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Executive Summary

An estimated 500 Retired Senior Volunteer Program volunteers will serve our program. Of those 500 volunteers, 345 will be placed in the Primary Focus Area. Volunteers will provide a variety of service activities, such as preparing, packing, transporting/delivering meals and providing social contact to the homebound and/or individual with disabilities. They will transport individuals to medical appointments primarily, but also provide transportation to assist with other needs such as food, clothing, and self care. Volunteers will use their own vehicle and will wait if needed at the appointment site to provide companionship, and then transport the client back to their home. Volunteers will also assist in food collection and distribution to eligible recipients through a network of 17 placement sites, including Interfaith Caregivers, the Senior Wellness and Nutrition sites (13), Olean Food Pantry, St. Bonaventure Outreach Corp, and Loaves and Fishes Southern Tier Food Pantry. The Primary Focus Area of the project is Healthy Futures. At the end of the 12-month performance period, 700 homebound or older adults and individuals with disabilities will be served, and 400 will report having increased social ties/social support. The CNCS federal investment of \$36,750 will be supplemented by an anticipated \$98,731 of non-federal resources.

Strengthening Communities

Cattaraugus County has four unmet needs as identified in the Primary focus area category Healthy Futures. The Cattaraugus County Department of the Aging (CCDOA)/Retired Senior Volunteer Program (RSVP) will focus on residents that are either low income, homebound or older adults/individuals with disabilities, or veterans. The goal is to allow them to live more independently, less isolated, better social ties/perceived social support and have increase food security by receiving food, transportation and/or socialization. According to the 2010 Census, Cattaraugus County is in a large rural county with a population of 80,317 and the population density is 61 people per square mile (25/km²). This reveals, in many cases, a great distance between services and people. There is virtually

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no public transportation system and in order for residents to feel independent with social ties they must rely on their own vehicles or find a home delivery system. The 2012 Cattaraugus County Senior Wellness Nutrition Program annual report states that they served 878 unduplicated homebound/frail seniors. According to the New York State Office for Aging Home Delivered Meal Client Profile Report 4/1/2011-3/31/2012, the typical Cattaraugus County home delivered meal client is an older adult who lives alone. The average age of a home delivered meal client is 80. 60.5% do live alone and 4 centenarians did receive meals last year. The oldest home delivered meal client is 103 and 17.5% of the total served are ninety or older. The typical home delivered meal client has significant functional limitations; clients have 1 activity of daily living (ADL) that they are unable to perform without assistance -- such as bathing, eating, mobility and personal hygiene; 28.3% of these clients need help with two or more of these activities. The average client needs help with 5 instrumental activities of daily living (IADL) such as shopping, cooking, housekeeping, transportation, handling finances or personal business, self-administering medication, and using the telephone. 40.8 percent of the frail/isolated clients need help with six or more of these activities. The typical home delivered meal client is in poor physical health. On average, home delivered meals clients have 4 chronic illnesses - the most common being high blood pressure, heart disease, arthritis, diabetes and respiratory problems. 14.3% have 6 or more chronic illnesses. 16.1% have digestive problems. It is not uncommon for home delivered meal clients to have serious cognitive and/or other mental health conditions. 61.9% have one or more impairments such as, dementia (including Alzheimer's), memory deficit, or impaired decision making. 495 home delivered meal clients have some memory deficits; 108 suffer from dementia. 81 are diagnosed with Alzheimer's. 25.0% have one or more mental health conditions such as, suicidal thoughts, diagnosed mental health problem, depression, hallucinations and evidence of substance abuse. 25 suffer from depression and 10 suffer from substance abuse. These recipients have been identified to the Cattaraugus County Nutrition Program by home health care agencies,

