

## 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): 10/18/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 13SR143925	4. DATE RECEIVED BY FEDERAL AGENCY: 10/18/12	FEDERAL IDENTIFIER:														
<b>5. APPLICATION INFORMATION</b>																
LEGAL NAME: United Way of Greater Topeka, Inc. DUNS NUMBER: 158999649	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Michelle L. Kaberline															
ADDRESS (give street address, city, state, zip code and county): 1315 SW Arrowhead Road Topeka KS 66604 - 4056 County: Shawnee	TELEPHONE NUMBER: (785) 228-5124 FAX NUMBER: (785) 273-2467 INTERNET E-MAIL ADDRESS: michelle.kaberline@unitedwaytopeka.org															
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 480561978	7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Community-Based Organization 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: United Way of Greater Topeka RSVP															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Shawnee County, Topeka, KS Douglas County, Lawrence, KS	11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
13. PROPOSED PROJECT: START DATE: 04/01/13      END DATE: 03/31/16	14. CONGRESSIONAL DISTRICT OF:    a.Applicant <input type="text" value="KS 002"/> b.Program <input type="text" value="KS 002"/>															
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; font-size: small;"> <tr> <td style="width: 20%;">a. FEDERAL</td> <td style="text-align: right;">\$ 83,450.00</td> </tr> <tr> <td>b. APPLICANT</td> <td style="text-align: right;">\$ 36,971.00</td> </tr> <tr> <td>c. STATE</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>d. LOCAL</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>e. OTHER</td> <td style="text-align: right;">\$ 36,971.00</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;">\$ 120,421.00</td> </tr> </table>	a. FEDERAL	\$ 83,450.00	b. APPLICANT	\$ 36,971.00	c. STATE	\$ 0.00	d. LOCAL	\$ 0.00	e. OTHER	\$ 36,971.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 120,421.00	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	\$ 83,450.00															
b. APPLICANT	\$ 36,971.00															
c. STATE	\$ 0.00															
d. LOCAL	\$ 0.00															
e. OTHER	\$ 36,971.00															
f. PROGRAM INCOME	\$ 0.00															
g. TOTAL	\$ 120,421.00															
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: Wayne T. Stratton Jr.	b. TITLE:	c. TELEPHONE NUMBER: (785) 228-5122														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/18/12														

## Narratives

### Executive Summary

United Way of Greater Topeka (UWGT) is pleased to sponsor the RSVP of Shawnee and Douglas Counties CNCS grant. UWGT is a non-profit community-based organization with a vision to LIVE UNITED for the common good. The mission is to create long-term sustainable change in our community.

An estimated 215 (77 Primary) unduplicated volunteers will support the CNCS Healthy Futures focus area with the objectives for 'aging in place' and 'obesity and food'. Aging in Place volunteers will deliver meals and conduct client safety checks, provide transportation and companionship. This enables the homebound or older adults, individuals with disabilities and terminally ill persons to live independently and/or to emphasize the quality of life while attending to the needs of that individual in the familiar surroundings of home.

Obesity and Food volunteers will serve clients receiving services through food and commodity distribution programs, food banks and food pantries by packaging and distributing food, stocking shelves, registering & serving clients who are low-income families, people who are unemployed, underemployed, uninsured and others in need of emergency food assistance or at risk for food insecurity.

This activity will be conducted through a network of eight volunteer stations such as meal delivery services, social services, senior and aging centers, in-home hospice care and emergency food banks & food distribution agencies.

Over 500 individuals will be served in this primary focus area. Volunteers working to support this program will increase food security for adults and for children that will alleviate health and other issues related to malnutrition and provide relief from immediate or impending crises. These volunteers will save our community thousands of dollars. The Kansas Department on Aging and Disability Services reports an average annual savings of \$28,400 for someone receiving Medicaid services who

## Narratives

remains in their home instead of entering an institution.

The CNCS federal investment of \$83,450 will be supplemented by match and in-kind contributions totaling \$36,971 for a grand total of \$120,421.

### Strengthening Communities

The primary purpose of this program is to address the CNCS focus area of Healthy Futures. RSVP of Shawnee and Douglas Counties will accomplish this through the objectives for 'aging in place' and 'obesity and food'. Aging in Place volunteers will deliver meals and conduct client safety checks, provide transportation and companionship. This enables the homebound or older adults, individuals with disabilities and terminally ill persons to live independently and/or to emphasize the quality of life while attending to the needs of that individual in the familiar surroundings of home.

Obesity and Food volunteers will serve clients receiving services through food and commodity distribution programs, food banks and food pantries by packaging and distributing food, stocking shelves, registering & serving clients who are low-income families, people who are unemployed, underemployed, uninsured and others in need of emergency food assistance or at risk for food insecurity.

