

PART I - FACE SHEET

APPLICATION FOR FEDERAL ASSISTANCE		1. TYPE OF SUBMISSION: Application <input checked="" type="checkbox"/> Non-Construction														
Modified Standard Form 424 (Rev.02/07 to confirm to the Corporation's eGrants System)																
2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS): 10/17/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 13SR143935	4. DATE RECEIVED BY FEDERAL AGENCY: 10/17/12	FEDERAL IDENTIFIER:														
5. APPLICATION INFORMATION																
LEGAL NAME: Mature Services, Inc. DUNS NUMBER: 020642625	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Inese R. Alvarez															
ADDRESS (give street address, city, state, zip code and county): 415 S.Portage Path Akron OH 44320 - 2327 County: Summit	TELEPHONE NUMBER: (330) 253-4597 166 FAX NUMBER: (330) 762-5571 INTERNET E-MAIL ADDRESS: ialvarez@matureservices.org															
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 510148544	7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Community-Based Organization															
8. TYPE OF APPLICATION (Check appropriate box). <input checked="" type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below):	9. NAME OF FEDERAL AGENCY: Corporation for National and Community Service															
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002 10b. TITLE: Retired and Senior Volunteer Program	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: RSVP of Summit & Medina County															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Ohio #8 Summit County- city of Akron/Medina County & Wadsworth	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="OH013"/> b.Program <input type="text" value="OH013"/>															
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;">\$ 101,098.00</td></tr> <tr><td>b. APPLICANT</td><td style="text-align: right;">\$ 46,833.00</td></tr> <tr><td>c. STATE</td><td style="text-align: right;">\$ 3,893.00</td></tr> <tr><td>d. LOCAL</td><td style="text-align: right;">\$ 8,500.00</td></tr> <tr><td>e. OTHER</td><td style="text-align: right;">\$ 34,440.00</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;">\$ 147,931.00</td></tr> </table>	a. FEDERAL	\$ 101,098.00	b. APPLICANT	\$ 46,833.00	c. STATE	\$ 3,893.00	d. LOCAL	\$ 8,500.00	e. OTHER	\$ 34,440.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 147,931.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO	
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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: Linda Valentine	b. TITLE:	c. TELEPHONE NUMBER: (330) 253-4597 130														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/17/12														

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Executive Summary

An estimated 161 RSVP volunteers will serve. They will visit homebound seniors, including veterans, for companionship and support services, assist and support individuals and families at food pantry and distribution sites including the distribution of information on healthy eating and physical activity, provide assistance at immunization clinics, and provide facilitation at two evidence based programs including the Chronic Disease Self Management Program and a childhood obesity prevention program called the CATCH Kids Club. A network of more than twenty placement sites such as food pantries, church and faith based groups, local health departments, hospitals, health clinics, organizations serving the elderly and veterans and organizations serving youth will participate as RSVP stations. Examples include Mature Service, Inc., Area Agency on Aging, Good Neighbors, Veteran's Service Commission, Second Baptist Church Food Pantry, Akron Metropolitan Housing Authority, and Medina County Health Department. The primary focus area of this project is Healthy Futures. At the end of the three-year performance period, 25 volunteers will have provided services to more than 1,250 individuals who will have reported an increase in food security along with better knowledge of good nutrition in their household and 35 volunteers will have provided companionship support and services including meal delivery to 35 homebound older adults including veterans. Thirty five homebound individuals will report on their perceptions of increased social support. The CNCS federal investment of \$101,098 will be supplemented by \$46,833.00 in non-federal resources.

Strengthening Communities

Summit County, the fourth largest county in Ohio with a population of 541,781 (2010 U.S. Census), is located in the northeast portion of the state of Ohio. The county, 412 square miles, is bordered to the north by the extremely populous Cuyahoga County (Cleveland). Summit County is very diverse, in both population distribution and urban versus suburban locations. The largest communities within

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Summit County are: The City of Akron, Cuyahoga Falls, Stow, Barberton, Green, Hudson, Copley, and Tallmadge. Major employers in the county include: Summit County, Akron School District, Summa Health System, Akron General Hospital, The University of Akron, Goodyear Tire & Rubber, and FirstEnergy Corp.

Following is a demographic profile of Summit County (Ohio County Profiles/Summit County & Medina County based on 2010 US Census)

Gender: Male -- 48.4% - Female 51.6%

Race: White -- 80.57% (436,487); Total Minorities-19.5% (107,656)

Educational Attainment: Less than a HS diploma -10.5%; HS graduate -- 32.8%; Associates Degree -- 7.7%; Bachelors Degree -- 19.2%; Advanced degree -10%

Poverty Level: 14.8% (mainly due to 9.9% unemployment rate and wage decline)

Age Census: Persons 0 to 17 -- 22.8% (123,575); 65 and Older -- 14.6% (78,968)

Following are the demographics taken from a 2009 Summit County Health District survey of seniors living alone:

Male -- 25.5%; Female -- 74.5%

Income less than \$15,000- 25.8%; income more than \$15,000 -- 74.2%;

Marital Status: Divorced-23.3%; Widowed - 63.7%; Separated - 3.8%; Single/never married - 9.2%;

Disability Status: Disabled 35.9%; Not disabled 64.1%

Residence - Akron -- 47.6%; Suburbs -- 52.4%

Medina County, located in North Central Ohio, has a total of 423 square miles and is bordered by Summit, Cuyahoga, Wayne, Ashland and Lorain counties. In 2011, the total population was 172,332 with 12.5% over the age of 65 (21,297). Medina County is the 17th most populated county in Ohio and is the 4th fastest growing county in Ohio. Major cities include Medina (estimated 2010 population - 21,938) and Wadsworth (estimated 2008 population -21,141).

