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Executive Summary

NUMBER OF TOTAL UNDUPLICATED RSVP VOLUNTEERS THAT WILL SERVE: RSVP Program wide - 500, Primary Focus Area - 257

TYPES OF POPULATIONS THEY SERVE OR WILL SERVE: Volunteers will serve the frail elderly, veterans, children/at risk students, homeless and low-income individuals.

PRIMARY FOCUS AREA: Healthy Futures

VOLUNTEER SERVICE ACTIVITIES: In the Healthy Futures (Objective-Aging in Place) volunteers will participate in Food Delivery, Transportation and Companionship Service Activities. LOCATIONS

OF THESE SERVICE ACTIVITIES: Under our Primary Focus Area, volunteers will provide services at 13 stations. These types of stations include; Elderly meals programs, food bank, Council on aging, County Housing sites, Senior Centers, VA's, etc.

EXPECTED RESULTS OR OUTCOMES OF VOLUNTEERS SERVICES: Reaching elderly and disabled individuals and providing transportation, nutrition and companionship activities that will assist in independent living. At the end of the 12 month performance period, our anticipated outcomes are to show 70 individuals with disabilities received increased social support for independent living. Additionally we will provide transportation to 59 seniors and provide companionship to 189 seniors.

NUMBER OF STATIONS: 13 in Primary Focus Area

FEDERAL FUNDING LEVEL: \$45,301

NON-FEDERAL FUNDING LEVEL. Federal funding will be supplemented by \$65,450 of non-federal resources.

Strengthening Communities

DESCRIBE THE COMMUNITY YOU SERVE

The Black Hills RSVP covers Fall River and Pennington Counties. Pennington County is the second

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largest county in South Dakota and Rapid City is the second largest community in the state. The land area served by RSVP covers 5,516 square miles. The U.S. Census Bureau Statistics (<http://quickfacts.census.gov/qfd/>) are listed below for the counties served:

FALL RIVER County (1740 sq mi) has a total population of 7241 with the 55+ age group comprising 1810 or 25.5% of the population. The number of low-income families is 985 or 13.6%. The average household size is 2.23 and the average family size is 2.82. Education levels in Fall River County show 6.8% of the population with an 8th grade education or lower, 10.8% have a 9th-12th grade education with no diploma, 34.4% are high school graduates. Hot Springs is the largest city (4093) with the 55+ age group comprising 1443 or 35% of the total population.

PENNINGTON County (2776 square miles) has a total population of 100,850 with the 55+ age group comprising 17,703 or 20% of the population. The number of low-income families is 13,615 or 13.5%. The average household size is 2.49 and the average family size is 3.00. Education levels in Pennington County show 4% of the population with an 8th grade education or lower, 8.2% have a 9-12th grade education with no diploma, 29% are high school graduates. Rapid City is the largest city (67,956) with the 55+ age group comprising 12,600 or 21% of the total population and covers 38.5 square miles. Other communities served are Box Elder (population 7,800), Hill City (population 948), Keystone (population 337), New Underwood (population 660), Rapid Valley (population 8,260) and Wall (population 766).

The non profit community consists of healthcare providers, cultural entities, schools, human service agencies and numerous service groups. With revenue sources down as a result of the economy, expansion of services to meet the growing needs was not always feasible. The state of South Dakota passed a devastating 10% across the board cut to all state departments during the 2011 legislative session. Elderly and adult serves, social services and other agencies receiving state funding were hit hard by these actions. Reduction of staff and services from all the affected agencies has been realized.

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The basic needs of the communities however remained unchanged and in most cases grew - to serve and support individuals with physical and mental disabilities, frail elderly and low income.

DESCRIBE THE WAYS IN WHICH RSVP VOLUNTEERS AND THEIR STATIONS ARE MANAGED AS HIGHLY EFFECTIVE MEANS TO ADDRESS THE IDENTIFIED COMMUNITY NEEDS IN THE PRIMARY FOCUS AREA

RSVP stations identified in our Primary Focus area will be managed by maintaining a current Memorandum of Understanding and reviewing the importance of clearly identified volunteer needs and detailed volunteer descriptions and requests. Close partnerships/communications with stations will be maintained to keep changing staff current on volunteer positions and future requests.