The geographic territory of Shawnee County and Douglas County is located in Northeast Kansas and is primarily urban and rural in geographic makeup. Shawnee County is home to the State capital of Topeka whereas Douglas County serves the largest university in the state, the University of Kansas. Both counties are predominantly white at an average of 84%. According to the 2011 Quick Facts from the Census Bureau, the average racial makeup of the counties is 6% African American, 8% Hispanic, with other races comprising 2%. Shawnee and Douglas Counties are home to 291,152 residents, 12% of the population being over the age of 65 and 17% of individuals living below the federal poverty line. Both communities work primarily in the fields of education, health and social services, which supports the median household income of \$46,600. Ninety three percent are high school graduates and around

## Narratives

38% have university degrees. The current unemployment rate is 6.9% and over 23,000 veterans live in Shawnee and Douglas counties. The major employers in Topeka are the State of Kansas, Topeka Public Schools, Blue Cross and Blue Shield of Kansas, Washburn University, Stormont Vail Healthcare and St. Francis Hospital. Thirty miles east of Topeka on I-70, Lawrence, the hub of Douglas County, is dominated by the University of Kansas (KU), the primary employer in the county, in the center of town.

Almost 35,000 residents of Shawnee and Douglas Counties are age 65 and over and more than 12,000 individuals with disabilities have an independent living difficulty as reported by the US Census Bureau and retrieved by the State Data Center at the State Library of Kansas. Public transportation options and accessibility are limited in Shawnee and Douglas counties. According to the Jayhawk Area Agency on Aging 2008 comprehensive survey, 36% of the population (78,739 people) in both counties reside in small, rural towns and on farms. In addition, the number of people age 65 and older living in these counties continues to rise. It is projected that by the year 2030, one in five Kansans will be 65 years or older. In the Jayhawk AAA survey, 42% of respondents listed access to transportation as their second highest concern. When transportation is limited, their health and well being is compromised. Public transportation is not structured to help the Homebound--drivers cannot assist individuals in getting to and from their front door; or carry groceries. The US Census Bureau reports 10% of persons in Shawnee County and 19% in Douglas County are living below poverty level. Emergency food assistance is needed for low-income families; people who are unemployed, underemployed, uninsured, and others in need of emergency food assistance or at risk for food insecurity. In Shawnee and Douglas Counties almost 43,000 people are food insecure. This is based on the "Map the Meal Gap" study from Feeding America in partnership with The Nielsen Company and the Howard G. Buffet Foundation. The study found that many food insecure individuals do not qualify for federal nutrition programs and must rely on charitable food assistance.

## Narratives

Agencies providing these services have been losing state and local funding due to budget cuts. The need for volunteers to provide these valuable community services is greater now, more than ever. Over 500 individuals will be served in this primary focus area of Healthy Futures. Volunteers working to support this program will increase food security for adults and for children that will alleviate health and other issues related to malnutrition and provide relief from immediate or impending crises. These volunteers will save our community thousands of dollars. The Kansas Department on Aging and Disability Services reports an average annual savings of \$28,400 for someone receiving Medicaid services who remains in their home instead of entering an institution. This activity will be conducted through a network of eight volunteer stations such as meal delivery services, social services, senior and aging centers, in-home hospice care and emergency food banks & food distribution agencies. Among the individuals served in this focus area, 100 homebound OR older adults and individuals with disabilities will report having increased social ties/perceived social support to remain living independently due to the regular meal deliveries provided by RSVP volunteers.

Feedback providing input into planning, implementation and evaluation of RSVP project activities is supplied through the RSVP Advisory Council comprised of community members, RSVP volunteers, RSVP volunteer station staff, and staff of related senior-serving organizations. These members act as the eyes and ears of the Director, suggesting partnerships with agencies or individuals to further support the work plans. The Advisory Council provides oversight and strives to ensure that the changing needs of the communities are met, and that the RSVP Program achieves excellence in the entire service area while providing outstanding and meaningful experiences for volunteers engaged in the program. The Council assists the program staff in event planning and program management. Council members not only promote volunteerism for senior volunteers, but also provide an integral part of evaluating volunteer stations and volunteer assignments. Advisory Council members also attend recognition and recruiting events, offering additional testimony to the station or volunteer

## Narratives

being recruited, and providing feedback and ideas for other events through advice and observations. Additional feedback is provided when volunteer stations complete a satisfaction questionnaire based on their interactions with the RSVP office. These results are compiled and later reported to the Advisory Council for discussion and suggestions. This process helps maintain quality standards and keeps the program on track with performance measures that are vital to the program's growth and continued success. The RSVP Director also schedules site visits with the stations' representatives to facilitate open communication and to improve services. These visits are recorded and placed in the station's files for documentation. Site visits are determined by the RSVP Director and is based on Memorandum of Understanding renewal dates and numbers of active volunteers at the site. In addition, the United Way of Greater Topeka programs, staff, and Volunteer Center also provide vital community information and statistics. The sponsor is a great resource for data, agencies, and reports that provide information that support the goals and mission of the program. The United Way of Greater Topeka has a pulse on the needs and challenges of the community. RSVP staff also works with the United Way of Douglas County and the Roger Hill Volunteer Center. This relationship is very useful to connect with stations and get them on board with RSVP in Douglas County. The RSVP Director spends one day each week in Douglas County to connect with the eastern portion of the Region. RSVP of Shawnee and Douglas Counties works well with organizations and agencies who serve seniors. HealthWise 55 is a great example. The RSVP office recruited Connie Wood, RN who manages the HealthWise 55 program for citizens age 55 and older to serve on the Advisory Council. Other community partners on the Council include the Silverhair Legislature; the Area Agency on Aging; Public School Administrator; and the Kansas Department on Aging. These partners provide valued recommendations on RSVP programs and services and help promote the program. These partners all have an interest in improving services to seniors and creating positive, sustainable change in their community. The RSVP Director regularly attends monthly meetings of the Senior Action