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About 6.3% of the population was below the poverty line, with 4.8% of those 65 or over below the poverty line. In 2010, 56.7% of Medina County residents 0-18 were enrolled in Medicaid. Three key organizations in Medina County that RSVP has partnered with are the public access television station, WCTV, where RSVP volunteers produce monthly informational programs distributed throughout Summit and Medina Counties, the Medina County Emergency Management Agency who has partnered with RSVP to assist with the development of an emergency Volunteer Reception Center (VRC) and the Medina County Health Department to assist with immunization clinics.

The Retired and Senior Volunteer Program of Summit & Medina Counties (RSVP) was established in Summit County in 1972 and has been sponsored by Mature Services, Inc. since 1982. Throughout the past 40 years, this project has worked with over 80 partnering organizations in Summit County and more recently in Medina County to address the pressing needs of these communities. Many of these organizations continue to be collaborating partners and stations of RSVP.

Healthy Futures is the primary focus area for RSVP of Summit and Medina Counties, Ohio. A community assessment project called "The Summit 2020: A Quality of Life Project", has determined that Older Adults and Health and Health Disparities are two of five initiatives (Economic Stability, Early Childhood, and Government Efficiency are the other initiatives) where targets for improvement have been set. The collaborative structure of this project, lead by the County Executive, was comprised of community leaders from government agencies, faith based groups, businesses, neighborhood groups and individual citizens. Key findings from the environmental scan revealed that residents are keenly aware of lifestyle choices and wish to be inspired, motivated and supported to make behavior changes through health prevention, education and wellness programs.

RSVP strives to be involved with all interested organizations that are committed to meeting the current goals of the Corporation's strategic plan under "Healthy Futures" which are: to increase seniors ability to remain in their own homes for as long as possible, improve nutrition in children and

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adults and to improve access to preventive health and health education programs for this community. Because of the shared, focused vision and direction to target these goals, there is a strong collaborative culture that exists in Summit County with several key organizations supporting RSVP's volunteer efforts including: Mature Services, Inc., The Area Agency on Aging 10B, The Summit County Health District, Summa Health System, The Akron Regional Food Bank, The Summit County Veterans Service Commission, The Akron Metropolitan Housing Authority and the Medina Health Department.

The Area Agency on Aging 10B, a private, nonprofit organization specializing in helping older adults meet their long term care goals, provides programs and education to assist older adults to remain in the community instead of in nursing facilities. They are providers of the Passport Medicaid waiver program and the Care Coordination program; they also coordinate the Chronic Disease Self Management Program (CDSMP) between the Ohio Department of Health/Ohio Department of Aging and community organizations within their region.

In 2011, the Summit County Public Health District consolidated three local health departments, including the Akron Health Department in order to better utilize the area's resources. The Health District serves as the coordinating agency for the Medical Reserve Corps and has developed the Creating Healthy Communities advisory council, bringing together organizations that have a stake in the health of Summit County; RSVP is a member of this council. They have an Office of Minority Health who is responsible for monitoring the health status of minorities and informing and educating them.

Summa Health System, one of three hospitals in Summit County, collaborated with an African-American church and a development company to establish a complex that offers low income senior housing and a health center known as the Center for Minority Health and Health Disparity Solutions. The center has space set aside for educational programs and targets those with chronic condition such

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as diabetes and hypertension.

The Akron Regional Food Bank is a member of Feeding America and partners with over seventy local member agencies, including Mature Services, to end food hunger in our community. The Food Bank is the main distribution center to food pantries and provide ongoing training and health related programming to member distribution sites. They also host an annual Food Summit for all members, providing updates on the status of food and nutrition in Summit County.

The Summit County Veterans Service Commission, funded by Summit County, provides a variety of services to veterans, family members and survivors including the delivery of mobile meals to homebound veterans as well as outreach services to help homebound and nursing home residents receive benefits. It is estimated that there are approximately 44,511 veterans in Summit County.

The Akron Metropolitan Housing Authority (AMHA) is a public agency that provides subsidized housing for eligible citizens of Summit County. They operate fifteen senior housing and nineteen family housing units in the Akron area and is a partner with the HOPE VI community revitalization program. AMHA is dedicated to helping its residents to help themselves and to provide assistance while encouraging responsibility and self sufficiency.

"The 2011 Summit County Community Health Assessment", prepared in conjunction with the County Executive's office and the Summit County Health District, report the health risk factors of obesity, diabetes, asthma and coronary artery disease are at a significantly high level with higher rates found in the African American population and those with lower income levels and education. In 2011, twenty-eight percent of Summit County adult residents and forty percent of children were obese, one-tenth of residents had diabetes, one-tenth had asthma, and one-in-five suffered from some form of disability. The diseases of heart, cancer, stroke, and diabetes accounted for 66.9% of resident deaths during the 2004-2006 periods. Intervention strategies suggest increasing educational activities for making healthy food choices, the self management of chronic conditions and increased physical

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activity.

