify skill requirements and training needs. Additionally, RSVP works with agencies on

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volunteer orientation. This provides a comfort level to seasoned and new recruits alike.

The RSVP director is a board member of the Forum for Volunteer Administrators , an active member of the Ohio RSVP Director's Association and numerous Lake County organizations serving the community, to include: Lake Hospital Systems Senior Panel, Lake County Senior Coalition and Lake County General Health District's-- Community Health Improvement Plan 2011-2015, Lake County Citizen Corps Council. These connections along with the several community partners keep new leadership and professional development opportunities evolving regularly. RSVP anticipates that as the new Lake County Senior Volunteer program develops more formal training for volunteers will be made available through Lakeland Community College.

Additionally, project staff and RSVP volunteer station coordinators are invited to participate and attend local volunteer management/non-profit seminars offered by: Case Western Reserve Mandel School of Non-profits, The Forum for Volunteer Administrators (FVA) , Lakeland Community College Center for Nonprofit Leadership workshops and the local American Red Cross and Emergency Management Agency offer a wide-variety of safety in the workplace and business continuity learning opportunities.

(Q8) RSVP continues to use RSVP WANT ADS, the quarterly newsletter, birthday cards and updated website to actively recruit new volunteers. RSVP Lake County will work to recruit volunteers with disabilities, including individuals with age-related disabilities. RSVP plans to enhance trained "RSVP Ambassadors" who have been so helpful during the last few years to become participants in an RSVP Speakers Bureau. Because these Ambassadors are RSVP Members, they will help promote RSVP to their peers as well as to the public at large. They will be retrained with 3 hours on RSVP generalities, a current RSVP PowerPoint presentation and general recruitment strategies. Ambassadors will also be conversant with RSVP policies and procedures which are in place to make certain prospective volunteers, even those with disabilities, are aware that accommodations such as special transportation

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and station accessibility are in place. Additionally RSVP maintains a list of trainings/workshops should member agencies to want attend. When training is complete, RSVP will deploy these Ambassadors into the community, sometimes along with the RSVP Director, to personally address the benefits to the community and to themselves when you become a volunteer. RSVP will develop a more proactive plan to target organizations such as Leadership Lake County, Veterans of Lake County, Latino and other ethnic church groups as well as senior centers to secure the opportunity to speak to them and create a greater awareness about RSVP, volunteering and how they can give back to their community. Often we hear, people want to help but they do not know where or how to start. Our plan is to educate on a grassroots level.

RSVP Lake County also encourages agencies to offer project-based volunteer opportunities that would enable volunteers to work for an established period of time on a specific short-term project or task.

This "project" format is often attractive to individuals who may have restrictions or limitations. Once the project is complete, the volunteer could move on, or continue in a different role with the agency.

RSVP of Lake County will continue to post all WANT AD information on the RSVP website so that new recruits can see a sample of what volunteer opportunities are available. Routinely, RSVP emails new volunteer positions to members. These organizations enable RSVP to recruit new volunteers and expand the knowledge of the program to new people. RSVP of Lake County continues to recognize that the volunteer-to-volunteer referral is the most successful way to gain new volunteers.

(Q9) RSVP hosts an Annual Volunteer Recognition event at a local party center. The 2012 Recognition Event welcomed over 64 new volunteers and gave thanks to 115 volunteers for service ranging from 5 to 25 years. The average attendance of this event is over 500 people. Our community partners, volunteers, station representatives, sponsor representatives and community leaders attend to give well deserved recognition to the volunteers who are so important to Lake County community. Yearly and hourly awards are presented and announced in an event program. Local and State elected

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officials attend to give recognition to the many accomplishments of the RSVP volunteers with certificates of gratitude and congratulations. Community businesses also participate to show their appreciation.

In the Summer Issue of the newsletter mailed to stations and RSVP members, both are asked to nominate for the two special awards; the Outstanding Volunteer Station and the Volunteer Quality Service Award. This gives station coordinators an opportunity to reflect on the contribution of RSVP volunteers to their organization and to demonstrate their appreciation for their service. Likewise, the volunteers reflect upon their volunteer service and the enrichment they personally receive by giving back to their community. The selected honorees are given special recognition at the Annual Recognition Event. Volunteering sparks an interest and knowledge about your community that fosters pride...in ones self and the community where you live.