## Narratives

Committee, a community wide group that focuses on the needs of older adults in Topeka. In addition, the RSVP Director is active in the Managers of Volunteer Engagement meetings. The Director was elected to serve as the Vice President of this organization during the 2012 calendar year. The Director also participates in meetings with the Douglas County Advocacy Council on Aging and the Lawrence Area Partners in Aging. Promotion of the RSVP program is vital to its future. The RSVP Director promotes the program in both Shawnee and Douglas counties through speaking engagements, exhibits, community engagement (community committees), public service announcements, and newsletters. RSVP staff conducts presentation and attends events to promote the program. The annual recognition event sparked television & newspaper coverage which resulted in calls and referrals. CASA of Douglas County highlighted RSVP in their agency newsletter. The RSVP Director continues to improve the program's visibility by working with the United Way Marketing Director to notify the media of contributions made by senior volunteers through printed promotional material, public service announcements on television and radio, press releases, media advisory notices, and newspaper articles. The United Way of Greater Topeka's website serves as a great resource for individuals seeking further information, especially related to senior volunteering. The RSVP of Shawnee and Douglas Counties website is updated regularly and contains current information on policies, events, forms and an option to submit hours online. The program has been highlighted in the Topeka Capital-Journal, local television stations, radio and neighborhood associations. The Director continually seeks opportunities to speak at local civic organizations and clubs (i.e. Rotary, Lions, Civitan, etc.), attend local fairs; and highlight these stations and volunteers in the media. The RSVP Director works with the United Way of Douglas County (Roger Hill Volunteer Center) staff to target agencies and events that work with seniors. The Director is also branching out into rural Douglas county in the communities at Baldwin City and Eudora. Local mileage built into the budget will allow for these travel costs. The RSVP Program of Shawnee and Douglas Counties serves a unique cross section of

## **Narratives**

people from diverse racial, economic and religious backgrounds. Currently 215 active volunteers are working in 47 stations. Such opportunities provide an outlet for persons age 55 and older -- no matter their diverse background -- to channel their interests and talents. These volunteers, like the RSVP grant sponsor (United Way of Greater Topeka), support dozens of civic, educational and social service agencies (stations), that both employ and help people from all walks of life. All stations have agreed they will not discriminate on the basis of race, color, national origin, sex, age, political affiliation, religion, or on the basis of disability. The RSVP enrollment process presently includes data collection on ethnicity, race, gender and ability. Eighty two percent are Caucasian, 4% Black or African American and 1% American Indian and Pacific Islander and 13% undefined. The average age of a volunteer in this program is 73 and 70% are females. Currently, 3% of volunteers are listed as disabled.

The RSVP office began tracking Veterans in the fall of 2011. Currently 5% of volunteers report they have served our country. A grassroots recruitment campaign is underway to engage potential volunteers where they work, shop, worship or gather to improve diversity among RSVP membership. The RSVP Director, and program staff will accomplish this plan by working with area agencies (the Kansas African American Affairs Commission and the Hispanic and Latino American Affairs Commission and the Kansas Commission on Veterans Affairs and El Centro) to place promotional and registration materials in workplaces, shopping centers, community centers, and other religious centers.

### **Recruitment and Development**

This mission of RSVP of Shawnee and Douglas Counties is to meet critical community needs and to provide a quality experience that will enrich the lives of the volunteers through significant community service work and personal development. In 2011 the RSVP office, in cooperation with the Advisory Council, began hosting regular social gatherings for volunteers and stations representatives. These

## Narratives

events provided not only a social outlet to RSVP members, but also educational and growth opportunities. Speakers and subject experts discuss current topics that impact older adults such as "What you need to know about Senior Health Insurance", Connie Michaelis with McCrite Retirement Community discussed 'Filial Piety'. The virtue of Eastern Cultures which focuses on honoring, caring for and respecting our parents; Connie Wood discussed the HealthWise 55 program and how seniors benefit from the free services available to them. These events enhance volunteers' quality of life; open their mind to additional volunteer opportunities to increase their skill sets. The social time gives them more investment into the program which fosters a feeling of greater reward to the volunteer. Capacity building and developing leaders is important to RSVP of Shawnee and Douglas Counties and to the Corporation for National and Community Service. RSVP office will work with the Advisory Council and stations to identify skilled jobs that add to the volunteer opportunities and enhance the capacity of the station. The RSVP has been involved with the Douglas & Shawnee County COAD (Community Organizations Active in Disasters). The RSVP office is exploring a partnership with Leadership Topeka to provide ½ day trainings for volunteers and station representatives/volunteer coordinators. Board Leadership training is offered to volunteers and to the RSVP Advisory Council. This training is organized by the United Way of Greater Topeka and occurs in March and October to train individuals about how to become more effective and proactive board members. Trainings and leadership opportunities are advertised for RSVP members through electronic communications and the quarterly newsletters. Currently 215 active members participate in this program. The RSVP enrollment process educates members about RSVP policies, provides meaningful matches, and maintains a connection throughout their service term. Staff work one-on-one with prospective RSVP volunteers to identify their goals, interests, talents and qualifications and guide seniors to positions that utilize their unique experiences, talents, and interests. Matches are made with a joint emphasis of providing quality community service and enhancing the lives of senior volunteers. Volunteers may also browse