In 2010, RSVP partnered with the Area Agency on Aging 10B, to promote the Chronic Disease Self Management Program (CDSMP), branded as "Healthy U" in Ohio. The CDSMP program is an evidence based program developed by Stanford University. The program is designed for people who have a chronic illness or living with someone with a chronic illness so that they can better manage their disease. Stanford studies have shown that patients have fewer visits to hospital emergency departments and doctor's offices. Participants attend a series of free, 2 ½ hour workshops, once a week for six weeks. After their fourth session, participants receive a free book, "Living a Health Life with Chronic Illness" and a relaxation CD. Workshop topics include: understanding the chronic illness symptom cycle, pain management, nutrition and exercise, stress management, working with health care professionals and most importantly, developing weekly action plans. This provides for accountability for behavior change in a group setting. The RSVP director was trained as a Lay Leader and as a Master Trainer and is able to train RSVP volunteers to become CDSMP lay leaders.

Volunteers who participate as lay leaders must go through a 32 hour training to learn how to present the curriculum exactly as it is written and to lead 2 complete workshops to become certified lay leaders. Volunteers are responsible for collecting participant evaluations which are returned to RSVP. RSVP sends the evaluations to the Area Agency on Aging who then forwards a report to the Ohio Department of Health. To date, ten RSVP volunteers have been trained as CDSMP lay leaders and have conducted 7 workshops reaching over 150 participants. We plan to continue with ten volunteers trained in CDSMP, reaching 400 participants. RSVP has a Senior Community Service Employment Program (SCSEP) trainee who serves 20 hours per week assisting in coordination of volunteer schedules, setting up the workshops, ensuring that volunteers receive all the training materials and collecting the evaluations. Volunteers secure training easels, charts, books and CD's for the workshops from the RSVP office and turn in attendance and evaluation reports.

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In the summer of 2012, RSVP piloted a childhood obesity prevention program, called the CATCH Kids Club (CKC) that was intergenerational in approach. CATCH, which stands for coordinated approach to childhood health, is an evidence based curriculum developed by The University of Texas and is designed to promote healthy physical activity and eating behaviors. Because many grandparents are caregivers for their grandchildren, we saw this as an opportunity to target both groups. The CKC is an adaptable curriculum and includes a variety of fun nutrition education lessons including a healthy snack demo, ways to reduce screen time and interesting physical activity lessons for all ages. Five RSVP volunteers were trained by the Summit County Health District to present this evidence based program at a Metropolitan Housing Authority (AMHA) building site. The Health District provided RSVP with a curriculum book and activity cards, training for volunteers, and funds to purchase physical activity equipment including a parachute, bean bags, hoola hoops and jump ropes. The Cabot Cheese Company and Buckeye Health Plan provided funding for kitchen supplies and the food demos. The program was held in July and August, two hours per week for six weeks.. Volunteers assisted the grandparents and youth with completing pre and post surveys. Each session included 60 minutes of physical activity including a warm up and a physical activity lesson, followed by a 15 minute nutrition lesson and a 15 minute snack demonstration. The grandparents were given weekly goal worksheets for physical activity and nutrition handouts which they were encouraged to follow with the children daily. When activity and goal worksheets were returned the following week, the children and adults were given a small prize such as a healthy recipes booklet, pedometer, wrist band, or jump rope. The program proved to be successful as an intergenerational program involving 20 grandparents with their grandchildren. RSVP will be recruiting and training an additional five volunteers bringing the total to a minimum of 10 CATCH Kids Club volunteers. Our goal is to bring this program to the Akron Metropolitan Housing Authority buildings and target 100 youth and/or grandparents. A recent partnership with Summa Health System's Center for Minority Health and Disparity Solutions

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has resulted in an interest in having the RSVP volunteers lead the CDSMP workshop and CATCH Kids Club childhood obesity prevention program at their facility along with other health promotion programs currently being assessed.

RSVP has been assisting the Medina County Health Department with volunteer recruitment for their immunization programs held in August through December. Volunteers assist with health information distribution about immunizations and other health programs throughout the year as well as assist with participant registration at the fall immunization clinics in Medina County.

Volunteers who serve in health education activities will be classified as "Living Well" volunteers. Our goal is to have 30 "Living Well" volunteers, reaching approximately 800 people by the end of this grant period.

A key finding from the "Quality of Life Project" indicates the need to provide supports to optimize self sufficiency and independence of our older citizens with an emphasis on providing adequate social and emotional supports. The U.S. Census shows that the percentage of older adults, 65 and over living alone in Summit County rose from 28% in 2000 to 39% during the 2005-2009 period. Poor family supports and minimal contact with others are associated with increased morbidity and early mortality. Furthermore, social support networks have been identified as powerful predictors of health behaviors suggesting that individuals without a strong network are less likely to participate in healthy lifestyle choices. "The 2011 Summit County Community Health Improvement Plan" called for the establishment of the Senior Independent Living Coalition which will advocate for issues important to our senior citizens. Mature Services, Inc. is a part of this coalition. Mature Services, the sponsoring agency for RSVP since 1982, has as its mission to promote successful aging by providing the highest quality programs and services to support, strengthen and empower adults as they age. Services include employment and training, alcohol and drug treatment and prevention, mental health counseling, homecare and supportive services, nutrition (including hot meal delivery and food pantry), and RSVP