### Program Management

(Q11)RSVP has enjoyed success because it has always held its strict policies and procedures constant. Volunteers and volunteer stations are acutely aware of RSVP requirements and expectations. RSVP continues to make open communication with volunteers, volunteer coordinators and volunteer stations paramount. Nothing is assumed nor taken for granted. On-site visits with volunteer coordinators not only encourage creative thinking about the possibilities for new even more challenging roles for volunteers, but it also a time to review to make certain the General Provisions of RSVP for Staff & Volunteer Stations are being met. At no time, do our RSVP partners engage in CNCS prohibited activities.

RSVP conducts a volunteer assessment every three years via the volunteer recognition event and summer newsletter. This survey provides RSVP with new perspectives and ideas from the volunteers, and feedback on whether RSVP is meeting their needs as a placement agency. Annually, the RSVP director asks the advisory council and sponsor staff to complete an annual assessment of the

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organization.

In addition to the external assessments, RSVP staff meets quarterly to discuss operational goals and specific objectives. Before the first quarter's meeting, the director establishes three or four yearlong goals to improve programming and address the needs of volunteers, stations and the community at large. During the meeting, the RSVP staff may review compliance issues that need updating, discuss changes in current policies, and identify new policies to be added. After this meeting, resulting information is shared with the advisory council and they are able to share their thoughts and ideas as well.

RSVP's presence in the community enables it to make important local connections and gather feedback on project accomplishments, especially information on the impact of RSVP volunteer service in the community and relative to the clients of the stations associated with RSVP.

RSVP uses Volunteer Reporter software to manage all of the volunteer agencies and associated data.

We use Microsoft Office Suite for compiling reports and file management. By using Volunteer Reporter we are able to filter specific reports in the format requested by the Corporation for National and Community Service. Filters can be focused on any portion of the data input into the database.

For example, we can find the average age of an RSVP volunteer, or the percentage of female volunteers serving in an impact assignment. Each new volunteer enrollment form and Memorandum of Understanding is entered into Volunteer Reporter for data tracking. Paper files are also kept secure, in locked cabinets, enabling staff to keep newsletter and newspaper articles and annual reports.

(Q12) RSVP plans to address education, disaster services, capacity building and Veterans/military families outside the primary focus area, due to volunteer interest and expressed community need in those areas.

Education: In Lake County, there are 26,126 students in grades K-8 and 11,798 students in grades 9-12. The economic downturn and new state policies regarding school funding have placed demands on

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local school systems and families alike. RSVP of Lake County has developed strong ties to the Willoughby-Eastlake School District and the Painesville City School District as well as the Lake Academy Alternative High School. All of these districts have welcomed RSVP volunteers for tutoring math and literacy skills as well as the BABES Puppet program. RSVP volunteers who present the BABES program are well accepted by students and school officials alike, as they offer support to students in a non-threatening form of entertainment with a strong message of character, personal decision making and important information about drug and alcohol use. The BABES Puppet program reinforces the importance of self-esteem, right vs. wrong to students at an age when they are accepting and impressionable.

Tutoring math and literacy is a very successful RSVP station program. Results are well documented that students who receive the tutoring perform better in school. The school budgets do not permit hiring staff, therefore RSVP volunteer participation is welcomed. Both of these RSVP education focus areas are aligned with the values set forth by the Search Institute, student support from the community for greater success.

RSVP of Lake County has a well-established infrastructure protocol with Willoughby-Eastlake and Painesville City Schools as well as the Lake Academy. The BABES RSVP station will initiate contact with elementary school staff to schedule times for the BABES sessions. RSVP will also continue the successful protocol, whereby teachers identify students who would most benefit from the individualized help of an RSVP tutor. The station contact will advise RSVP so that RSVP volunteers can be notified.

(q12) Veterans: RSVP has been in communication with various organizations throughout Lake County which serve veterans, to include Lake County Veterans Services, Lake Erie college and Lakeland Community College. There are over 19,000 veterans living in Lake County (ACS 2012). Although RSVP does not have data, it is frequently reported that many of the recent veterans may

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have temporary or sometimes permanent disabilities. RSVP is working to develop additional partnerships to assist those veterans service agencies make use of qualified volunteers to help provide services. As well, help veterans who are seeking volunteer opportunities their community.

Lake County is privileged to have two institutions of higher education within its borders, LEC and LCC. Both of these colleges offer services to veterans. RSVP is working to develop a relationship with these college veterans groups to assist veterans succeed in their education pursuits.

(Q12) Disaster Preparedness: Lake County is home to the Perry Nuclear Power Plant (PNPP). Before PNPP came online, a county wide disaster plan was put in place to deal with a plant event. Lake County also has two freeways and two railroads that run through it. Community leaders and businesses worked to adopt the emergency plan for HAZMAT incidents. Lake County has subsequently developed a sophisticated system to address emergencies, including the warning sirens throughout the county and the ability to make reverse 911 calls. Sadly, these plans have been put to the test in the 2006 flood, a train derailment and the gas explosion in 2011. The plans worked and lives were saved. RSVP volunteers were there to assist.