## Narratives

opportunities on-line through the United Way Volunteer Solutions website or the RSVP website. Based on this conversation the volunteer receives a list of potential job matches. Once the volunteer has selected their volunteer site, an official welcome letter is then sent to the new member stating their enrollment date, the next quarter deadline, their online login information, and the chosen volunteer site information. The RSVP office notifies the station representative of the enrollee's interest. The volunteer station contacts the member in set up a meeting begin the station intake, orientation and training process. The RSVP office follows up with the station and the placed RSVP member to ensure a positive match. All new members will receive an orientation and a handbook as part of their enrollment process. This handbook provides basic information on the program, volunteer expectations, policies, and information on the secondary insurance company. Volunteer Centers in both communities complement the services offered by RSVP. Immediate referrals occur when seniors inquire about volunteering opportunities. Both Volunteer Centers have websites that offer a link to RSVP volunteer opportunities, inviting prospective volunteers to search for volunteer positions 24 hours a day. All RSVP jobs are posted through Volunteer software on the United Way websites. Public outreach presentations (new retiree seminars and community-based civic groups) continue to be scheduled regularly, targeting groups that engage individuals who are 55 and older. Staff continue to work closely with retirement centers and the Veterans Administration to recruit teams interested in volunteering together or alone. Retention strategies have been established and will continue to be developed in order to maintain a strong, devoted corps of RSVP volunteers. Regular communication through phone, email and print strengthens the bond among volunteers, program and volunteer station staff. The RSVP office circulates the Monthly Extras, an e-newsletter that is a list of current volunteer opportunities submitted by the volunteer stations. On the first Monday of the month this list is emailed and when requested mailed to active RSVP members. RSVP members can explore new service opportunities and assist with immediate needs at current RSVP volunteer stations. RSVP

## Narratives

volunteer stations and volunteers receive a quarterly newsletter highlighting and recognizing new and outstanding volunteers, introducing new volunteer opportunities, promoting upcoming events, and apprising all readers of community events. The RSVP office also sends birthday cards to its members and makes annual contact calls for all active members during their birthday months. The purpose of this call is to verify personal information and ask how their volunteer experience is going. Members that have not submitted hours in 12 months are placed on the inactive list. A member from the RSVP office contacts the inactive member to determine the reason for inactivity and encourage them to restart their service. Members that restart will go through the same process as new members. Volunteers will be recognized on an ongoing basis for their community contributions. In addition to public recognition of time and service through the program newsletter, volunteers will be thanked regularly through personal greeting cards for exceptional service or significant milestones. An annual recognition event is held to bring together RSVP volunteers to celebrate their service, to recognize individual and group contributions, and to demonstrate appreciation for volunteers' work and to serve as a reflection opportunity. The RSVP Director and her supervisor attended the National Conference on Service and Volunteering in 2011. The RSVP Director attended the New Director Training and several other workshops that increased her knowledge of the federal grant, volunteer management techniques and older adults in general. The RSVP Director also attended the 2012 Financial and Grants Management Institute in St. Louis and immediately updates procedures to comply with grant guidelines. The RSVP Director is a member of the following groups: Kansas Association of Senior Service Corps Directors (KASSCD), National Association of RSVP Directors (NARSVPD), Managers of Volunteer Engagement (formerly DOVIA), and the Kansas Professional Grant Association (KPGA); the Lawrence Area Partners in Aging and the Douglas County Advocacy Council on Aging. She is participated in the Peer Mentoring Program (PMP) offered through SeniorCorps and received valuable training and guidance from her mentor. For program staff, weekly RSVP meetings are scheduled to

## **Narratives**

discuss new information, upcoming events, successes and challenges. Each program staff is assigned tasks on a regular basis and reports on their progress each week. A Washburn University student assists the office a few hours each week with phone calls and updating files. The quarterly newsletters serve as way to update all active members of changes. In addition, the RSVP office communicates through other print and electronic materials. For example, in 2011 letters and notes (in the reimbursement check envelope) were sent to active members to inform them about the change in mileage reimbursements. Email is used as a secondary avenue for sending reminders about hours/mileage deadlines or to reinforce information. Each new volunteer receives an orientation about the RSVP program and its policies via phone or in person. Volunteers also receive orientation and training through their volunteer stations as outlined in each Memorandum of Understanding. The RSVP office provides technical assistance, such as support with using the online system to enter and track hours and/or finding volunteer opportunities. In addition, the RSVP Director will set up one-on-one technical trainings with volunteer stations or volunteers as needed. Ongoing communication between RSVP program staff and volunteer station supervisors ensures that each party is aware of the RSVP program progress, successes, and challenges. Telephone and electronic communication with stations ensures information is received timely and efficiently on a regular basis. The Advisory Council revamped the Advisory Council Guidelines in 2011. The Council has reviewed the program's mission, goals, statistics, history and current standing. Each council member has a binder containing information on the entire program. Further training will be developed in the upcoming months as areas of need arise.