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volunteer services. The Homecare Department of Mature Services serves older adults and adults with disabilities who are unable to fully care for themselves. The homecare staff provide basic services such as cleaning, preparing meals, and personal care to over 300 clients, providing services on average of 2-4 hours per week. A survey of these individuals indicates they would like a volunteer to visit to teach them computer skills, read to them, play games or to just talk and visit. Currently, RSVP volunteers are calling homebound seniors as part of our Telecare Telephone Reassurance Program. For the past five years, over 20 volunteers have participated in this program, calling seniors daily with several making occasional home visits. Our intent is to expand the scope of this activity for 45 volunteers to visit a homebound client at least once a week for a minimum of 2 hours as part of the "Caring Companions" program we will be piloting in January, 2013. Companions will also provide food delivery to the Mature Services nutrition program clients. A comprehensive 8 hour training will be provided through Mature Services Homecare Manager, the Area Agency on Aging and other community homecare organizations. RSVP will hold quarterly meetings where volunteers can share their experiences and gain new updated information. The first hour of the visit they will inform and educate the homebound person, using various health promotion and nutrition education materials. RSVP volunteers will assemble activity kits, to include a variety of brain health games and puzzles along with craft activities, to take on their visits. The second hour of the visit will focus on these activities that the homebound person is interested in doing with their companion. Volunteers will be trained to provide nutrition assessments, home safety assessments, and discuss potential benefits and services available to the seniors. The Caring Companion volunteers will provide semiannual surveys to the clients, with results helping determine whether their perceptions of social supports will have changed. We will ask each Caring Companion for a one year commitment and to complete all required trainings and meetings. The Area Agency on Aging, which has over 3,000 Medicaid Waiver program (Passport) consumers and the Akron Metropolitan Housing Authority are potential referral

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sources for those needing companionship and services. RSVP has recently partnered with The Summit County Veterans Service Commission (VSC) to assist homebound veterans. Our primary activity with the VSC will be to recruit 10 RSVP volunteers to serve approximately 10 homebound veteran seniors who need meal delivery and other home bound services. The VSC is also interested in having Chronic Disease Self Management workshops at the VSC.

Also impacting community health are socioeconomic factors that have become worse during the past decade. Continued increases in the poverty rate, currently at 15.3% due to sharp rises in unemployment and wage declines, indicates there is still a prevalence of hunger and food insecurity; almost 29,000 Summit County residents are out of work. Statistical data from a 2008-2011 report prepared by the Ohio Department of Jobs and Family Services indicate that in 2010, an average of 65,152 adults and almost 40,000 children received monthly food assistance and that in 2010, 24.9% of children are food insecure. The report also shows that 35% percent of the clients are choosing between paying for food and paying for medicine or medical care and at least 36% of households report at least one member in poor health. The "Healthy Ohio-Community Profiles/Summit County 2008" report states that almost 78% of adults in Summit County reported consuming fewer than the minimum recommended five servings of fruits and vegetables daily. One of our RSVP food distribution sites is Mature Services and in 2011, it served over 657 households with 1261 individuals.

In 2011, a "Growing Hope Food Summit" was attended by more than 215 people representing more than 100 organizations. Participants were asked to vote on themes to establish priorities in the areas of Health/Nutrition. Over 30% of the participants identified education and learning about all aspects of health and nutrition and preparing foods as a top priority to improving the health status of the community. Currently more than 100 RSVP volunteers are performing weekly food distribution activities at seven stations throughout the county. Volunteers at these sites have organized food drives, shopped for food, organized food pantries, interviewed and kept records on clients, packed grocery

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bags and boxes and distributed them to families and individuals. Our goal is to continue these partnerships with local food pantries and food programs but to expand our services to include a more comprehensive plan. Twenty-five volunteers will provide weekly educational activities on choosing, preparing and eating nutritious foods, introduce ways that food recipients can increase physical activity and recommend other outreach activities as determined by our partners. The Summit County Health District and its partners from the Creating Healthy Communities advisory council will train RSVP volunteers on presenting information from the "Ten Tips Nutrition Education" Series from My Plate.Gov and the National Institute on Health's "Go4Life" physical activity materials. Educational classes will be organized at our seven food pantry stations as well as three of the AMHA buildings. The volunteers will serve in teams of two or three, rotating to food pantry sites over a six week period throughout the year. "The Ten Tips Nutrition" series and recipes from My Plate.Gov will be printed by the Mature Services Marketing Department, with volunteers reviewing the tip sheets with food recipients and provide them with goal setting tools, healthy recipes as well as demonstrate physical activities using materials from the CATCH curriculum. A pre and post survey will be given to those who attend the 6 week educational classes and a customer satisfaction survey will be provided to food recipients. Seventy-five volunteers will be involved with various pantry activities on a weekly basis. Volunteers involved with food distribution and food pantry activity will be referred to as "Pantry Partners". Our intent is to recruit and maintain a base of 100 volunteers, serving more than 4,000 individuals and families over a three year period. Twenty-five volunteers will be responsible for the outcomes of increasing food security in 1,250 households.

RSVP of Summit and Medina County has always strived to offer a wide variety of inspiring volunteer service opportunities that not only meet the needs of the community but those of the individual volunteer as well. Service descriptions are already in place for many of our volunteer activities and are reviewed and revised as needed or annually. With current and future needs identified by the key

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community partners, the RSVP project director will communicate regularly with individual partnering organizations and stations in order to continue to assess needs and activities and to develop meaningful volunteer service descriptions. Activities will be developed in conjunction with the station coordinator, the RSVP project director and an RSVP Captain, who is a member of the RSVP advisory council. The Captain serves as the liaison between the station coordinator, volunteers and the RSVP project director by communicating needs and concerns.

