

## 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): 10/17/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 13SR143981	4. DATE RECEIVED BY FEDERAL AGENCY: 10/17/12	FEDERAL IDENTIFIER:														
<b>5. APPLICATION INFORMATION</b>																
LEGAL NAME: South Haven Area Senior Services DUNS NUMBER: 834249336	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Jennifer Carver															
ADDRESS (give street address, city, state, zip code and county): 220 Broadway Street South Haven MI 49090 - 2511 County: Allegan	TELEPHONE NUMBER: (269) 637-3607 FAX NUMBER: (269) 637-0218 INTERNET E-MAIL ADDRESS: shassdirector@i2k.com															
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 383200638	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: <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: 2013 recompetition															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): MICHIGAN Opportunity #5 All of Van Buren County Michigan including the following:	11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
13. PROPOSED PROJECT: START DATE: 07/01/13      END DATE: 06/30/16	14. CONGRESSIONAL DISTRICT OF:    a.Applicant <input type="text" value="MI 006"/> b.Program <input type="text" value="MI 006"/>															
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 style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; border: none;">a. FEDERAL</td> <td style="border: none; text-align: right;">\$ 74,338.00</td> </tr> <tr> <td style="border: none;">b. APPLICANT</td> <td style="border: none; text-align: right;">\$ 34,176.00</td> </tr> <tr> <td style="border: none;">c. STATE</td> <td style="border: none; text-align: right;">\$ 0.00</td> </tr> <tr> <td style="border: none;">d. LOCAL</td> <td style="border: none; text-align: right;">\$ 34,176.00</td> </tr> <tr> <td style="border: none;">e. OTHER</td> <td style="border: none; text-align: right;">\$ 0.00</td> </tr> <tr> <td style="border: none;">f. PROGRAM INCOME</td> <td style="border: none; text-align: right;">\$ 0.00</td> </tr> <tr> <td style="border: none;">g. TOTAL</td> <td style="border: none; text-align: right;">\$ 108,514.00</td> </tr> </table>	a. FEDERAL	\$ 74,338.00	b. APPLICANT	\$ 34,176.00	c. STATE	\$ 0.00	d. LOCAL	\$ 34,176.00	e. OTHER	\$ 0.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 108,514.00	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	\$ 74,338.00															
b. APPLICANT	\$ 34,176.00															
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f. PROGRAM INCOME	\$ 0.00															
g. TOTAL	\$ 108,514.00															
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: Jennifer Carver	b. TITLE: Executive Director	c. TELEPHONE NUMBER: (269) 637-3607														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/15/12														

# Narratives

## Executive Summary

The primary focus area for this grant is Healthy Futures including the provision of rides for seniors to medical appointments (Ride Easy), TRIAD (Preventing Elder Abuse) and increasing access to nutritious foods through food pantries and the creation of community gardens. The RSVP has been successful in meeting transportation needs for seniors. Two years ago RSVP provided 9 round trip rides in its first few months of operation; today and in the first quarter of this grant year, RSVP has provided 51 round trip rides. Two years ago, TRIAD was only a conversation. Today it is a vibrant program reducing crime against the elderly, stopping short elder abuse and educating seniors about elder abuse, crimes and fraud. The TRIAD impact has been so intense that the County Sheriff's Department assigned a detective to handle all TRIAD cases. Two years ago the community garden was just starting. Today there are raised beds so people with disabilities can help care for the garden. People in need of food are benefiting from the fresh fruits and vegetables coming out of the garden. The demand on food banks has been overwhelming as has the increased need for emergency food. Food Pantries have more volunteers to help distribute and collect food thanks to RSVP. Senior Services, a non-profit corporation serving older adults, is in its third year of its current RSVP three year grant. This program was funded for this county for the first time 2½ years ago when CNCS expanded RSVP to a limited few new areas. Outside of the primary focus area, Senior Services' RSVP has addressed other focus areas and capacity building activities and other community priorities to be part of the program. Senior Services has placed 67% (80 volunteers) (must have at least 25%) in its primary focus area; 25% (30 volunteers) in the other focus areas and capacity building; and 8% (10 volunteers) (no more than 30%) in the other community priority areas. The other focus areas are as follows: Focus Area: Economic Opportunity -- Housing. The service activity is home energy audits, minor home repair and ramp building. RSVP will build 35 handicap ramps for 35 individuals struggling with mobility issues. RSVP will provide up to 40 additional senior families with minor