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hospitals, physicians, county health department, mental health counselors, relatives or neighbors as having decreased social ties/social support as well as mobility/self-care limitations. According to an article in Scientific Magazine by Katherine Harmon titled "Social Ties Boost Survival by 50 Percent", social contact turns out to be just as good for long-term survival as giving up a 15-cigarette-a-day smoking habit and by the study's numbers, interpersonal social networks are more crucial to physical health than exercising or beating obesity. Another study sponsored March 5, 2008 by the Meals on Wheels Association of America Foundation "The Causes, Consequences, and Future of Senior Hunger in America" explains that recipients of home-delivered meals can expect to spend less time in the hospital and nursing home and have a better overall nutritional status if they receive a meal daily. Nutrition and consistent social contact/monitoring are needed to increase their ability to have social ties and remain in their homes. In order to meet the community needs of the isolated, nutritionally disadvantaged and increase their social ties, volunteers are needed to deliver meals and be a social support to the homebound. According to the 2010 U.S. Census Bureau American Community Survey 16.0% (12,860) of citizens in Cattaraugus County are below the poverty level, and within this population 3,240 are below the age of 18 years. The 2008 Community Report for Cattaraugus County indicated that 43.3% of students grades K-6 receive free or reduced lunches in the school year 2005/2006. The FRED Economic Data Report indicated on August 1, 2012 that Cattaraugus County had a 9.1 percent unemployment rate, which is a full one percent higher than the national average. Many of these families and individuals need community assistance through food pantries to supplement their nutritional needs and increase their food security. The 2009 Cattaraugus County Department of the Aging Community Needs Survey found 90% of respondents rated transportation as the top unmet need. In the category of barriers to accessing services 50% indicated primary reason was the lack of transportation. Currently there is no available door to door transportation service in Cattaraugus County other than this project's program. Locally the ability to get to medical

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appointments and take care of other necessary errands is essential for people to remain living independently and also feel like they have social ties to their community. According to the 2010 U.S. Census, persons aged 65 and older in Cattaraugus County is 2.5% higher than the rest of New York State. The project also serves individuals with disabilities. The Cattaraugus County Department of the Aging serves 9,000 seniors in the rural areas of the county. Of these seniors, 25% (or 2,250) suffer from chronic illness or disease and do not have access to dependable transportation to necessary medical and other essential appointments to meet their basic human needs. Because of this, they are considered at-risk of premature deterioration of their health both physically and mentally.

The RSVP will manage volunteer stations and volunteers effectively to address the identified community needs in the Primary Focus Area. RSVP will use an agreed/completed Memorandum of Understanding (MOU), regular site meetings/visits/trainings and monthly monitoring documentation and standardized outcome surveys to gauge progress/objectives. The Advisory Council during its bi-monthly meeting will be informed of the grant progress and make recommendations for ways to improve its program management.

Service activities in the Primary Service Area that will lead to National Performance Measure are as follows/proposed; 13 nutrition sites with a combined 320 RSVP volunteers will prepare, pack, transport and deliver meals with their own cars with an average of 20 personal contact session dosages per month per service recipient. Each volunteer will serve 6-12 clients per route. The volunteers will also assess these individuals and report any changes that may be a concern to the site manager. These sessions will include a social contact with a 1/3 daily recommended dietary meal; 15 RSVP volunteers will offer to assist in food collection and food distribution at 3 locations in the county. Volunteers will use their own cars for local community food collection and on average will distribute food packs 2 days a week 4 hours a day providing a dosage of one food pack session per eligible recipient per week and 10 RSVP volunteers will offer transportation primarily to medical

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appointments and secondly to other needs like food, clothing and self-care. Volunteers will use their own car and will wait if needed at the appointment site offering companionship and then transport the clients back to their homes. On average each eligible service recipient will receive 2 transportation dosages per month and each volunteer will serve 4 clients during this time period. RSVP will use the standardized National Performance Measurements codes of H8 or H10 outputs with the corresponding H9 or H12 outcomes therefore the results can be combined with other RSVPs that can lead to National Performance Measures of outputs or outcomes. The anticipated primary focus areas' output/outcome for the twelve month period are as follows; 100 individuals will receive emergency food from food banks, food pantries or other non profit organizations and 80 of the individuals will report an increase food security of themselves and their children; 500 homebound seniors will receive food and companionship services that will allow them to live independently in which 400 of them will report having increased social ties/social support; 50 older adults/individuals with disabilities will receive transportation and companionship services that will allow them to live independently and 40 of them will report having increased social ties/social support. All output/outcome counts of people served are unduplicated for the year, but participants may receive many dosages.