Volunteer requests will be managed by follow-up communications by volunteer coordinator to insure volunteer placement is fulfilling the needs identified in the requests and position descriptions. Data necessary to track outcomes will be requested annually from stations. RSVP Volunteers responding to the community needs in the Primary Focus Area of Healthy Futures, Aging in place will be provided with detailed volunteer descriptions as outlined by the stations. Volunteers will be asked to track necessary data through volunteer logs, time sheets and other survey tools to track outcome.

Through volunteer orientation by the station and RSVP Project, volunteers will be made aware of the clearly identified needs as defined in various community needs assessments.

Input from senior serving agencies (Office of Adult Services, Elderly Meals Program) that have identified community needs are implemented into projects that strengthen and enhance services to seniors in our primary focus area, Healthy Futures.

DESCRIBE THE SERVICE ACTIVITIES IN THE PRIMARY FOCUS AREA THAT LEAD TO NATIONAL PERFORMANCE MEASURE OUTPUTS OR OUTCOMES

Under the Focus Area, Healthy Futures, with the objective of Aging in Place, RSVP volunteers will be addressing the service activities; 1) Companionship, RSVP volunteers will engage in friendly visiting,

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assistance with bill paying, light cleaning, entertainment and provide other activities that maintain social connections. Our output target is 189 individuals. 2) Food Distribution, RSVP Volunteers will prepare, sort, deliver meals and food items to home-bound elderly and individuals with disabilities. Our output target is 100 individuals receiving increased social support. 3) Transportation, RSVP Volunteers will provide rides to medical appointments, stores/pharmacies and various errands and social outings. Our output target is 59 individuals receiving transportation as a necessary activity in maintaining independent living.

CONNECT THE FOLLOWING THREE MAJOR ELEMENTS IN THE PRIMARY FOCUS AREA SO THAT THE SERVICE ACTIVITIES ADDRESS THE NEED AND RESULT IN THE ANTICIPATE OUTPUTS/OUTCOMES:

Under the Primary Focus Area, Healthy Futures with the objective of Aging in Place,

1) The **COMMUNITY NEEDS** identified; A) the number of elderly individuals living within the service area, B) Local determinations of why Senior Citizens may prematurely enter into long-term care or nursing facilities (transportation, senior assistance and nutrition) C) Approximate percentages of those elderly individuals that don't drive and consequences of not having access to transportation, D) National Surveys that reported the importance of strong social ties on independent living. E) Documentation of the importance of nutrition for healthy aging. Our volunteers will assist frail elderly with transportation needs, provide companion type services and assist in maintaining confidence necessary for independent living.

2) The **SERVICE ACTIVITIES THAT WILL BE CARRIED OUT BY VOLUNTEERS** are Food Distribution, Transportation and Companionship as stated in the community need, are all essential activities in Healthy Futures. Through our volunteer activities we will be assisting the elderly in our service area maintain independent living through healthy nutrition (preparation and delivery of food items), transportation services (providing rides to medical appointments, shopping and essential

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errands) and companionship (friendly visiting, entertainment, assistance with bill paying, etc). All of these services activities have been identified though local needs assessments and national studies to impact the quality of independent living of the elderly.

3) The ANTICIPATED OUTPUTS OR OUTCOMES. Through our service activities our anticipated outputs and outcomes are the 348 Senior Citizens in our communities that will receive independent living services and be able to maintain the confidence necessary for healthy aging.

CURRENT OR PLANNED ACTIVITIES IN SERVICE TO VETERANS AND MILITARY FAMILIES.

* RSVP Volunteers work with the SD National Guard by providing support services to families of deployed soldiers. Such services include mailing projects that inform families and stakeholders of events and other pertinent information.

* Deliver meals to home bound and disabled veterans.

* RSVP provides service to veterans through VFW and TREA by providing volunteer honor guard services at funerals.

* RSVP Volunteers assist with meal preparation and service at VFW and TREA to feed veterans and their families.

* Volunteers provide transportation to veteran's family members traveling to local VA Hospitals.

Recruitment and Development

PLAN AND INFRASTRUCTURE TO CREATE HIGH QUALITY VOLUNTEER ASSIGNMENTS WITH OPPORTUNITIES SUCH AS BUILDING SKILLS, DEVELOPING LEADERSHIP, REFLECTING THE MEANING OF SERVICE AND ENHANCING THE QUALITY OF VOLUNTEERS' LIVES.