RSVP is a valued partner in disaster management services. So much so, that the RSVP Director staff's the Public Inquiry Desk at the Emergency Operations Center (EOC) for drills as well as actual disasters. RSVP Lake County is one of a kind in the state to operate a Volunteer Reception Center (VRC). Volunteers take calls, assist people willing to volunteer in a crisis, help accept donations (clothing, furniture, etc.), distribute necessary supplies to victims to name a few items.

RSVP is now working with the Lake County Emergency Management Agency to further use our capabilities to notify seniors and disabled residents of severe heat and cold conditions to assure their safety and with pet needs.

In October of 2010, RSVP of Lake County orchestrated the HINI hotline for the Lake County General Health District, recruiting, training, and scheduling volunteers. A total of 21 RSVP and Citizen Corps

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volunteers assisted in answering hotline phones for 24 days totaling 324 volunteers hours and 173 RSVP staff time hours. In return, the health district assists RSVP and Lake County Citizen Corps by providing onsite staff at the Volunteer Reception Center if needed. By staffing the Public Inquiry Station at the EMA with volunteers during a disaster, RSVP and Citizen Corps play a vital role in disaster preparedness and response.

(Q13) RSVP will be graduating several local community agencies that are not in the CNCS National Performance Measure Focus Areas or Capacity Building. Starting April 1, 2013 the Lake County Commissioners will establish a Lake County Senior Community Volunteer Program. At that time these agencies will have a seamless transfer to the new organization. RSVP will be closely involved with the development of the County Senior Volunteer program. It will bring a new emphasis on senior volunteering and increased awareness which will help enhance the RSVP program.

It is the understanding of the Lake County Commissioners that seniors who participate in a volunteer activity regularly not only can enjoy better health, they have been shown to use less Medicare (up to \$2000 per year) and are engaged in life-long learning (Former Governor Strickland's Senior Engagement Initiative). The Lake County Commissioners find it important to keep the community volunteers actively engaged in their community and will do so by accepting graduated stations from RSVP into their new program. This will enable RSVP to graduate long-time RSVP members and RSVP agencies with minimal disruption. The County Program will encompass the same basic operation policies and guidelines as RSVP Lake County. This will also minimize the disruption of the graduated volunteers and stations.

Although, the community volunteers are not doing activities in the national performance focus areas, they are still sharing their experiences, abilities and skills to improve their community as well as themselves through service to their community.

(Q14) RSVP uses the CNCS-RSVP recommended surveys to collect data for both output and outcome

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measures of the National Performance Measures. In addition, all RSVP volunteers report monthly the numbers of hours worked at their respective organization. The volunteer station also reports monthly the number of volunteers serving at their agency as well as how many people were served. The information is collated to measure the impact of RSVP for reporting purposes and the Lake County Community.

(Q15) RSVP of Lake County has been sponsored by the Willoughby-Eastlake School District since its inception 39 years ago. The District is rated by the Ohio Department of Education as Excellence with Distinction, the highest possible rating.

For over 20 years the W-E School District treasurer's office has had a grant manager position to oversee all federal and state grants within the District. They have demonstrated experience and competence administering not only the RSVP grant, but it has oversight of more than 20 federal and state grants including a School-to-Work Workforce Development Grant for REGION 8 and the Ohio Governor's literacy initiative called OHIO READS.

The District is required by the Ohio Department of Education to utilize the State's Uniform School Accounting System (USAS). The District has an in-house computer system which uses USAS accounting software from Harris School Solutions.

The W-E School District serves Willoughby, Eastlake, Lakeline, Timberlake, Willowick, Willoughby Hills and Waite Hill. Within this area there are four senior centers proving that this area is rich with senior citizens. The District utilizes many of these seniors to volunteer within the district for literacy tutoring, computer lab assistance and secretarial assistance. Each elementary school uses either a literacy coordinator or a parent volunteer to assist in placing and supervising volunteers. These in-kind contributions help the W-E School District literally and figuratively stretching their financial resources and engaging their community in the day to day operations of the school district.

RSVP has been most pleased with the ongoing relationship with the W-E School District for the

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quality of their successful financial oversight of RSVP and the fact that they have a philosophy that is in concert with RSVP, making use of senior volunteers.

