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Executive Summary

The United Way of Wyandotte County has sponsored RSVP since 1977. The Mission of the UWWC is to increase the community's understanding of human needs and to mobilize the resources to meet those needs. It is staffed by a team of experienced professionals. The RSVP volunteers are a vital resource for meeting community needs. It is proposed that RSVP will serve 213 members with the requested funds of \$61, 246. Healthy Futures will be one focus with emphasis on Aging in place. Volunteers will provide much needed transportation and companionship to isolated elderly and disabled. Volunteers will track each interaction with a homebound individual and at least twice a year satisfaction surveys will be completed by the clients. Another emphasis will be on Increasing access to healthy food through the support of volunteers in local pantries. The volunteers will track the time they spend in a pantry and RSVP will receive data from annual client surveys. Economic opportunity will be a focus as volunteers tutor and mentor 18-25 youth towards job placement. Tracking will be maintained to quantify the % of youth who are placed in jobs. Other volunteers will lend support to agencies through fund raising initiatives that will build the agencies' capacity. Financial documents will verify the increased financial resources generated by volunteers. Community volunteers will provide support to the two major hospitals, local libraries, historic venues; provide coaches and mentors for Special Olympics, read to children, assist neighborhood centers, serve as clerical support to non-profits; and sew, knit, or crochet comfort items for the sick, security blankets for the abused and neglected and sleeping bags for the homeless. RSVP will collect appropriate data on outcomes that will show change that improves the lives of individuals, the community and the agencies it serves.

Strengthening Communities

Wyandotte County is comprised of three cities: Kansas City Kansas, Edwardsville, and Bonner Springs. Kansas City Kansas is considered part of the Kansas City metropolitan area and struggling with many problems common to urban areas. It is situated in the northeast part of the state, and shares its name

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with neighboring Kansas City Missouri. A total of 8 counties make up the Kansas City Metropolitan area. Wyandotte County has a population of about 158,000 residents; 68% Caucasian, 25% African-American, and 28% Hispanic. 11% of the population is over the age of 65. The community struggles with a multitude of issues including low income, high unemployment, unskilled workers, and poor transportation. The average household income is \$38,503 approximately half that of the neighboring county. Just over 21% of individuals and 24% of families live below the poverty level. 40% of single - mother households live below the poverty line. There are over 2,000 homeless and 31% seeking shelter are turned away. Unemployment remains high at 9.2%, the second highest county in the state. Manufacturing is the main industry. In overall health, Wyandotte County ranks last in the state. Residents face a lack of education. Only 15% of children attend pre-K programs, 33% of 4th graders are not reading at the proficient level. 26% of population over 25 lacks a high school diploma. USD500 has the lowest graduation rate of 78.4% compared to surrounding counties. 83% of students in USD500, qualify for free lunches, 7% qualify for reduced lunch and only 10% pay full price. Healthy Futures is a natural primary focus with the need for emergency food incurred because of the high unemployment rate and with a significant aging population, aging in place is attainable with supportive services. Our outcomes will verify this. The UWWC has a board of community representatives that helps set direction for the agency. RSVP has an advisory board of key agency partners, faith based leaders, retirees, community volunteers, representatives of the senior population who advise and guide the program. RSVP of WYCO has been involved with in the community since 1977, and as such has an established reputation exemplified by its members who work with dedication and commitment in their placements. The Faith community and neighborhood groups are strong allies of the retired and provide venues to promote recruitment of volunteers as does retiree groups, information fairs, senior living facilities, as well as local on-line newspapers. The reach through neighborhood groups and the faith community ensure an opportunity to recruit the diverse cultures

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that are Wyandotte County. UWWC relationship with the community has helped RSVP cultivate partners to provide resources, in-kind contribution, and to serve as stations. RSVP has access to the 2 on-line newspapers, sends out newsletters e-blasts to members and stations, is visible at community fairs, attends functions that attract seniors, and the UWWC web site and their newsletter are avenues to promote RSVP. In addition, RSVP speaks to groups throughout the year in an effort to promote RSVP and the contribution of seniors to the community. Organizations seek out RSVP when they have a need for volunteers. RSVP members tackle a variety of volunteer jobs in the community. They serve on boards, and play critical roles in the delivery of services for local organizations. RSVP provides consultation and training opportunities to station management and potential partners. RSVP is seen as resource in our community for senior volunteers and as a resource for volunteer managers. With the development of the Senior Volunteer Leadership Program in 2006, offered by RSVP, seniors are exposed to the scope of needs in the community and provided with tools to become effective volunteer leaders in the community. RSVP volunteers have assumed leadership roles in two volunteer community-wide projects, the Back to School Fair and the Mayor's Holiday Lighting.