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home repair and energy audits; Focus Area: Economic Opportunity -- Financial Literacy. RSVP will provide VITA Tax Assistance. RSVP volunteers will prepare 400 income tax returns for low income persons and seniors; Focus Area: Veterans and Military Families. RSVP will develop the "Drive a Vet" transportation program whereby volunteers will provide rides to veterans to obtain needed medical services; Focus Area: Disaster Services -- Assistance provided by American Red Cross, Salvation Army and volunteer crafters. RSVP will provide volunteers to staff call centers and assist with disaster relief. RSVP volunteers will hand-craft items for local and overseas disaster organizations that will be distributed to individuals in need; Focus Area: K-12 Success. RSVP volunteers will work one-on-one with elementary students as supervised by teachers; Focus Area: Capacity Building. RSVP Volunteer Recruiters - the advisory council members-- will recruit new volunteers to join the program; Focus Area: Other Community Priorities. RSVP volunteers will volunteer for non-profit organizations such as the Public Health Department, the Domestic Violence Coalition, and Adult Day Services, the local hospital, Hospice Care, the Art Center and more. Most non-profit agencies need volunteers to help fulfill their missions.

RSVP has experienced great success in its short existence. Senior Services reputation for providing quality service to seniors is strong. It was evident that governmental units trusted in Senior Services when agreeing to place millages on their respective ballots so Senior Services could expand county-wide and then all of the millages passed with overwhelming support. Senior Services has a proven track record in managing volunteers. In two years we grew from 20 volunteers to 120 as recognized for this grant and today we actually have 181 registered, active volunteers serving thousands of people in our communities. In the past year these volunteers have donated 7204 hours to better their communities. The number of volunteers is increasing as is the reputation growing stronger. Senior Services is excited about the opportunity to regain funding to enhance the RSVP of Van Buren County (VBC).

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### Strengthening Communities

Senior Services has identified "Healthy Futures" as the primary focus area for the Retired and Senior Volunteer Program (RSVP) of Van Buren County. In this focus area, Senior Services will concentrate the volunteer efforts on the following areas: Objective 1 -- Homebound Seniors and Disabled Individuals - Aging in Place -- specifically transportation; Objective 2 - Increasing Access to Nutritious Food; Objective 3 -- Increasing Access to Care- preventing elder abuse. Senior Services is in its third year of its current RSVP three year grant. This program was funded for this county for the first time 2½ years ago when CNCS expanded RSVP to a limited few new areas. The RSVP of Van Buren County has experienced great success in its short existence.

Located in the southwest corner of Michigan, Van Buren County (VBC) is a major contributor to the state's important agricultural economy. The county's relatively moderate climate contributes to an abundance of orchards and vineyards -- Van Buren ranks first in the production of all berries in the state and is 6th in the country. ([www.michigan.org/medc/miinfo/places/VBC](http://www.michigan.org/medc/miinfo/places/VBC)). VBC is a distressed, rural county affected by a higher than average unemployment rate. According to the Washington Post the national unemployment rate decreased from 8.1% in August to 7.8% in September. The State of Michigan has held a higher unemployment rate than the nation for many years now. In August, the MI unemployment rate was 9.4% and dropped to 9% in September and surged to 9.3% in October. 16,993 of the 76,258 individuals living in the county are 60 years of age and older according to the 2010 census. This is 22% of the total population. As research indicates, the older population will continue to see significant growth with the continued aging of the population. According to the 2010 census data in comparison to the 2000 census, the 60 to 64 year old group increased 47.46% and the 65 to 69 year olds grew 32.89%. The 50 -- 59 year olds grew a significant 67.42% between 2000 and 2010. This will have significant impact as we look at the future Silver Tsunami hitting us in 10 years. It is estimated that 1 in every 5 persons will be 60 years of age and over in fifteen years. According to

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the Michigan census data, over 19% or 3,229 seniors age 60 and over live at or below 150% poverty level. 14% of the 65 -- 74 year olds are veterans. Two years ago there were limited services for seniors in Van Buren County. Back then a senior could find adult day service in Paw Paw, Hospice, Home Care providers and Area Agency on Aging Long Term Care Services such as the Medicaid Waiver and the State-funded Care Management Program -- both with long waiting lists. Two years ago community-based support services and senior center services did not exist in most of Van Buren County. Back then, Senior Services of Van Buren County operated one comprehensive senior center offering health, education, leisure and social programs, the Warren Senior Center, located in South Haven on the east side of the county. The agency also offered Information and Assistance Center, a Care Management Program called Care Watch, Commodities Distribution, Medicare/Medicaid Assistance Program, an affordable In-Home Care Program and much more. This left 14 other townships and two cities, 73% of the county, without any local senior services. In February of 2009, a group of 100 seniors and community people came together to address the lack of services for seniors in the rest of the county. As a result of the February meeting, a workgroup was formed, the Planning Committee, and they put together a plan to address this lack of services. The work group went "on the road", there was an overwhelming supportive response and senior services "expansion" became the hot topic of the county. The end result was future county-wide services would mirror the services offered by South Haven Area Senior Services. Each township and city placed a tax millage on the 2010 August ballot to fund these services. And the agency changed its name to represent the entire county, hence becoming "Senior Services of Van Buren County. Today there are numerous Senior Activity Centers in the County. Today county-wide we offer meals, commodity food distribution, income tax assistance, Project Fresh Food Coupon Distribution, TRIAD Elder Abuse educational programs, Medicare and Medicaid Assistance, fitness, health education and health screenings, support groups, computer classes, foot care, crafts and so much more. Volunteer opportunities are now available to