### Organizational Capability

(Q16) RSVP Lake County has been operating for 39 years. The organization has a sound track record of adapting to changing times, an excellent performance record and one that has maintained the trust of community leaders and the public at large. The Advisory Council offers insightful guidance and helps monitor RSVP's adherence to CNCS-RSVP programmatic requirements. W-E District Internal policies dictate specifically procedures for record keeping, data collection and use of the Volunteer Reporter Database. All policies and procedures are updated to remain current with CNCS-RSVP expectations. RSVP files are kept under the control of the Director and are locked in secure files. The financial information is securely maintained in the W-E School District Treasure's office. RSVP Staff are held to the operational policies of the W-E school District. RSVP also has policies and procedures for volunteer grievances', accessibility and record keeping procedures.

(Q17) The RSVP of Lake County is fortunate to have a dedicated staff committed to offering a quality RSVP experience for both the volunteer and the volunteer station. Position descriptions are developed with oversight by the Advisory Council to assure community issues and values are incorporated. Director, full-time Cristen S. Kane has responsibility for the daily operations of RSVP of Lake County. This includes extensive community outreach, staff supervision, budget oversight and program development. Cristen holds a Bachelor of Science, School of Mass Journalism/Public Relations from Kent State University. She serves a Director for the Lake County Citizen Corps Council, manager of the Volunteer Reception Center and Public Inquiry Desk for the Lake County Emergency Operations Center and is a member of the Community Organizations Active in Disaster (COAD) leadership committee. Cristen is viewed as a valued community leader and in May 2012, she was honored with the "Red Cross Hero Award".

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Full-Time Administrative Assistant, Cindy Mizner has been employed by W-E School District since 2005. Her previous employment experience was as quality control administrative assistant at TRW. Cindy has attended Lakeland Community College Desktop Publishing Courses, she proficient in database, accounting and bookkeeping. Cindy possesses exceptional organizational skills and provides support to the Director with volunteer recognition, detailed record keeping and data management for reporting purposes.

Part-Time Administrative Assistant, Linda Hansen supports the fulltime Administrative Assistant and has the required skills necessary to fill in in her absence. She is a certified teacher who holds a Master of Education -- Computer Uses in Education degree.

The Administrative Assistants are considered classified staff under the School District Classified Union. The Program Director is a salaried administrator under the auspices of Willoughby-Eastlake School District reporting to the superintendent.

All RSVP of Lake County staff must be willing to learn, act professionally, be comfortable working with volunteers and people 55 and older, possess working knowledge of Microsoft Office programs and basic database skills.

(Q18) RSVP enjoys an outstanding track record managing volunteers in the Lake County Community. RSVP is known for a strong willingness to help agencies meet their mission, while giving senior volunteers a meaningful volunteer experience, especially in the Primary Focus Area of Healthy Futures. RSVP volunteers support over 30 Healthy Futures volunteer stations with a 226 unduplicated count of volunteers as of October 2012 and expects to increase that to 251 unduplicated volunteers by March of 2016.

RSVP volunteers serve as Friendly Visitors and Grocery Shop for homebound seniors. This companionship allows these individuals to remain safe and independent in their home. The volunteer

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keeps them connected to their community and they are trained to identify individual needs.

Approximately 25% of the Meals on Wheels (MOW) drivers are recruited by RSVP. Over 139,000 meals were delivered to the homebound last year. The Lake County Council on Aging relies on RSVP to help secure MOW drivers so that there are no seniors on a "wait" list for meals. MOW is a basic staple for independent living. MOW drivers also report that the training they receive allows them to identify issues of concern for a senior's safety.

United Way of Lake County reports that to date, they are working with over 50 Food banks/pantries in the community. RSVP is pleased that there are at least 65 RSVP volunteers helping in 10 of the community food banks. It is the plan to continue to recruit RSVP volunteers and partner with United Way to assist these food banks to reach more people in need or with food security problems .

Access to care is a rapidly growing objective. People are faced with a myriad of decisions regarding their health care and/or public benefits. RSVP has assisted in 9 stations with over 28 volunteers. This objective requires some advanced training and like all others a commitment on the volunteer's part.

(Q19)For over 20 years the W-E School District treasurer's office has had a grant manager position to oversee all federal and state grants within the District. This partnership has been mutually beneficial. To ensure that the RSVP Program has adequate facilities the W-E School District houses the program at the W-E Technical High School, in which the program leases a total of 1,492 square feet at \$7.65 per square foot. RSVP must follow all Ohio Department of Education regulations and guidelines to be safe for students.