Recruitment and Development

RSVP is sponsored by the UWWC, which provides easy access to partner agencies, and other social service providers in the community. A solid relationship has been established with RSVP and the volunteer managers at both partner and non-partner agencies in the community. RSVP works with station managers to identify the best possible volunteer opportunities. RSVP maintains volunteer job descriptions that are easily accessed by potential volunteers. The UWWC has a data base (www.volunteerkc.org) accessible to the public that allows for volunteer opportunity searches. The RSVP quarterly newsletter and the weekly You Can Help are two other means of communicating opportunities to members. The RSVP director interviews all new members and does targeted recruiting when needed. New members are recruited in various ways, word of mouth from current

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members is very effective. The Faith community, local senior groups, and retiree groups provide opportunities to recruit new members. The tie-in with UWWC and the Volunteer Center also ensures that anyone over 55 years of age looking for a volunteer opportunity has the option of being referred to RSVP. The diversity of the RSVP membership is reflective of the community. Caucasian, African American and Spanish being the predominate groups. Membership includes veterans, families of military, and the disabled. Some of our members are residents in assisted living but can still knit a blanket or lap robe. RSVP members have opportunities 5-6 times a year to come together for fellowship, sharing and learning. Speakers are brought in to share information pertinent for seniors, to provide skills training like basic data entry, or leadership development. These gatherings also allow the RSVP volunteers to indicate what their needs and desires for volunteer placements might be. New member orientation is an important part of welcoming a new member to RSVP. The RSVP director is invited to volunteer meetings at stations in the community to provide education and training. Six years ago, RSVP implemented a Senior Volunteer Leadership program. 6-10 seniors are provided training weekly for 6 weeks with a focus on volunteer leadership development and increased knowledge of community needs and resources. This program has attracted non-RSVP members who become members and thus helped increase the number of well-qualified RSVP volunteers. During one session of the program, volunteers work as a team to help the Salvation Army kick-off their Angel Tree Program. Senior Leadership volunteers register families for the Angel Tree program. RSVP volunteers serve as damage assessment volunteers with the local Red Cross, coordinate an afterschool tutoring program, manage a weekly food kitchen, or head the committee to organize the annual Back to School Fair, all volunteer positions of responsibility. RSVP has long history of volunteer retention, over 100 of the RSVP volunteers have served ten years or more. Once a year, RSVP offers formal training to station managers. RSVP keeps station managers informed about training offerings in the community on volunteer management issues. The RSVP director is available to consult with station

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mangers on an on-going basis. Volunteers are recognized for their service at each event hosted by RSVP and when RSVP is invited to attend or speak at a station gathering of volunteers. In addition, an annual recognition is held to honor and recognize the service of RSVP volunteers. Awards are given for length of service, number of hours per year, number of volunteers recruited, outstanding station, and rookie volunteer. RSVP volunteers are encouraged to recruit new members. Hallmark Cards, is a partner with RSVP, providing donated gift items that are to be used as recognition for RSVP.

Program Management

The United Way of Wyandotte in partnership with Economic Opportunity Foundation conducted a County needs assessment which has been very helpful for all social service agencies and the UWWC. RSVP has taken advantage of this document to help develop and find meaningful placements for its volunteers. RSVP provides orientation to all new stations and new station managers. RSVP works collaboratively with station managers. Annually, station managers provide written feedback to RSVP and indicate areas of need in terms of training or new volunteer positions. With the web based VolunteerKC, station managers can update volunteer needs directly and thus are assured that information on their needs is available to the community in a timely manner. The RSVP director then uses these new postings to generate newsletters and the weekly You Can Help. Information is also used for articles in two on-line newspapers, keeping the readers informed about the latest volunteer opportunities. Annually, the RSVP director conducts visits with station managers, which helps keep the lines of communication open. These visits give the RSVP director and station manager the opportunity to review the MOU and the goals and objectives of placements. When there is a change in station managers, RSVP director arranges a meeting to orientate the new manger to RSVP. The UWWC has required outcome measures of its partner agencies for a number of years. Many of the RSVP stations are UWWC partner agencies. RSVP uses information from the annual station survey to plan training for station mangers based needs identified. The RSVP director is involved with the