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those 55 and over in Van Buren County under the RSVP. Seniors in every pocket of the county can get affordable in-home care, have a care manager visit and assess their needs, receive assistance obtaining federal and state benefits, receive a ride to medical care, get minor home repairs fixed, get a ramp built if they can't get out of their homes, receive food instead of going hungry or choosing to buy medicines instead of food. During that earlier planning phase, the opportunity to apply for the CNCS sponsored Retired and Senior Volunteer Program for Van Buren County became available. The group determined Van Buren County was lacking a formal agency where older persons could donate personal time to help their communities. The Warren Center had a very small agency volunteer program but again anything county-wide was lacking. There was also no county "Volunteer Center" or clearinghouse for volunteer opportunities. The RSVP opportunity fit like a glove with the mission of Senior Services and the agency embarked on the process of developing a RSVP concept that would meet significant needs and provide worthwhile volunteer opportunities to older persons. In the fall of 2010, Senior Services was awarded the RSVP grant from the Corporation for National and Community Service. After the federal award was received, the Director and Assistant were employed to assist the Executive Director build a viable volunteer program that captured not only the national priorities set forth by CNCS but the overwhelming needs in this rural county. Today we build national priority signature programs for Healthy Futures, serve thousands of community people with these priorities with 181 volunteers and 24 stations.

Early 2009, Senior Services participated in collaboration with the Southwest Michigan Planning Commission and Van Buren Transit, with funding from the National Center on Senior Transportation, to investigate the needs of seniors related to transportation. Senior Services spearheaded a transportation specific survey and focus group process to collect data and needs from seniors. 2800 surveys were mailed to a random list of persons age 60 and 50 seniors participated in 3 different focus groups. The focus of the survey was to determine the usual means of transportation for

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seniors, the frequency of rides, and barriers to the utilization of public transportation. Significantly, 43% said they did not have a license and 24% of those not having a license do not live with someone who drives. When seniors were asked how often they use Van Buren Public Transit, 84% said never. 29% said accessibility (getting to the bus from their home) was an issue, 8% had difficulty boarding the bus and 14% were late for appointments and 22% said Van Buren Transit does not go where they need to be. When asked if transportation problems interfered with their ability to get to a doctor's appointment, 27% said this happened often and 18% said it sometimes happened. As the survey indicated, transportation is one of the greatest concerns expressed by our senior population. Given the rural nature of the county, many seniors travel out of the county or to different towns in the county for health care services. Travel costs for medical care strains the seniors' already limited income. The conclusion from the survey was to create of a program to address the Healthy Future Area: Homebound Seniors and Disabled - Aging in Place. To address this unmet need of medical transportation in the county, Senior Services' RSVP developed the program called "Ride Easy" for seniors needing rides to medical care and the "Drive a Vet" Program for veterans which will be addressed under a different national focus area. Ride Easy utilizes volunteers to provide rides for seniors who may not otherwise be able to obtain needed medical care. This program addresses the focus area's goal to increase seniors' ability to remain in their own homes with the same or improved quality of life for as long as possible. Intake workers first work closely with the Department of Human Services and the Cancer Centers to see if clients qualify under these programs. If so, transportation will be provided through these agencies. By doing this, Ride Easy funds are targeted to those most in need. If the client falls under the criteria of these agencies and local public transit is unable to provide the ride, Ride Easy helps the senior secure the ride through a volunteer. Volunteers contribute to this program by being the driver for the needed rides. They provide the ride in their personal vehicles and receive a nominal amount of mileage reimbursement for the ride. Volunteers are able to provide rides