To create a rewarding/life enhancing experience for the volunteers our plan is a variety of volunteer positions that include: (a) The station's on-going relationship with RSVP, the community, and referral sources; (b) Clearly identified and expressed volunteer needs that reflect our service area; and position

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descriptions; (c) Volunteer position descriptions that clearly reflect activity, commitment, time frame and anticipated results; (d) Ongoing communications with station representatives to insure appropriate matches of activities and skill levels as well as expressed expectations on training and orientations by the station to insure volunteers understand their role and duties. Follow up on placements is also important in insuring a rewarding match between volunteers and stations.

To assure a high quality experience for volunteers that offers opportunities such as building new skills, developing leadership potential, our plan includes: Position/service descriptions that captures the elements of quality volunteer service and leadership, including opportunities to coordinate activities; facilitate operations & activities of other volunteers including scheduling assignments, and providing training for new volunteers; suggest options in current assignments that may be done more effectively; participate in recruiting, scheduling and training of community volunteers to assist with stations' operations.

PLAN AND INFRASTRUCTURE TO ENSURE RSVP VOLUNTEER TRAINING NEEDED TO BE EFFECTIVE.

Our plan ensures that all volunteers receive the necessary orientation and training prior to starting their service by informing each new volunteer about the insurance benefits, time sheets requirements and a listing of the variety of volunteer opportunities available. A Volunteer Handbook is available for volunteers.

Volunteer Station Supervisors conduct on-site training for the volunteer pertinent to their assignment and responsibilities. Training needs are identified according to individual volunteer needs, skill levels, and scope of interest. Abilities of each volunteer are identified with the requesting station representative. Orientation and training then becomes a station responsibility. New stations are trained by the RSVP office staff. Memorandums of Understandings are reviewed as a guidance tool to let the stations know what they can expect from us and what we will be expecting from them. Follow

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up with volunteers and stations ensure proper implementation of training and orientation.

PLAN AND INFRASTRUCTURE TO RECRUIT VOLUNTEER POOL REFLECTIVE OF DEMOGRAPHICS OF COMMUNITIES SERVED.

Our current volunteer base of 500 volunteers is predominately white, with 3 active Hispanic, 7 Native American, 4 Hawaiian and 1 Asian, these numbers reflect the service area population in western South Dakota. Through quality volunteer assignments and service day activities, our plan continues to focus on efforts to attract volunteers that have willingness and desire to serve their communities. Recruitment to keep up with attrition and growing needs in our focus area will include: speaking at volunteer station meetings, public events, senior functions, service clubs and other organizations, senior apartments, living centers and other residential areas. Newsletters will be available in the community to attract and inform potential volunteers of service opportunities.

PLAN AND INFRASTRUCTURE TO RECRUIT VETERANS/ MILITARY FAMILIES.

Currently, 10% of our volunteer base are identified Veterans. Through our involvement in stations such as VFW, TREA and the SD National Guard we will encourage community service through RSVP with the same strategies used to recruit volunteers in general, by offering clearly identified volunteer needs and volunteer position descriptions, speaking at organization events and providing information on joining RSVP.

PLAN AND INFRASTRUCTURE TO RECRUIT RSVP VOLUNTEERS WITH DISABILITIES.

Senior Centers, Adult Services, and Aging programs frequently make referrals of individuals with disabilities to engage in community service through RSVP. Our plan is no different than the recruitment and placement of all volunteers. Skills, abilities and interests are discussed during new volunteer orientation, volunteers are placed accordingly. Stations commonly provide accommodations for volunteers with disabilities. Currently we have a large number of volunteers with age related disabilities that are serving effectively as RSVP volunteers.

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PLAN AND INFRASTRUCTURE TO RETAIN AND RECOGNIZE RSVP VOLUNTEERS.

Retention of volunteers is achieved by offering challenging volunteer opportunities and supportive relationship with staff.

Our program recognizes volunteers for their contribution by acknowledging their personal achievements and holding an annual recognition event. Outstanding volunteers are selected as "Volunteer of the Quarter" and announce in Quarterly Newsletter. Each year a volunteer will be selected as "Volunteer of the Year" at the Recognition Event and the Honoree will be profiled in local news publications.