### **Program Management**

RSVP office staff work together to notify agencies when it is time for their (MOU) renewal. This notification process is handled by email, phone and site visits. For filing purposes, each station will have its own folder and a checklist containing the MOU receipt, renewal dates, and written job

## Narratives

descriptions. Folders will be spot checked at least once a year in December by the RSVP Director for completion and accuracy. New volunteer stations are welcomed and referrals are handled through current volunteer stations or Advisory Council members. The RSVP Director will meet with the potential site to learn more about their mission and current volunteer needs and to review the RSVP policies with them. The RSVP Director decides whether the potential agency is a good fit for the program based on current research and the needs of the community. If so, the Director works with the site to complete the MOU and the written job descriptions. A copy of the signed MOU is sent to the agency representative and their information is entered into Volunteer Reporter. A listserv has been created of station representatives in order to disseminate important information in a timely manner. Each volunteer station will receive the quarterly RSVP newsletter. In addition, The RSVP Director will attend monthly meetings for the Senior Action Committee, Managers of Volunteer Engagement, and the Lawrence Area Partners in Aging and the Douglas County Advocacy Council on Aging in order to increase awareness of the RSVP program and to secure additional volunteer stations and assignments. Stations and job assignments will be developed based on the CNCS Focus Areas as outlined in this grant application; community needs discussed at the above meetings; multi-year community assessments conducted by the United Way; and occasional community assessments distributed by the RSVP office to station representatives to capture current community needs. The Director will continue to recruit and retain volunteers and stations, match volunteers, present and speak at fairs, manage special projects, plan recognition events and work on marketing plans. The RSVP office conducts and compiles results for the annual assessment. Questionnaires are distributed to both active volunteers and volunteer stations representatives. Volunteers attending the recognition breakfast in October complete a written questionnaire. The survey is sent via email to station representatives in November. Surveys are reviewed by the Advisory Council. The Advisory Council also completes a survey to assess their progress annually. The feedback in these surveys generates changes to the program the following

## Narratives

year. In 2011 the program improved communications with volunteers and established new guidelines for the Advisory Council. RSVP of Shawnee and Douglas Counties uses Volunteer Reporter to track volunteer hours, reimburse mileage, report impact-based work plans. Program staff share the responsibilities of learning Volunteer Reporter, updating and developing the database, creating spreadsheets for hours served and reimbursements, enrolling new volunteers, and compiling data for reporting purposes. Hours and mileages are submitted quarterly on the 5th of April, July, October and January. The timesheets are mailed, faxed, or emailed to the United Way office or directly entered into the system through the United Way website. The program staff processes and checks all information entered in Volunteer Reporter and dates and signs each document when completed. Hard copies are maintained in binders and all hours are entered directly into Volunteer Reporter. All data and performance measures are assessed on an annual basis. Stations are surveyed to obtain data on the service objectives in RSVP. In 2012 this includes transportation, food distribution & education. The RSVP Director distributes the surveys and follows up to collect the results. This information is used by the Advisory Council & by RSVP staff to make recommendations and create change in the coming year. RSVP program staff submit all required data and participate in all reporting efforts required by the program, utilizing mandated reporting methods or software. Additionally, progress and impact is reported to both communities through the annual report of the United Way of Greater Topeka and to program volunteers and partners through the program newsletter. Volunteer timesheets solicit information and results from each volunteer's work.

The congressional mandate to move toward the new CNCS focus areas has created significant change in this RSVP program. Congregate meal sites were a large portion of the volunteer pool; in addition to hospital volunteers answering phones at the information desk and serving as liaison between families and hospital staff in the surgical waiting rooms. Discussions have begun with station supervisors to address the issue of graduating stations and volunteers. The United Way of Greater Topeka has a

## Narratives

long-standing relationship with many of these agencies. The new Work Plans were designed to continue working with as many volunteers and stations as possible and effectively manage the program within the new CNCS requirements. Letters have been drafted to distribute to effected stations after all supervisors of active stations have received a one-on-one, face-to-face conversation. Active volunteers will be notified with telephone conversations, followed up with the volunteer letter. Volunteers will be encouraged to consider other volunteer roles that are in line with program requirements. While every effort will be made to minimize disruptions, we recognize many of these volunteers will not step out of their comfort zone to a new role or a new station. RSVP of Shawnee and Douglas Counties is committed to making this a smooth transition and remain in good favor with effected stations and volunteers. The program is also committed to recruiting and developing new volunteers to meet the three-year goals with unduplicated volunteer counts.