All of our volunteer opportunities tap into the varying levels of skill and experience of the 55+ volunteer. Major activities within our primary focus area include or will include: setting up classes and workshop groups, coordinating workshop volunteers, data collection, training and teaching activities, preparing and assembling educational materials and activity kits, leading exercise/fitness activities, preparing food for food demos, organizing and stocking food pantries, calling or visiting a homebound senior or veteran, delivering meals and promoting immunization clinics.

RSVP will "brand" each objective area within our primary focus area so that volunteers can more readily identify with their service role while still maintaining loyalty to their specific volunteer station. Volunteers serving homebound seniors will be known as "Caring Companions". Health prevention and education volunteers will be known as "Living Well Volunteers" and those involved with food pantry and nutrition activities will be identified as the "Pantry Partners". This branding will help with the targeting and recruitment of volunteers to perform the activities within each service objective.

Volunteer captains along with station coordinators will provide content for the production of quarterly newsletters to the volunteers serving in the various Healthy Futures activities.

The Chronic Disease Self Management Program and the CATCH Kids Club are two evidence based programs that involve group leadership and facilitation skills. In partnership with Mature Services and the Area Agency on Aging, the RSVP director will provide lay leader training for the CDSMP program twice a year. The 32 hour training program follows a prescribed curriculum designed by Stanford

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University and includes opportunities for volunteers to practice group facilitating, problem solving, and goal setting activities along with processing of feedback in their groups. The Area Agency on Aging and RSVP will plan a semiannual meeting for the CDSMP lay leaders in order to give the volunteers an opportunity to discuss issues and concerns from the workshops they've been facilitating. The CATCH Kids Club program also follows a prescribed curriculum that was developed by The University of Texas and made available to RSVP by the Summit County Health District. During training, volunteers learn to present nutritional lessons based on the Whoa, Slow, Go concept for making healthier food choices as well as learn group physical activities and lessons using a parachute, bean bags, hoola hoops, etc. We are using a team approach with three to four volunteers participating in the delivery of the information. Both programs provide volunteers with processes and information that will enhance and better their own lives as well.

All volunteers who will be serving as "Caring Companions" will participate in an 8 hour training and orientation. Professional staff from Mature Services, Inc., the Area Agency on Aging, and gerontology staff from the University of Akron will present relevant information as it pertains to serving the homebound elderly and increasing their perceptions on social supports. We will provide quarterly meetings for the volunteers to voice their experience.

RSVP's Creating Healthy Communities partners will provide training to all new volunteers involved with using the My Plate.Gov nutrition materials. The Akron Regional Food Bank will also provide the "Pantry Partners" training and education opportunities as they become available through the Food Bank. A quarterly newsletter will be developed for the "Living Well" volunteers to keep them abreast of new opportunities for trainings and updates on information.

Recruitment and Development

RSVP has always had a diverse base of volunteers that serve together in many capacities. One of the strengths of Summit County is the culture of collaboration which encourage its citizens to work

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together to solve problems. RSVP will continue to work with local government agencies, i.e. city and county, as well as key minority groups including the International Institute, an agency that assists new immigrants, The Office of Minority Health at the Summit County Health District, The Minority Roundtable, a health advocacy group for all minorities, and Summa Health System's Center for Diversity to ensure that we are targeting volunteers to serve the minority population for all of our Healthy Futures programs. Other groups that RSVP targets for recruiting volunteers are: the Akron Association of Churches, the Retired Teachers Association and the Retired Nurses Association. Our partnership with the Veteran's Service Commission has given us access to their program outreach efforts such as their Veterans Appreciation Day which will serve as a primary recruitment event for us. Other RSVP recruiting partners include Mature Service's Board members, RSVP Advisory Council members, Mature Services Job Club, Area Agency on Aging staff, as well as our current stations who refer potential volunteers over 55 to the RSVP program. RSVP has had a long partnership with AMHA, both in recruiting volunteers as well as serving those who live in the buildings. RSVP presents recruitment and program information to building resident councils on a regular basis. RSVP recruits volunteers by posting volunteer opportunities on the Mature Services website, local newspapers, The United Way Volunteer Center website as well as various social media outlets. The Mature Services Community Outreach representative also serves as a volunteer recruiter for RSVP. She attends weekly community events and meetings as well as major expos and fairs to promote RSVP and to recruit new volunteers to the program. RSVP will plan a yearly targeted recruitment open house at our main library. We plan on having a panel of key speakers from each of our primary focus objective areas to speak about the specific issues and how volunteers can help. We will also include volunteers who can speak about their personal experience with their service activity. We will seek sponsorship from a local business to assist with associated recruiting costs, i.e. advertising, give-a ways and food..

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RSVP has held yearly volunteer recognition luncheons for the past forty years. We have strong community support for the event with two major sponsors, and many local businesses place ads in the program book and/or donate door prizes. Mature Services produces a very nice program book which includes all the names of the volunteers, stations and timekeepers along with pictures. We recognize all volunteers with a certificate of appreciation and provide those with 5, 10, 15, and 20+ years of experience with service pins and gift cards. Throughout the year, we take many photos of the volunteers in action and display the photos in a slide show at the luncheon. Several volunteers reflect on their volunteer experiences during the program. We always invite congressional and government representatives to participate in the recognition. We provide \$25 gas cards to our volunteers who are involved with the CDSMP and CATCH Kids Club programs as well as a certificate of appreciation. The RSVP TV Crew volunteers are also recognized each year at the WCTV Clapper Awards where they usually win at least one award for quality programming.