RSVP continues to rely upon the W-E School District for their experience as outstanding grant managers. The District is required to use the State's Uniform School Accounting System (USAS). The District has an in-house computer system which uses USAS accounting software from Harris School Solutions.

The District has been very generous allowing the RSVP Program to utilize donated office furniture

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whenever needed. The District's Information and Technologies department manages all the network, email and internet equipment for the RSVP Program. Purchases are regulated by the District's Purchase Order system. All purchase orders must be approved by the Superintendent and Treasurer and they include certification that funds are available to meet the obligation represented by the purchase order.

The W-E School District Personnel Department and Classified Union manage the job descriptions, personnel guidelines and policies for the RSVP personnel. These are all in line with the Ohio Department of Education laws. Monies received by the Western Reserve Area Agency on Aging (Ohio Department of Aging) are used to supplement the benefits of both full-time program staff.

For professional travel the RSVP Director uses the W-E School District Professional Leave policy which requires prior approval from the Superintendent.

The Willoughby-Eastlake School District is held to the standards of Federal, State and local governing laws and regulations for public school districts. The District's procedures for ensuring the RSVP program is properly assessed and evaluated relies on the reports from the Program Director to the District Superintendent and the self-assessment completed annually by the RSVP Advisory Council and Sponsor staff. RSVP does have a Volunteer Handbook for volunteers and RSVP Staff have a classified union handbook. RSVP Staff are considered a part of the Classified Union and have Union Representatives in each building. W-E School District provides evaluation forms and procedures for all staff.

RSVP is pleased with the longstanding relationship with W-E School District and plans to continue the partnership.

(Q20) Since 1993, Lake County voters have supported passage of a Senior Citizen's Levy. RSVP's portion is currently 5% of levy monies. This levy has a long history of community support. The most recent renewal of this levy was March 2012, where again the voters overwhelmingly supported the

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Senior Levy. The Lake County Commissioners have taken the initiative to provide their support and guidance in the levy fund distribution, by establishing a panel of community volunteers to advise them. They recognize the need to comprehensively plan for the growing "senior" population. The Lake County Commissioners value and support the RSVP program and started discussion about the role senior volunteers can play meeting identified community needs. The current estimated levy funding is \$120,000 is stable. A portion of which is used as matching funds the Lake County RSVP grant.

RSVP is also eligible to receive funding each year from the Western Reserve Area Agency on Aging -- Ohio Department of Aging of which a portion is used to cover the cost of staff fringe benefits.

RSVP not only receives monetary and in-kind donations from local stations and businesses for door prizes to distribute at the annual volunteer recognition event, the Website design and hosting is donated by RenTech, Inc. of Willoughby. Further evidence of the value Lake County RSVP is to the community. Donations are tracked yearly through an Excel spreadsheet, however, the in-kind donations are not counted toward the matching funds required for the RSVP budget.

All funds received for RSVP of Lake County are deposited into the Willoughby-Eastlake School District bank account and recorded utilizing the policies and processes of the W-E School District Treasurer's office.

Q21) RSVP of Lake County is able to utilize the Senior Levy funding from the Lake County Commissioners as matching funds and for all volunteer support expenses as well as other volunteer expenses. RSVP provides mileage reimbursement for volunteers in financial need. Financial need is described to each volunteer by the director as: if they feel they would be unable to volunteer because they could no longer afford the gas due to a limited income, then request the mileage reimbursement. This policy has served well for over 15 years. There is a strict mileage reimbursement policy and procedures in place for reimbursement. RSVP does not provide background checks for volunteers. In the MOU with the volunteer station, it clearly states that the volunteer station has the responsibility

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for conducting a background check on any volunteers referred by RSVP. All RSVP staff are required to have a background check completed before they are hired by the sponsor, Willoughby-Eastlake City School District.

Q22) The other volunteer support costs in the budget include printing, postage and membership for the director in professional volunteer organizations. Due to the fact that RSVP works with people 55 and older, many of them are not internet --friendly. Currently there are about 250 out of 542 with email access; all others want information mailed to them via USPS. This is the reason for a significant cost in printing and postage. Though it is the intention to reduce this cost as the volunteers become more tech-savvy, it is a reality that must be accommodated for in the budget.

Q23) With about 70 percent of funds from the local government and 30 percent from the federal CNCS, RSVP is very secure with funding for a minimum of 5 years, in which the local senior citizens levy will be on the ballot for renewal. The levy has been in place and renewed since 1993. RSVP of Lake County operates to give as much as the budget towards volunteer recognition and volunteer benefits as much as possible.

### Other

Not applicable

### PNS Amendment (if applicable)

Not applicable