The RSVP has a program design that includes significant activity service to veterans as part of the Primary Focus Area in the category of Healthy Futures. According to the 2009 Cattaraugus County Department of the Aging Community Needs Survey, 90% of respondents rated transportation as the top unmet need. In the category of barriers to accessing services 50% indicated primary reason was the lack of transportation. Locally the ability to get to medical appointments is essential for veterans to remain living independently. The Cattaraugus County Veteran's Office reports that 10,000 veterans live in the county and 800 of them have specialized health care needs that require veterans medical resources. Both hospital/facilities are in urban areas in Buffalo and Bath, New York, each with a round trip mile exceeding 120 miles. There is no transportation to these facilities other than the RSVP

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Veteran's Van Transportation Program initiative. To ensure that they have access, 15 RSVP volunteers will either answer the phone to schedule medical appointments requested or drive the van on one of three days per week to either Buffalo or Bath Veteran's Medical Centers. Both facilities are at least one and a half hours away and the RSVP volunteer time to conduct a completed route is 10 hours. On average, each service recipient will receive 6 transportation session dosages per year and each volunteer will serve 10 clients during this time period. RSVP will use the standardized National Performance Measurements output code V1, and it is anticipated the 150 unduplicated veterans will receive transportation and medical services that will allow them to live independently.

Recruitment and Development

The Retired Senior Volunteer Program (RSVP) plan and infrastructure will create high quality volunteer assignments by having the potential volunteer complete a comprehensive registration form. The registration form will indicate their education/training, special skills, hobbies, interests, previous work/occupation, education and age. In addition they will indicate if they would like to be informed of special projects/opportunities that are in their geographic area. Once the information is reviewed by the Director, contact is made to explore their qualities and best match their abilities in addressing one of the primary focus areas, capacity building areas and/or other community priorities. In addition, RSVP will maintain a computerized volunteer skills/talent bank for flexibility that can be used at a later point to match efficiently other local/national priorities as needs arise. Regular site visits will be conducted by the RSVP Director at all volunteer stations to assess and assure a high quality volunteer experience through service in their communities. A volunteer and station coordinator survey/feedback instrument will be used annually to assess volunteer assignment experience, quality/placement and new opportunities.

The RSVP will ensure that volunteers will receive effective training for their volunteer assignments. During placement each volunteer will receive a RSVP training/orientation manual and a volunteer

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assignment description. All volunteer station coordinators are required to have a RSVP orientation training by the Director. Training for all new volunteers specific to their assignment will be done by the station/site coordinator prior to their placement. Ongoing site supervision and regular trainings will be completed by either the RSVP and/or station. In addition, RSVP will offer/conduct annually trainings to all project staff, volunteers, volunteer station supervisors, and community participation groups on an as needed basis. This may include a power point presentation encouraging group participation and interaction. The information covered includes but not limited to RSVP procedures, RSVP regulations, RSVP benefits, RSVP leadership skills/opportunities as well current community needs. A survey/feedback instrument will be used at all trainings conducted by RSVP and utilized for improvement.

RSVP will recruit a volunteer pool of individuals of all races, ethnicities, sexual orientation, and degrees of English language proficiency. RSVP will determine what compelling needs to address and then put together a wide range of recruiting campaigns to target all these individuals. RSVP will participate in senior activities, health fairs, senior fairs, and community events with the goal of senior recruitment. RSVP will educate the Department of the Aging employees (our sponsor) who speak frequently in the community, to promote RSVP as a contemporary, proactive, vital organization dedicated to the community and to improving the richness of life experiences for seniors.