United Way of Greater Topeka and the RSVP Director hold primary responsibility in both counties for grant administration including the budget. Financial policies are listed below. FINANCIAL POLICIES FOR RSVP PROGRAM \* The RSVP Director will create the RSVP grant budget to show federal and non-federal money. This budget will be reviewed by the Director of Volunteer Engagement, Vice President of Community Impact and the United Way of Greater Topeka Chief Financial Officer for approval prior to submission on E-grants \* A daily log of expenses (federal and non-federal) will be maintained by the RSVP Director \* All program staff will track printing, copying, mailing costs daily and these numbers will be entered into the budget monthly. \* The Vice President of Finance will manage the disbursements \* Monthly meetings between Accounting Specialist and the RSVP Director will ensure that the budget is managed effectively each month \* All costs/invoices/expenses will be approved by the Director of Volunteer Engagement \* The RSVP Director will submit all signed receipts/invoices to the Accounting Specialist. \* Copies of all receipts and expenses will be filed and maintained by the RSVP Director and originals given to the Finance Office. \* The Accounting

## **Narratives**

Specialist will ensure that payments are processed in a timely and accurate manner. The United Way of Greater Topeka generously supports the RSVP of Shawnee and Douglas Counties, which is a large portion of the program's match. In addition, the program received \$1,280 of in-kind donations through St. Francis Health Center, AmeriPride, PT's Coffee and the Topeka & Shawnee County Public Library in 2011. Similar results are expected in 2012. The RSVP Director tracks all non-federal money in the program's cuff records and checks monthly with the Finance team to ensure that the program is on target to reach the 31% match. In-kind donations are tracked using an In-Kind Voucher. When an item or service is gifted to the RSVP of Shawnee and Douglas Counties this form is completed and signed by both parties. The donor assigns a reasonable value for the goods based on specific criteria. The original copy is maintained in the RSVP office and a copy is given to the donor for their filing purposes. The RSVP office will work through the Advisory Council subcommittee on fundraising to identify and diversify other sources for the grant match.

### **Organizational Capability**

Since 2007, the United Way of Greater Topeka has housed and overseen the RSVP program. The RSVP program complements the United Way family as many of the member agencies have numerous volunteer opportunities for seniors. The United Way of Greater Topeka has been saving and changing lives for over 80 years. United Way is not only concerned about member agencies, but about all programs that make our communities better places to live and grow. This sponsor has a history of impacting the local community and started in the 1930s, when a local Community Chest was founded to solve problems associated with the Great Depression and dust bowl days. The organization served the community through numerous recessions, in times of peace and times of war and even provided comfort to massive flood victims in 1951. It was renamed the Topeka United Funds, Inc. in 1958. The 1960s brought increased government funding for non-profit organizations and a new emphasis on workplace giving. The 1966 tornado that ripped Topeka apart gave United Way a monumental

## Narratives

challenge in helping people piece their lives back together. In 1975 to more accurately reflect its service area, the organization underwent another name change that remains today, the United Way of Greater Topeka. Consistently, this organization brings together community leaders, human service organizations, and volunteers to find solutions to the issues the community faces, including an emphasis on services that encourage healthy and active lifestyles for senior citizens.

This RSVP program has managed volunteers in food service as an impact area of the grant for over three years with great success. The service activity included meal delivery, food pantry, food distribution and congregate meal sites. Although congregate meals are not allowable under the Healthy Future focus area, the need for volunteers within the allowable service activities continues to be great in both Shawnee and Douglas Counties. This program also has managed volunteers with agencies providing services to individuals aging in place. Transportation has been a key performance measure during the current CNCS grant cycle.

United Way of Greater Topeka and the RSVP Director hold primary responsibility in both counties for grant administration including the budget. Financial policies are listed below. FINANCIAL POLICIES FOR RSVP PROGRAM \* The RSVP Director will create the RSVP grant budget to show federal and non-federal money. This budget will be reviewed by the Director of Volunteer Engagement, Vice President of Community Impact and the United Way of Greater Topeka Chief Financial Officer for approval prior to submission on E-grants \* A daily log of expenses (federal and non-federal) will be maintained by the RSVP Director \* All program staff will track printing, copying, mailing costs daily and these numbers will be entered into the budget monthly. \* The Vice President of Finance will manage the disbursements \* Monthly meetings between Accounting Specialist and the RSVP Director will ensure that the budget is managed effectively each month \* All costs/invoices/expenses will be approved by the Director of Volunteer Engagement \* The RSVP Director will submit all signed receipts/invoices to the Accounting Specialist. \* Copies of all receipts and expenses will be filed and

## Narratives

maintained by the RSVP Director and originals given to the Finance Office. \* The Accounting Specialist will ensure that payments are processed in a timely and accurate manner. The United Way of Greater Topeka generously supports the RSVP of Shawnee and Douglas Counties, which is a large portion of the program's match. In addition, the program received \$1,280 of in-kind donations through St. Francis Health Center, AmeriPride, PT's Coffee and the Topeka & Shawnee County Public Library in 2011. Similar results are expected in 2012. The RSVP Director tracks all non-federal money in the program's cuff records and checks monthly with the Finance team to ensure that the program is on target to reach the 31% match. In-kind donations are tracked using an In-Kind Voucher. When an item or service is gifted to the RSVP of Shawnee and Douglas Counties this form is completed and signed by both parties. The donor assigns a reasonable value for the goods based on specific criteria. The original copy is maintained in the RSVP office and a copy is given to the donor for their filing purposes. The RSVP office will work through the Advisory Council subcommittee on fundraising to identify and diversify other sources for the grant match.