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for the following: doctor's appointments and/or prescription drugs; cancer care; dialysis; outpatient testing services, outpatient surgery. Volunteers act as companions during the transport and often develop a friendship with the clients. It becomes a social outlet for the seniors who are often socially isolated. With this program they are able to interact with the volunteers. Volunteers will remain with the client until the service is obtained due to the fact that transport time can be up to one and half hours each way and added wait time at the appointment. Volunteers are not allowed to be involved in any of the medical care provided or to provide any advice to a client or act as a representative for the client. The planned output is that 100 seniors will receive 600 round trip rides to medical care by 71 unduplicated volunteers as shown by the ride logs completed by the volunteer drivers compiled by the RSVP Assistant. The provision of 600 round trips will help alleviate the need amongst the more vulnerable, home bound and disabled individuals. All Volunteer drivers are required to complete the volunteer application and attend the orientation program before providing service. Criminal background checks and drivers' license checks are completed on all volunteers. RSVP performs an automobile check list to ensure that the vehicles utilized by volunteers are in safe, working order. Senior Services also provides secondary automobile insurance for qualified drivers as well as general liability under RSVP insurance program.

Older adults because they are often trustworthy, are easy targets for home invasion, dishonest contractors, fraudulent banking transactions, identity theft and other scams. Unfortunately it is not only crime of a financial nature that poses a threat to older adults. Though less common, older adults are also victimized by violent crime that includes mugging, sexual violence; physical and mental domestic abuse, neglect and intimidation. The "oldest-old" -- people who are 80 or older -- the largest growing segment of this population - are also the most vulnerable to elder abuse. The Administration on Aging has indicated that no one knows precisely how many older Americans are being abused, neglected or exploited. Research suggests that elder abuse is significantly under-identified and under-

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reported, and that as few as 1 in 14 cases of elder abuse come to the attention of authorities. (National Elder Abuse Incidence Study. (1998). Washington, DC: National Center on Elder abuse at American Public Human Services Association.) Current estimates suggest there may be at least 5 million financial abuse victims each year. (Wasik, John F. 2000. "The Fleecing of American's Elderly," Consumers Digest, March/April).

Elder Abuse is becoming more prevalent and evident in Van Buren County. As Senior Services was marketing services to the entire county for its expansion of services, the County Sheriff/Undersheriff called for a collaborative meeting to discuss rising crime against the elderly. The Sheriff's Department was experiencing an increase in elder abuse reports and began working closely with Senior Services in order to look for solutions for decreasing the incidences of elder abuse. Through the process of unifying a local front to address increased crime over 50 agencies, volunteers and professionals have come together to address the abuse of elders. Initially this group conducted a survey of seniors throughout the county to determine their attitudes about crime, their fears, what type of crime prevention education should be offered. The conclusions based on the survey determined elder abuse to be an unmet need and lead to the creation of a program to address the Healthy Futures Area: Increasing Access to Care. To address this increase of elder abuse and unmet need in the county, Senior Services' RSVP has developed the national program called TRIAD, a partnership between law enforcement, seniors/senior volunteers and community volunteers that focuses on older adult crime prevention and safety programs. This program would address the Corporation's focus area goal to increase seniors' ability to remain in their own homes with the same or improved quality of life for as long as possible. The Van Buren County TRIAD program is now seeking designation from the National Association of TRIADs. TRIAD created its speakers bureau, offering hot crime topic educational programs throughout the county. The Sheriff's Department designated a detective to be the main TRIAD complaint investigator. TRIAD volunteers implement crime prevention and elder

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abuse education programs, serve as peer support leaders, neighborhood watch members, and serve as members of the TRIAD Council. Our next step is to recruit volunteers to develop programs that include the following: elder care calls, scam calling tree, home security inspections, senior citizen police academy. The planned output is that 100 seniors will attend TRIAD crime prevention programs and 15 unduplicated volunteers, as shown by attendance and volunteer logs, will volunteer time in the activities of TRIAD. The provision of TRIAD services has helped prevent and decrease elder abuse.

Michigan's troubling economic climate has caused an unprecedented number of families to seek help paying their bills or to put food on their tables. The Michigan Department of Human Services indicates that the face of hunger has shifted since the economic downturn began with people who used to donate to food pantries now receiving help themselves. More than half of Van Buren County's K -- 12 children qualified for free or reduced price lunches. (Kids County in Michigan: Kids Count-Growing Poverty Threatens Children's Health, 2012). The percent of children living in poverty jumped from 14 percent to 23 percent between 2000 and 2009. Even more startling is the rate of children living in extreme poverty -- roughly less than \$11,000 a year for a family of four -- jumped from 5 percent of children to 11 percent. That means that more than one in every 10 kids in Michigan is living in extremely desperate circumstances, living at half the poverty level. (Kids Count in Michigan: Kids Count-Growing Poverty Threatens Children's Health, 2012). Nationally the latest figures show that at least 14.6% of households face some degree of food insecurity, i.e. lack of access to enough nutritious food for an active, healthy life. In West Michigan the lack of access to food is an even bigger problem. According to the West Michigan Food Bank, many families forego food to pay mortgages, utilities and medical bills. The RSVP Director has been a participant in the Van Buren Council of Food Pantries. This group has established unity, communal spirit and process to educate communities about people facing hunger. The Council has recognized the need for pantry services