The RSVP Program plan infrastructure to recruit veterans and military family members are as follows; RSVP will utilize its own Joint Veterans Council Volunteer Van Service for placement and/or recruitment; RSVP will network/recruit through Veterans Organizations/Clubs throughout Cattaraugus County; RSVP will continue to maintain a Memorandum of Understanding (MOU) with the Cattaraugus County Veterans Services Agency; RSVP will indicate/track through the volunteer registration process/data bank if the potential volunteer is a veteran/family member and then use this for placement options. Existing/active RSVP veteran volunteers will be explored as a recruitment

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vehicle campaign when applicable.

The RSVP currently has a program devoted to individuals with disabilities through the Linwood Adult Daycare Center. The project goal is to integrate individuals with mental and/or physical disabilities to the RSVP volunteer experience. Additionally, RSVP will have a focus recruitment effort with Directions for Independent Living, Inc. This agency specializes in assisting individuals with disabilities to become independent, integrated and involve in community activities such as volunteering.

The RSVP will retain, recognize and appreciate volunteers by methods as follows: RSVP will hold an annual recognition gala for all active volunteers. The reception will reflect and honor their achievements with music, awards, door prizes and refreshments. The RSVP Director will make regular station visits in order to develop a personal rapport with volunteers. These visits will be an informal opportunity to appreciate their work and to retain their interest to volunteer. RSVP will provide limited out-of-pocket volunteer expenses for mileage reimbursement and all members will be covered by volunteer supplemental insurance. Specialized awards such as the Cattaraugus County Department of the Aging Star Award and the New York State Senior Citizen Achievement Award will be utilized, as well as, special recognition events through the volunteer stations during National Volunteer Week. A portion of the Advisory Council Group will consist of RSVP volunteers that can give direct feedback that will assist in the planning and implementation of recognition events, trainings and recognition awards including fund raising specifically for recognition/door prize items. The Advisory Council Group bi-monthly meetings will be held at a different volunteer station to show support and help to increase communication with the volunteers.

Program Management

The Cattaraugus County Department of the Aging (CCDOA) will ensure compliance with the management of Retired Senior Volunteer Program (RSVP) volunteer station regulations including

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preventing or identifying prohibited activities. The primary plan will be to develop and implement an infrastructure that includes a Memo of Understanding (MOU) that specifically addresses all regulations. This MOU will be required, completed and signed by all volunteer stations before a volunteer is placed. The MOU will be updated as needed per station. The MOU will address the responsibilities of the volunteer station as well as what the CCDOA/RSVP will provide. All volunteer stations will receive a copy of the memorandum and receive training on these expectations by the RSVP Director. The RSVP will require monthly documentation such as volunteer hours and activity logs that will be reviewed by the RSVP Director.

The CCDOA will oversee volunteer stations that address needs outside the Primary Focus Area. CCDOA will use the same RSVP countywide MOU to ensure/maintain compliance as well as specific individualized documentation such as activity logs, participant data and surveys to report effectively their output/activities and outcomes when needed in the grant. These community needs will be monitored by the RSVP Director monthly with priority attention given to other grant focus areas and capacity building. In the Other Focus Categories, RSVP has a program design in Economic Opportunity (Housing code O5). According to the "Welfare Reform and Social Indicators Report" Cattaraugus County has a 15.7% poverty rate. The unemployment rate in this county is 1.7% higher than the New York State average. Due to these indicators the economically disadvantaged find themselves homeless and in need of receiving housing services. The local 2011 Women's Shelter report indicates that 82% served had at least one family member with a mental illness, 41% had a history of domestic violence, 41% had at least one family member with a drug/alcohol addiction, 16% had all three together and 23% of the adults did not have a GED/high school diploma or higher education. The local 2011 Men's Shelter report reveals that only 23% had a source of income when entering the shelter, 58% suffered a mental illness, 67% have had a drug history and 77% have been incarcerated. The service activity at the shelter will be six volunteers to assist an average 3 hours per week x 52