Program Management

MANAGEMENT OF VOLUNTEER STATIONS

Volunteer Stations are managed in accordance with RSVP regulations regardless of the focus area. Stations are required to provide their 501c(3) letter from the IRS to insure non-profit status prior to requesting volunteers through RSVP. Before volunteer placement, stations must have a current Memorandum of Understanding (MOU) on file. MOU's are renewed every 3 years, more often if necessary. Stations will be required to provide detailed volunteer job descriptions that clearly reflect the duties of the volunteer. Stations are required to provide training and orientation to new volunteers and annual health and safety reviews to existing or long-term volunteers.

GRADUATING STATIONS TO MEET CHANGING COMMUNITY NEEDS.

Current volunteer stations that are not aligned with program needs will be evaluated, one by one, to determine if activities or opportunities exist for RSVP volunteers to perform capacity building service activities such as recruiting /managing community volunteers or fundraising activities. This strategy would align particularly well with our plan as we have additional staff hours, through other funding sources, to accept and manage community volunteers. Stations that can not be transformed into capacity building sites and no longer fit the RSVP program model will be absorbed and maintained in

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the community volunteer department of our program. Volunteers can continue to serve without disruption and become community volunteers, managed by RSVP Volunteers.

NATIONAL PERFORMANCE MEASURE OUTCOMES AND OUTPUTS MEASURING & COLLECTING.

Current practices of educating stations and volunteers of the importance of out-come data have proved effective. Volunteer orientations provide excellent training opportunities to inform volunteers of the community needs that they will be addressing and the tools that are needed to measure results in meeting those needs. Collaborating with stations and sharing data has allowed our program to obtain the necessary statistics and data needed to satisfy CNCS reporting requirements.

MANAGE PROJECT RESOURCES.

The City of Rapid City Finance Department assures the accounting systems utilized are capable of accurately accounting for and safeguarding federal funds. This department is managed by Pauline Sumption, Finance Officer, and City of Rapid City.

CNCS funds are directly managed by Connie Ewing, Grants Manager, City of Rapid City. Providing separate accounting records for non-federal and federal dollars, maintaining project cost accounts separately from the grantees cash account, providing a tracking system as to how the project receives, expense and accounts for all non-federal cash resources. Separate bookkeeping functions (bank deposits, check preparation/signature and statement reconciliation) among grantee/project personnel. Maintaining a Program Inventory List that designates property purchased with federal CNCS funds, non-federal funds and in-kind donations.

Organizational Capability

INFRASTRUCTURE FOR SOUND PROGRAMMATIC AND FISCAL OVERSIGHT

City of Rapid City which provides support and a solid infrastructure to sustain RSVP and maintain all

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appropriate accounting structures. The City of Rapid City also supports the programs operations with IT departments that respond to any technical issues.

Programmatic oversight: Daily monitoring and recording volunteer activities through monthly time-sheets which are used to generate a variety of monthly reports, including data such as number of service hours, types of volunteer activity, number of individual's assisted and volunteer stations served. Gathering impact-based information (performance/results/statistics) from stations and volunteers for documentation on work plans/program evaluation/community reports.

The Volunteer Reporter is the data based program used by this project to maintain and manage all volunteer data.

Fiscal Oversight: The City of Rapid City Finance Department assures the accounting system utilized is capable of accurately accounting for and safeguarding federal funds. This department is managed by Pauline Sumption, Finance Officer, and City of Rapid City.

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DESCRIPTIONS OF CLEARLY DEFINED STAFF POSITIONS

The City of Rapid City has appointed Connie Ewing, Grant Finance Manager, to oversee this project. Connie has more than 39 years of experience with the City of Rapid City and oversees all of the federal, state and local grants for the City of Rapid City. Connie is responsible for all accounts

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receivable and performs supervisory duties for the project director. Connie regularly attends RSVP Advisory Council meetings and volunteer recognition events.

Angelique Weeks is the RSVP Project Director and has maintained this position for 24 years. Prior to becoming project director, she successfully completed one year as a VISTA Volunteer placed at Head Start of the Black Hills. Should Angelique leave her position, an annual project calendar is completed every January with scheduled events and projects outlined. Connie Ewing has a vast knowledge and understanding of federal grants. That, combined with her regular attendance with Advisory Council meetings, participation in various projects and fund-raisers, Connie would be able to step in and manage the project until a new Project Director could be identified.

Coordinator's position is held by Verlynne Prince. Verlynne has been the Volunteer Coordinator since July, 2008. Verlynne joined the staff after working for the State of South Dakota at Vocational Rehabilitation.