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Volunteer Coordinators Council that offers monthly volunteer management training and keeps station managers informed about the upcoming trainings. Information is also gathered from RSVP members' survey annually which can provide information to stations about skills or opportunities that RSVP volunteers want. RSVP uses Volunteer Reporter to keep data about volunteers and stations. This system allows for easy retrieval of pertinent information. Since, data is provided by stations quarterly, information can be generated for various reports required to show impact, length of service, number of volunteers, number of stations, etc. Since RSVP is part of the UWWC, stations that fall outside of the scope of performance measure, will be maintained as a viable volunteer placement under the Volunteer Center. The Volunteer Center will also absorb RSVP members who must graduate from the program. RSVP is fortunate to be part of the UWWC and have the expertise of the COO and accounting staff to review and manage the budget, check expenditures, reconcile bank statements, prepare financial documents, pay bills, and draw down CNCS funds for the operation of the RSVP program. Accounting systems and practices are in place to assure accountability for financial and in-kind resources. Reports and budget information is available to the RSVP director on a regular basis. While the UWWC board oversees the governance of the agency, the RSVP Advisory Board, meets every two months to review the status of the program and make recommendations aimed at improving the program. A member of the governing board or person appointed by the board sits on the RSVP advisory board. The Advisory Board and the sponsor agency have been active in securing resources outside of the CNCS grant to help sustain and expand RSVP.

Organizational Capability

The United Way of Wyandotte County has sponsored RSVP since 1977. It is among 1,400 independently incorporated United Way organizations nation-wide serving communities through fundraising and fund distribution, assessing community needs, encouraging collaborations and new initiatives and recruiting and placing volunteers. Since 1921, UWWC has been an integral part of

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Wyandotte County's health and human service management system. A 36-member Board of Directors, representing all sectors of leadership, guides the organization. A professional staff provides a range of services including assessing needs, recruiting volunteers, raising and managing funds, allocating funds to agencies, referring people to service providers, convening groups to solve problems, and initiating new programs. The mission of UWWC is: "To increase the community's understanding of human needs and to mobilize resources to meet those needs." RSVP mobilizes human resources to meet community needs. Key staff positions are the President/CEO: Wendell Maddox, 38 years management experience; UW vice-president (4 years), Executive Director KCK human care service organization (6years), Regional Director of a national organization (20years), YouthBuild Program Director (4years, concurrent as VP for UWWC): management of \$1.9 million in YouthBuild resources, currently UW president (8 years), managing over \$5million in cash resources, including \$2.5 million in allocations to more than 40 agencies and an additional \$2 million in in-kind support services. The Chief Operating Officer: Cheryl Adler has served 12 years in the financial department at UWWC. Diane Hentges, Director of RSVP has over 40 years' experience in social services in Wyandotte County, the last 20 years in program or project management, and the last 10 years specifically in volunteer management. She currently sits on the Kansas Volunteer Commission as a governor's appointee (appointed by two different governors) and served as chairperson for the awards and recognition committee. Locally she has served as a board member of the Volunteer Coordinating Council for metropolitan Kansas City and has been a presenter numerous times at the volunteer management trainings offered by the Council. She has also provided other regional trainings on topics such as Volunteer Recruitment and Retention; Volunteer Recognition; How to Motivate Staff to work with Volunteers; How to Write a Volunteer Job Description; Baby Boomers as Volunteers; and How to Fire a Volunteer to name a few topic. Weekly Ms. Hentges contributes an article to the two local on-line newspapers promoting volunteering. She holds a master degree in social work from the University

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and Kansas and is a Licensed Social worker in the State of Kansas. Currently she is chair of the planning committee for a workshop (Volunteer Management in the 21st. Century) for the annual Kansas Community Service and Volunteering Conference ,October 2012, in Overland Park Kansas. Program Assistant, Dana Crawford, has been with the UWWC since November 2011. She currently is the Administrative Support Manger for the agency. UWWC operates on an accrual basis of accounting and has an annual audit conducted by a CPA firm. UWWC uses Sage MIP fund Accounting software. The general ledger is reconciled and interim financial statements are produced monthly and reviewed by the President, Treasurer, and Executive Committee of the Board and then reviewed by the Board at their monthly meeting. Measuring impact of programs is one of the key responsibilities of UWWC. As stewards of donor dollars UWWC is charged with the responsibility of ensuring that all funded agencies are creating reasonable change in the community. Since 2007, UWWC has measured community outcomes through its Community Impact Plan. This outcome-based model does not just report numbers served but also measures long-term change. UWWC provides training and outcomes development to their partner agencies.

Other

Not Applicable

PNS Amendment (if applicable)

Not Applicable