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weeks for a total of 936 hours to help homeless economically disadvantaged. The duties are to arrange family meetings, assist with meal planning, teach cooking/clean up skills, and budgeting. They will then find qualifying individuals appropriate housing and the resources to support their discharge plan to suitable housing. 50 economically disadvantaged individuals, including homeless individuals, will receive housing services during the 12 month period. In the Capacity Building Area (Output G3-3.17) RSVP has one design for a dollar value of in-kind resources leveraged by CNCS-supported organizations. According to the Cattaraugus County American Red Cross Coordinator, there is a pressing demand to provide relief to victims of disaster and help people prevent, prepare, and respond to emergencies that occur in our county. In 2011, volunteers assisted over 3500 people in need. The American Red Cross only has two paid staff and relies mostly on volunteers to address Cattaraugus County emergency situations. Capacity building volunteers are needed to serve at blood mobiles to ensure a blood supply as well as leverage in-kind support to the community and agency. On average 9 volunteers will provide over 540 volunteer hours per year at 35 blood drives assisting in the collection of 1200 pints of blood. Volunteers will answer phones, provide information and staff (blood drive) sites, on average of 3 sites per month; 1200 dollars of in-kind resources will be leveraged by national CNCS supported organizations. The American Red Cross provides the training, space and utilities to support the operation. RSVP provides support services to the volunteers that include mileage reimbursement, insurance, and recognition.

The CCDOA/RSVP will have several methods to minimize the disruption of existing volunteers in order to meet changing community needs. First, all MOUs effective January 1, 2013, will acknowledge a maximum number (cap) of volunteers that will be supported by the RSVP program. This number will be calculated by prior volunteer strength and existing community need. Second, in addition to the volunteer cap, some volunteer stations considered low community priorities will specify no additional volunteers recruited or placed. This will allow a natural attrition of volunteer strength at

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these volunteer stations and allow existing volunteers time to consider new placements at other volunteer stations during the 3 year grant cycle. Third, RSVP will explore different/new volunteer activities such as capacity building, transforming stations into sites where RSVP volunteers serve activities such as recruiting and/or managing community volunteers.

The volunteer stations that are involved with the national performance outcomes and output measurements will agree through the new MOU beginning 1/1/2013 to provide the required documentation. The RSVP Director, in anticipation of the grant award, consulted with all volunteer stations involved assuring that if awarded, the national performance outcomes and outputs will be measured and collected. The RSVP will use existing volunteer station data when feasible and its own survey measurement tools as necessary.

The project management resources will be managed through the Cattaraugus County accounting department. The County is required to be audited independently on an annual basis, and this will ensure accountability and efficient use of available resources. A current copy of this audit can be requested at any time. In-kind resources will not be utilized. In addition, the RSVP budget will be monitored by the RSVP Director and Advisory Council. The RSVP Director will seek to maintain the RSVP Program by applying for grants to fund the RSVP initiatives that address community needs for impact and outcome. RSVP will apply for state funds and supplemental grants for program services and operation cost. In-kind funds may be used from volunteer stations if required matches can not be found elsewhere.

Organizational Capability

The Cattaraugus County Department of the Aging (CCDOA) programmatic and fiscal oversight, including Retired Senior Volunteer Program (RSVP), are monitored by Cathy Mackay, Director, on an annual basis. Supervisors from all divisions are required to do self-monitoring to ensure quality day to day programs/services through a client survey system. There are client satisfaction cards utilized for

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each service group. The CCDOA has an annual on site monitor visit by the New York State Office of Aging. The New York State Office of Aging reviews all program divisions of the agency which include fiscal, report/data integrity, regulation compliance and client services. This year CCDOA had no deficiencies from the visit. Data collection for client services including RSVP will be done through internet based software called Harmony 3.0. Fiscal/Employee data will be managed on a county wide centralized software program called New World. The County has clearly defined written policy/procedures which include corporate compliance laws. The CCDOA has an internal policy/procedure handbook covering the specific needs of the agency as well as a RSVP volunteer handbook covering program topics such as Dismissal Procedures and Grievance and Appeals Procedures. The day to day operational support and data collection will be conducted by the RSVP Director and the clerical staff assigned. Fiscal management and other needed services will be directed to the appropriate divisions. The CCDOA, by law, must hold a public hearing annually to educate the community about their programs/trends and goals and give the community the chance to give feedback. Survey evaluations are conducted after the event and utilized in planning/implementation of programs.