ORGANIZATIONS TRACK RECORD IN THE PRIMARY FOCUS AREA, SENIOR SERVICE, MANAGING VOLUNTEERS AND MEASURING PERFORMANCE.

For more than 39 years this program has operated in Rapid City and now maintains 500 registered volunteers participating in various significant volunteer services. Engaging seniors in each community to provide valuable services in both impact and non-impact based assignments is both consistent and reliable. Proven methods of recruitment, retention and activation have assured the ongoing success and growth of this project.

The City of Rapid City, as any municipality, has many responsibilities to its population and there is a strong commitment to provide the citizens of Rapid City with opportunity, a sense of community and civic responsibility, as well as a vehicle in which older individuals can be of service to others.

Therefore, the City of Rapid City relies on RSVP to engage and place senior citizens wishing to become or remain active in the community. It has become well known throughout both the senior

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community and with the local non-profit and service organizations. The ability to provide service in the Primary Focus Area of Healthy Futures, with the objective of Aging in Place is an ongoing and successful part of this program. All of the components for this service activity are firmly in place through years of successfully responding to these particular community needs

Since the inception of impact-based programming, this project has successfully maintained and exceeded the required percentage of volunteer activity in designated activities.

The Volunteer Handbook is updated when necessary and was recently updated in July, 2011.

Volunteer responsibilities and benefits are outlined as volunteers register with the program. Should any changes occur, they are addressed to all volunteers in the Quarterly Newsletter.

ORGANIZATIONAL INFRASTRUCTURE

1) Tangible assets -- The City of Rapid City provides in-kind office space that is easily accessible to seniors and community stakeholders. In addition, computer equipment, and technical assistance are provided by the sponsor. Software, supplies needed for program operations are approved budget items.

2) RSVP has access to the training and technical assistance of its sponsor, the city of Rapid City. This program also benefits from additional support of the sponsor that includes administrative support, record keeping, financial management and human resources support. The City of Rapid City holds several federal grants and has a proven ability to serve as a sound fiscal and programmatic administrator that has policy and procedures in place to comply with federal grants.

The City of Rapid City purchasing procedures include submitting invoices to accounts payable through financial software, which are then monitored & verified by accounts payable dept. After verification, invoices are submitted to the City Council for approval. After approval has been obtained from the City Council, a check is then issued to the vendor. In accordance with state law, checks require 2 signatures and are signed by the Mayor and the Finance Officer.

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4). The City of Rapid City has ensured quality accounting and fiscal management of the program, assisted in expansion to other smaller, underserved communities, managed staff and assisted in program evaluation. .

Financial management systems are in place and the City of Rapid City maintains an excellent record in managing all federal, state and local grants as assured by annual audits. These audit reports can be viewed through the City of Rapid City's web site at <http://www.rcgov.org/Finance/>.

In addition to the CNCS grant, the City of Rapid City sponsors Housing and Urban Development grants for Community Development, Federal Transportation Authority grants for Rapid Transit System, Department of Transportation grant for Rapid City Regional Airport, Department of Energy grants for the capture of methane gas at the Rapid City Landfill, Department of Justice grant for Community Policing through the Rapid City Police Dept, and American Recovery & Reinvestment Act of 2009 (ARRA grants).

PROPOSED REQUIRED NON-FEDERAL SHARE.

- \$ 45,301 Corporation for National & Community Service
- \$ 1,600 Pennington County Council on Aging
- \$ 1,200 Black Hills Agency
- \$ 500 Friends of RSVP
- \$ 1,000 Businesses
- \$ 500 Stations/Individuals Donations
- \$ 4,000 Golf Tournament
- \$ 1,500 Gift Wrapping Fundraiser
- \$ 11,500 Candy/Snack Cart, Various Fundraisers, memorials
- \$ 25,150 John T Vucurvich Foundation
- \$ 3,500 City of Rapid City

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\$ 0 Savings

\$ 95,751 Total

Continuing to seek out in-kind funding (i.e. sponsor, stations, businesses, service organizations, etc.)

\$ 12,000 Grantee (space, fiscal management, vehicle maintenance, etc)

\$ 3,000 Business/Individuals (recognition, supplies)

\$ 15,000 Total

\$110,751 GRAND TOTAL

Other

N/A

PNS Amendment (if applicable)

N/A