Many of our stations conduct their own recognition events and always include the RSVP Director as a part of their program. In newsletters, we highlight several volunteers who demonstrate dedication and commitment to their service, and recognition is a large part of our retention plan. Retention begins from the time we enroll the volunteer, when we give each new volunteer an RSVP pin along with other promotional items; we make every attempt to get to know each volunteer as a person. We regularly send individual thank you notes to all of our volunteers who are involved in our high impact areas and make every attempt to remember volunteer birthdays with a call or a card. Rather than acknowledging a volunteer of the year, we ask other volunteers and station staff to acknowledge a volunteer as "Volunteers of the Moment" and place their names in quarterly drawings for gift cards.

Program Management

RSVP has an MOU in place with each active volunteer station and is updated every three years or when there is a new director that has responsibility of the volunteers. Key station personnel i.e.

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executive directors, volunteer directors and assigned timekeepers are provided instruction and a handbook on the purpose of RSVP, the requirements of our grant, federal rules and regulations as it pertains to the RSVP program and the importance of sending in timely attendance and activity reports.

Our other focus area is Disaster Services, with both Summit and Medina counties having a Volunteer Reception Center plan in place. In 2010, RSVP expanded into neighboring Medina County. Key partnerships were created with the Medina County Emergency Management Agency (EMA) and the Medina County Health Department including the Medical Reserve Corps program. In 2011, the Medina Co. EMA contacted RSVP to assist with the development of a Volunteer Reception Center (VRC). In 2012, Medina Co. EMA received funding from Ohio Emergency Management Agency to purchase supplies for training and staffing a VRC. VRC volunteer recruitment will begin the latter part of 2012 with a VRC training slated for spring 2013. The intent is to have 15 volunteers trained for the Medina County VRC and 15 volunteers trained for the Summit County VRC.

From disaster preparedness training opportunities, to assisting with the distribution of preparedness materials, our volunteers have choices in how and where they serve. Meaningful opportunities also exist within our Community Priorities through our "Connecting Generations" intergenerational programs. Activities include our Grand Pals letter writers and weekly reading tutors at the Akron Public Schools. A yearly Martin Luther King Day activity brings together a variety of volunteers and people of all ages to participate in a Dreamer's Club. This program focuses on the dream of Martin Luther King, Jr. and how each person can set goals for their own dreams. Volunteers serve in a variety of ways with our Guardians Advocating Child Safety and Protection from fingerprinting children to updating files on sex offenders. A group of extremely talented knitters provide blankets, socks, hats and sweaters, three times a year, to the veterans at the regional VA Clinic. Our award winning RSVP TV Crew produces an informative monthly program called "Kaleidoscope",

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highlighting a volunteer station or showcasing what others are doing in the community to make a difference. While we believe all these activities benefit the community and its beneficiaries, the volunteers themselves will tell you that they receive as much as they give. RSVP gives its volunteers an opportunity for feedback with a yearly survey, and uses the information to look at specific areas of concern as well as to show anecdotal evidence of the volunteer's meaningful experiences through RSVP.

Currently, we have MOU's with seven stations in our community priority areas and will continue to communicate regularly with key staff in these organizations in order to help meet our community's needs while offering a diverse array of opportunities to older adults seeking a meaningful community experience. RSVP advisory council members will assist with assessing community needs on a yearly basis to determine how volunteer services can be utilized to meet these needs and to determine the effectiveness of the volunteers.

We have been assessing our stations since 2011 in order to determine the true impact of these stations as it relates to The Corporation for National and Community Services' strategic plan and goals. Many of the stations and volunteers have been affiliated with RSVP for more than 30 years, and have been communicating with these groups to prepare them for the change in direction for RSVP of Summit and Medina Counties. We know many volunteers will continue to be dedicated to the stations where they serve and those who are affiliated with a group will continue with their group as a means for socialization. Nevertheless, as our plans for this transition take hold in 2013, we will be writing to each volunteer who will be graduated from RSVP to offer them other opportunities where they can utilize their talents and skills. For example, we've had several sewing groups who make items for nursing home patients, the homeless and our pregnancy center. RSVP will offer these volunteers the opportunity to join our "Caring Companions" program to perhaps teach knitting or develop some type of craft activity to do with the homebound individual. We also plan to meet with our senior groups to

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promote our Healthy Futures objectives and activities. We'd like to continue to work with them, by identifying volunteers within those groups who would be interested in providing more education and outreach regarding nutrition, physical activity, and health maintenance.

Data Collection activities will be performed by station timekeepers by sending in monthly attendance and activity reports to RSVP. With our two evidence based health education programs, CDSMP and CATCH Kids Club, we are required to provide attendance reports and evaluations to the Area Agency on Aging10B and to the Summit County Health District. We have a part time community senior community employment services trainee assigned as the Living Well volunteer coordinator. It is her responsibility to track all required forms and data for CDSMP and our other educational programs.