The principle staff accountable for the project is David Rodkey, RSVP Director. He has been with the department since 1987 and has previously held two other job positions at CCDOA which are Home Delivered Meal Coordinator and Coordinator of Services. Also a part time clerical typist will be assigned to the project. The Director's Supervisor is Cathy Mackay, Director of the Cattaraugus County Department of the Aging. She has over 15 years experience with this agency and has held three other positions during that time. These positions have been sustained since 1978 by the federal funding being proposed and approved state/county resources as well as local community support.

The CCDOA has close ties with the senior population through various programs. The CCDOA track record manages approximately 5000 unduplicated clients per year, 13 senior nutrition sites, 1 Adult

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Day Care Program, and 38 home delivered meal routes with over 200 senior volunteers participating. The CCDOA has developed/implemented three senior citizen related evidenced-based programs that measure performance similar to the Healthy Futures Primary Focus area, they are; Falls Prevention Step Up to Stop Falls, Treatments that Work, Compulsive Hoarding and Acquiring, and PEARLS (Program to Encourage Active Rewarding Lives for Seniors). CCDOA has similar report requirements for other federal, state and local funding streams. CCDOA has the management resources to obtain the data needed for measuring output and outcome for the RSVP work plan.

The CCDOA is located in a building owned by Cattaraugus County. The building was built in 1990 and complies with all necessary codes. RSVP will be stationed in the CCDOA allotted space and have access to its office equipment and supplies.

CCDOA will use its county standard purchasing procedures for RSVP needs and has access to the county's Human Resource Department for personnel management support including defining the roles of staff, administrators and internal policies. The CCDOA follows the current county wide internal policy developed/negotiated by the county legislature and the Civil Service Employees Association, Inc. Unions. The CCDOA has an expanded Public Relations department, accounting department, and clerical department that RSVP can tap for their expertise in resources. This includes sensitivity trainings, Health Insurance Counseling Trainings, Ombudsman trainings, legal services, transportation systems, etc. The Department has its own internal policy manual that can be utilized and referenced when needed. The Department has been in operation since 1973.

The CCDOA staff serve on several community participation groups/boards related to seniors, for example: Cattaraugus Community Action Board, Mental Health Association Board, Interfaith Caregivers Board, Universal Primary Care Board and the Long Term Care Council Board. The CCDOA also has its own Advisory Council (which includes RSVP volunteers, senior citizens, and a county legislator who receive program services and are key community leaders). The role of the

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council is to ensure input/feedback from the community and to meet RSVP and the sponsors' goals/objectives.

The CCDOA financial management system is a county governmental administered department. It employs 44 staff and has an estimated 3.2 million dollar budget. The CCDOA complies with 10 other federal funding streams regulations and requirements to include: III-B, III-C-1, III-C-2, III-D, III-E, and III-F of the Older Americans Act, and Nutrition Services Incentive Program, Child and Adult Care Food Program, and Health Insurance Information Counseling Assistance Program. The Department must comply with governmental regulations, audit requirements, civil service law and funding mandates - which require project reports and program monitoring, internally as well as externally.

The Cattaraugus County Department of the Aging has sponsored/sustained the Retired Senior Volunteer Program in Cattaraugus County since January 1, 1979. The Cattaraugus County Department of the Aging is a governmental agency and will provide the non-federal financial share within its 3.2 million dollar budget. The 30% federal required match of the program will be provided by Cattaraugus County from county tax revenues.

Other

N/A

PNS Amendment (if applicable)

N/A