The RSVP Advisory Council comprised of community members, RSVP volunteers, RSVP volunteer station staff, and staff of related senior-serving organizations. These members act as the eyes and ears of the Director, suggesting partnerships with agencies or individuals to further support the work plans. The Advisory Council provides oversight and strives to ensure that the changing needs of the communities are met, and that the RSVP Program achieves excellence in the entire service area while providing outstanding and meaningful experiences for volunteers engaged in the program. The Council assists the program staff in event planning and program management. Council members not only promote volunteerism for senior volunteers, but also provide an integral part of evaluating volunteer stations and volunteer assignments. Advisory Council members also attend recognition and recruiting events, offering additional testimony to the station or volunteer being recruited, and providing feedback and ideas for other events through advice and observations. Additional feedback is

## Narratives

provided when volunteer stations complete a satisfaction questionnaire based on their interactions with the RSVP office. These results are compiled and later reported to the Advisory Council for discussion and suggestions. This process helps maintain quality standards and keeps the program on track with performance measures that are vital to the program's growth and continued success. The Shawnee and Douglas Counties RSVP program is implemented by the United Way of Greater Topeka. The RSVP program staff consists of one full-time RSVP Director serving in both counties as well as one part-time Administrative Assistant. United Way of Greater Topeka and the RSVP Director hold primary responsibility in both counties for grant administration. The RSVP Director performs many duties, including: recruitment and management of RSVP volunteers; development of community partnerships that result in high-quality, high-impact, meaningful volunteer opportunities; and management of RSVP programming and communications with all parties involved in the program. Additionally, the RSVP Director oversees the overall grant management activities, including program implementation, administration and renewal and reporting of the Shawnee and Douglas Counties RSVP program. This position is currently held by Michelle Kaberline, who came to the United Way in May 2011. Prior to that, she spent four years at the Kansas State Treasurer's Office coordinating and conducting financial education opportunities for citizens across the state. Carole Creason assists the RSVP Director 15 hours a week. Carole is new to the program in October 2012. Carole has over 14 years of experience as an Administrative Assistant, the past 11-years working for the Department of Administration and Highway Patrol. Carole is proficient with computers and relates well with RSVP volunteers. She received almost two full weeks of training from the previous Administrative Assistant to hit the ground running. Carole is knowledgeable about all program forms, recruitment materials, Volunteer Reporter software, volunteer stations, volunteer assignments, as well as the RSVP program. Carole runs reports from Volunteer Reporter, ensures all files are in order, and assists with contacting volunteers as needed. Her experience and skills are invaluable. The program continues to serve seniors

## Narratives

in Douglas County. The main hub for the program is located at the United Way of Greater Topeka. The Topeka and Douglas County United Way programs are finding ways to collaborate to benefit the Douglas County community. United Way of Greater Topeka has been the fiscal administrator for numerous State, City and private foundation grants. Since 2002, United Way of Greater Topeka has been the fiscal agent for two large Federal grants, including the Early Learning Opportunities Act grant, which provided \$760,621 over a 3-year period, and the Health Resource Services Administration Grant, providing \$1.2 million to Shawnee County during a 3-year grant period. Both grants have passed through certified audit processes. United Way of Greater Topeka has policies for managing grant funds and programs. This system ensures that all areas of program management and fiscal oversight are monitored. All financial aspects will be monitored by the Finance Committee of the Board of Directors. Additionally, the Community Impact Committee of the Board of the Directors will provide oversight to the program. The committee is especially mindful of the impact made by community dollars. They ensure that each program demonstrates meaningful outcomes, measured by data-driven outputs. The United Way Finance and Community Impact committees recognize the critical importance of their roles as stewards of community dollars and they will ensure that the RSVP program meets or exceeds stated objectives. In addition to providing oversight of the programs managed by United Way staff, the Board provides to the staff a current and continuously updated manual of policies and procedures, outlining general human resource policies as well as policies related to special circumstances. These policies and procedures will apply to RSVP program staff, except in instances that modification is required by the nature of the position or funding guidelines. The RSVP Director is supported by the United Way of Greater Topeka facilities with access to office space, copier, fax, postage machine, computers, phones, internet, United Way staff, fiscal knowledge, and supplies like paper, printing, and office materials. In addition, The United Way of Greater Topeka staff fully supports the RSVP program. The Marketing Director creates and sends press releases,