Data collection for outcomes from our Caring Companions and Food Pantry volunteers will be carefully monitored by station timekeepers, RSVP Captains and the RSVP Director. Mature Services has a Call Center training program that assists organizations with their evaluation processes, and they have offered to conduct client satisfaction surveys for our Caring Companions and Pantry Partners programs.

We understand what the budgetary needs are to sustain the various activities presented in our proposal and have a database of resources which we can apply to for support and assistance.

Examples are Buckeye Health Plan and Cabot Cheese for the CATCH KIDS CLUB, The Area Agency on Aging, Sam's Club and Wal-Mart for support to the CDSMP program, SummaCare and the Musson Foundation for our annual recognition luncheon, the Akron Community Foundation for our Grand Pals program and various businesses for sponsorships and ads in our print materials. Mature Services has a staff member who is in charge of maintaining an active database of resource opportunities and provides grant support to RSVP.

RSVP has been a good steward of managing project resources with the support from the Mature Services administration; members of Mature Services staff have attended Corporation trainings

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regarding grants and resource management. The RSVP director will continue to receive financial statements from the MSI accounting department in order to monitor expenditures. RSVP provides a form for all in-kind contributions which typically consist of space, recognition to volunteers, parking, uniforms, mileage and training. The forms have a statement that the contributions do not come from federal funds with a signature from the donor, and each station will report in-kind contributions on a yearly basis.

Organizational Capability

Mature Services, Inc (MSI) is a non-profit agency whose primary mission is to serve older adults in Summit and other counties in northeast Ohio. MSI was incorporated in August, 1975, as a 501 (c) (3) tax-exempt, not-for-profit agency. The programs include: Employment and Training Solutions, Avenues to Recovery, Nutrition and Food Services, Home Healthcare/Chore Services, and the RSVP Volunteer Program. The agency serves older adults in good health, as well as the health impaired, economically disadvantaged, socially isolated, and multi-disadvantaged.

Programmatic and fiscal oversight is provided by the President/CEO, Chief Financial Officer, the Mature Services Board and the RSVP Advisory Council. The RSVP Director submits a monthly report to the President/CEO as well as to individual board members. At least one board member serves on the RSVP Advisory Council. The RSVP Director prepares at least two presentations per year to the board, reviewing program accomplishments as well as CNCS plans and initiatives.

RSVP program operations are followed using the CNCS Operations Handbook. RSVP's comprehensive tracking system for program and volunteer data utilizes a variety of forms including: volunteer enrollment forms, volunteer assessment form, Memorandums of Understanding, Driver's License updates, and attendance and data collection forms. In addition, volunteers, timekeepers and new station managers are instructed during a station or volunteer orientation on the importance of recording monthly volunteer service hours and providing quarterly impact data to RSVP. Each station

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timekeeper and coordinator is given a volunteer handbook which outlines RSVP's program policies according to the federal regulations outlined in the Operations Handbook. The RSVP project assistant monitors the completeness of required forms and documentation and is responsible for maintaining volunteer and station data, including service hours, in a volunteer database called Volunteer Reporter. The RSVP Project Assistant has the responsibility of maintaining Memorandums of Understanding (MOU) with each partnering station. The MOU's spell out the roles and responsibilities between the Station and RSVP and are updated every two years.

A survey is given to volunteers to complete at the annual recognition banquet. With almost 80% of our volunteers attending this event, we believe this is an economically prudent way to distribute the survey and almost all are returned by the end of the event. This is an opportunity for the volunteers to rate and comment about their volunteer experience.

Staff time is documented using a daily sign-in log, signed payroll timesheets, and documentation of out of office meetings and trainings. The CFO supports the staff to attend appropriate trainings and meetings that will strengthen the work of RSVP. Travel reimbursement for staff is paid monthly and is currently at .40 cents/mile with documentation of the purpose of travel included with the expense report.

Key staff experience and time commitment to the grant is as follows:

Linda Valentine, President/CEO for Mature Services, Inc. has 34 years of experience in fiscal management, the last 26 years with the agency including 24 years as Vice President/CFO prior to her appointment in 2010 as President/CEO. She is responsible for overall agency management.

Heidi Steranka, CFO, has more than 14 years of experience in accounting and more than 4 years of service to the agency. She is responsible for financial management of Mature Services including budgeting and forecasting for the agency. Heidi and the business office support staff allocate 12.63% of their time to the RSVP grant.

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The RSVP Director, Inese Alvarez, has full time responsibility for the project. Ms. Alvarez has served in this capacity since June, 2001. Ms. Alvarez holds a Bachelor of Science degree in Public Health Education and a Master's Degree in Education and Instructional Design and has held previous positions in volunteer management with the Department of Service Learning at Kent State University, RSVP of Canton, Ohio and Massillon State Hospital in Ohio. She also has a health care experience background, having worked in the Department of Medical Education for 16 years at Summa Health System. Ms. Alvarez has participated as a panelist and presenter at the National Volunteerism Conference in Atlanta (2008) and in New York City (2010) as well as presenting a poster on an intergenerational activity at the Aging America Conference in 2011. Ms. Alvarez is currently participating in the Child and Family Leadership Exchange Program in Summit County. The purpose is to learn about systems and supports for families in Summit County. The year-long leadership program will allow Ms. Alvarez to meet with many key leaders in Summit County and participate in family and youth intervention experiences. Ms. Alvarez is a member of Creating Healthy Communities advisory council, a group established by the Summit County Health District and the Summit County Older Adult Coordinating Council which is established by the Area Agency on Aging 10B.