## Narratives

designs fliers, and creates marketing plans for RSVP events and recruitment. The Vice President of Finance, Julie DesRuisseaux, handles monetary resources and financial transactions in accordance with all United Way finance policies and procedures, ensuring accepted accounting principles and efficiency of use of funds. She also manages purchasing procedures and supplies, facilities maintenance and technology support. The Volunteer Engagement Director also recruits for RSVP, and collaborates with the RSVP Director on many special projects such as the Christmas Bureau, Day of Caring, and recognition events. The Volunteer Engagement Director supervises and annually assesses the RSVP Director measuring achievement of stated goals. United Way of Douglas County provides volunteer and station referrals, input on recruiting possibilities, recruiting of inquiring volunteers, and space for advisory council meetings. The United Way of Greater Topeka has an employee handbook that explain policies related to personal time off, dress code, conduct, benefits, and other internal policies. The RSVP Director has a copy of these policies and has reviewed them. Below is the United Way of Greater Topeka's travel policy as outlined in its handbook. Business related expenses of employees in the field and certain expenses incurred locally are reimbursable by the UWGT under the following policies and procedures. While every effort has been made to address a wide range of circumstances and appropriate behavior, no set of policies and procedures can cover all events and contingencies. Ultimately, the faithful execution of the intent of these policies depends upon the sense of responsibility and the personal integrity of the staff in ensuring the appropriate and economical use of UWGT funds and the accurate, timely accounting of expenses. Receipts Receipts must be provided to support each expense claimed on an expense report. Tips, however, if made at reasonable rates and frequencies are an exception to this policy. For example, it is recognized that assistance with luggage may be required for some travelers. Tips must be itemized by day and type on the employee's expense report. Other situations where you cannot obtain a receipt (i.e. public transportation, etc.) will be considered on a case-by-case basis. Reimbursable Expenses \* Local Meal Expense for UWGT Staff

## Narratives

UWGT recognizes that occasionally, it is reasonable that a meal, refreshment, coffee, etc. may be served at a special staff meeting or retreat. Permission must be obtained from supervisors in order to be eligible for reimbursement. \* Business Meals/Refreshments for Guests As a general practice, meals and entertainment for guests, whether traveling or at home, is not a reimbursable expense. On occasion it may be appropriate to host guests at meals. (Staff below Executive Staff must obtain advance approval.) This expense must be for specific business reasons and conducted in a manner that reflects the proper image of UWGT as a charitable organization. \* Meals UWGT will reimburse employees for the reasonable actual cost of your meals while you are traveling on agency business. A detailed meal receipt is required for every meal claimed on the employee's expense report. The cost of alcoholic beverages will not be reimbursed. Employees should exclude these costs from their expense claim. \* Air and Train Travel In order to obtain the most favorable fares, trips should be planned in advance. Employees are required to travel coach class. In order to obtain the most favorable airfare rate, there may be occasions, which require a Saturday night stay-over. UWGT will reimburse the employee for all reasonable business expenses for the overnight stay. UWGT does not require the remittance to the agency of frequent flyer miles accumulated by employees. \* Rental Cars The most economical means of local transportation should be used, consistent with time constraints, the number of people traveling together and safety considerations. UWGT employees should rent a compact sized car when traveling on UWGT business unless three (3) or more employees are traveling together, or unless the employee is transporting equipment and supplies, which warrant the use of a larger car. \* Mileage Mileage for business use of personal vehicles will be reimbursed at the established rate published in the U.S. Government Federal Register. Mileage is reimbursed to and from your destination with the exception of a normal workday, wherein on that day reimbursement, is applicable only to the distance from the office. Personal vehicles should only be used when it is the most economical means of travel. \* Telephone Charges Business telephone charges incurred while

## Narratives

traveling on company business will be reimbursed to employees. Employees will also be reimbursed for reasonable personal telephone charges while traveling. Personal charges must be kept to a minimum, and limited to "safe arrival" calls, emergencies, and "checking in" calls. In the case that an employee incurs long distance charges on the agency's phone, they will be expected to reimburse the organization for the full amount. \* Lodging Comfortable but moderately priced lodging should be used whenever possible. An itemized account for each day's charge is required for reimbursement. Movies are not reimbursable. Employees of the same gender who are traveling together are encouraged to share a room whenever possible. \* Conference Registration and Membership Fees Conference registration fees are appropriate expense charges if the employee has received authorization from the CEO/President to attend the conference. Membership fees may also be appropriate if approved by a supervisor. \*

Miscellaneous Expenses There may also be other miscellaneous expenses not specifically covered under other policy statements, which could be allowable expenses under certain circumstances. Before reporting these expenses, specific approval for reimbursement of the item should be obtained, and the item initialed by your immediate supervisor on the expense form. In all cases, the criteria should always be a necessary expense incurred to further the business interest of the UWGT. The United Way Volunteer Center has an outstanding track record in the community for making a positive difference. Through the organization and management of events such as the local Christmas Bureau, which secures volunteers to adopt over 2,800 families per year and the annual Day of Caring project that connected over 1,150 volunteers to various organizations on one day of service, United Way of Greater Topeka has a demonstrated history of helping volunteers to make a difference in the community. United Way of Greater Topeka, as a member of United Way of America, participates fully in a rigorous self-assessment provided by the national organization. The assessment evaluates all levels of operation of the organization by collecting feedback from staff, board and volunteers. The data collected from the assessment is reviewed by the organization to look for areas of

## Narratives

improvement and to develop plans every three years.

### **other**

N/A.

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

N/A.