Assisting Ms. Alvarez is a part time (15 hours/week) program assistant, Nikole Dack. She manages volunteer record-keeping and assists with recruiting and community outreach activities. The Mature Services Marketing Department assists with the production of brochures, flyers and posting web content. RSVP utilizes members of the Mature Service Senior Community Service Employment program to assist with recruiting and coordinating the "Living Well" volunteers.

The non-federal share for RSVP staff support come from a variety of funding sources, including state, private foundations, fundraising and individual donations.

RSVP has a solid history of managing a performance based volunteer program. We have received

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several Programs of National Significance awards from CNCS and have developed programs requiring the development of performance measures. Performance measure data, including surveys and data collection reports that indicate volunteer activity and number of beneficiaries served, is reported by organizational leaders and/or station timekeepers. RSVP has utilized evaluation services from The University of Akron in the past.

RSVP has been involved with managing volunteers and measuring performance for all of our primary focus programs for one or more years. The Area Agency on Aging considers Mature Services as its key partner for the CDSMP program due to our diligence with data reporting, monitoring lay leaders and setting up workshops. We have provided participant attendance sheets to AMHA for their reporting needs for The CATCH Kids Club Program, the Summit County Health District and the Cabot Cheese Company. The Health District has written a letter of support to RSVP for the CATCH Kids Club. RSVP has been involved with Food Pantry programs for more than twenty years. The food distribution programs are required to submit reports to the Akron Regional Food Bank so the same data is provided to RSVP as well. RSVP has been involved with the TeleCare telephone reassurance program for six years and has provided volunteers with phone logs and conducted semi-annual customer satisfaction surveys. Training for callers has been provided by local hospital telecommunication departments.

The RSVP office is located at Mature Services, Inc. headquarters and is located in a low income area of Akron. The building complex is situated on the Metro Bus Line and is accessible to many of our partners and beneficiaries. There is ample parking including handicapped spaces. The RSVP office is well equipped and has sufficient space for staff including volunteers. Key staff members have updated computers, programs and printers; an Information Technology Specialist is available as needed. Human Resources staff assist with hiring as needed, ensure that safety regulations and protocol are followed and also provide background checks and orientations to RSVP volunteers.

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The Mature Services Board is comprised of thirteen community members who are business leaders, social service leaders, and agency directors. They assist with decision making for the agency, fiscal management, resource development, and program promotion. A board member also represents the RSVP Advisory Council. The RSVP Advisory Council is comprised of ten community volunteers and community agency staff who represent our primary focus area as well as our other community priorities. The group meets ten times per year and assists the program director with program development and monitoring, volunteer recruitment, recognition and resource development including fundraising activities. We provide all new members with an orientation and an Advisory Council Handbook. The advisory council members are assigned as "captains" to monitor station and volunteer activities for the Living Well, Caring Companions or Pantry Partner volunteers.

Beginning with our incorporation in 1975, Mature Services (MSI) has maintained positive cash flow and solvency through professional fiscal management and strong board oversight. MSI operates programs directly, without sub-contractors. Through efficiencies, we hold our administrative costs to 5.10%. As a multi-service agency, Mature Services is adept at managing more than fifty funding streams including federal, state, local and fee-for-service contracts. The ability to report on each separate funding stream gives us substantial flexibility in reporting and monitoring each grant. We have an indirect cost rate approved by the U.S. Department of Labor.

Expenditures are tracked by MAS90 accounting software and data is compiled into an EXCEL spreadsheet comparing actual expenses to contract budget. The system is backed up by hard copies of invoices and receipts and is maintained according to vendors, contractors and funders to document the audit trail. Results are reviewed monthly by the CFO, President/CEO, and the RSVP Director.

Internal controls are reviewed annually by our auditing firm as part of the A133 Audit and have found no deficiencies.

MSI consistently meets all reporting requirements for content, accuracy, and timeliness. All of Mature

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Services' annual audits have been issued without findings, including our most recent annual audit for FY ending September 30, 2011 which included an unqualified opinion, which is the highest opinion and endorsement of our accounting practices.

Mature Services maintains a "Fiscal Administration Procedures" policy and procedure manual and includes a Billings/Reports procedure and a Purchase Order procedure for RSVP. The Billings/Report procedure outlines required financial reporting procedures for the Corporation for National and Community Service and the Purchase Order Procedure provides a system for the President/CEO, CFO and the Business Office to monitor purchases.

RSVP has been able to demonstrate its non-federal support through many community supporters and partners. We have aggressively sought grants from local and national foundations, have received individual donations and in-Kind support from our stations and partners. In-Kind support includes recognition for the volunteers, training, supplies, and space.

Mature Services holds an annual fundraiser, The Melting Pot, raising \$32,000 in 2012. This has become an annual event benefitting all of Mature Services programs including RSVP. Our greatest support comes during recognition when we raise almost \$4,000 from sponsorships and ads and also during our Christmas Gift Wrap fundraiser where an organization donates \$600 to RSVP. Other types of RSVP fundraisers, such as bus trips, will be planned for the coming years. The Area Agency on Aging 10B is a key financial supporter to RSVP and will provide \$2,000 for the CDSMP program. These funds are used to purchase workshop supplies and to provide recognition to the CDSMP volunteers.

Other

N/A

PNS Amendment (if applicable)

N/A