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and free suppers has greatly increased over the last several years and the need for volunteers is ever so increasing as well. Currently there are 15 emergency food pantries in Van Buren County. Several churches/food pantries also sponsor free weekly meals for people in need. The Intermediate School District has developed a community garden to help provide food to needy families and to food pantries throughout the area. This year, Senior Services built raised beds for the community garden so that the elderly and persons with disabilities could assist in the planting and upkeep of the garden. Senior Services extracted information from 4 food pantries in order to represent the trends happening in food distribution and need in the County. Eleanor's Food Pantry in Paw Paw indicated the pantry served 9,800 people in 2011 and are on track to serve 12,000 this year. In 2011, Lawrence Methodist Church distributed 14,747 pounds of food to 2,421 persons (649 families); and increase of 400 people and 50 families from the previous year. The Food Pantry for the Greater South Haven area served 4,281 families representing 13,750 individuals during 2011 and 7,758 free dinners. The Decatur Human Service Food Pantry served 618 families representing 2,056 people in 2012 and is projecting an additional 209 families through the end of the year. The Community Garden distributes fresh produce to a multitude of the existing food pantries and is dependent upon volunteers to manage the garden, deliver the food to sites and more. The food pantries in the County all use volunteers to manage the food distribution and the weekly meal preparation and service. Many of the pantries indicate the volunteers are generally retired, older adults looking to give back to their communities. It has been determined that families and seniors in Van Buren County are struggling maintaining food on their tables and the need for food assistance is definitely on the increase. It will take more volunteers to collect and distribute food to needy people. The conclusion is to create volunteer opportunities to address the Healthy Futures Area: Increasing Access to Nutritious Food. The main service area for volunteers in this area is food collection, food distribution and food pantry support. Senior Services' RSVP will provide volunteers to help distribute emergency food, provide assistance at weekly meal

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programs, manage and work the community garden, build raised beds for the garden, and help distribute community garden food to pantries, non-profits and individuals. RSVP and its volunteers will sponsor food collection activities throughout the year to help the pantries. This program addresses the Corporation's focus area goal to provide individuals and families the support needed to maintain independent living and have access to nutritious food. The planned output is that 15,000 individuals will receive food and help from volunteers through the pantries and community garden. Service to the pantries and gardens will be provided by 7 unduplicated volunteers and as shown by sign --in sheets and data compiled by the RSVP Assistant. The provision of food to 15,000 individuals should help alleviate food insecurities amongst the more vulnerable, families and elderly persons in the community. Without these programs, people will go hungry, fall through the cracks and possibly become homeless and starving.

### **Recruitment and Development**

Senior Services will utilize the expertise of RSVP Advisory Council and Community Partners (Volunteer Stations) to assist in the development of the volunteer assignments for each primary focus volunteer area. Its Advisory Council has significant representation from different areas of the county reflecting a solid cross-section of older persons, representatives from community and business. There are 11 members on the Council. The Advisory Council assists the RSVP staff in community assessment, resource development, recruitment and recognition and public relations. RSVP Advisory Council Members are ambassadors in the community and the program's best recruiters. Senior Services of Van Buren County is the major Partner Volunteer Station for the Ride Easy Program which addresses the Healthy Futures primary focus area: Aging in Place. The Van Buren County Sheriff's Department, Senior Services, Domestic Violence Coalition, the Courts and TRIAD are the main volunteer stations addressing the focus area: the prevention of Elder Abuse. Other stations will be added to include the Emergency Shelters through Family and Children Services and the County

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Victimization Program. The 15 food pantries/churches in the county, the Intermediate School District and the Van Buren Council of Food Banks are the significant volunteer partner stations for the Healthy Futures focus area: increased access to nutritious food. The Advisory Council will assist in the design of high quality volunteer assignments by working closely with Volunteer Partner Stations.

Each Advisory Council member will be designated the liaisons to Partner Stations and will be required to have monthly contact with each volunteer station. Basically they will "adopt" stations and act as advisors and advocates for each station. Advisory Council members will assist the RSVP Director in the registration, training and orientation of each station and will help develop the position description, the skills/abilities checklist, and more. Staff will develop an orientation program for Volunteer Partner Stations to include information on record-keeping, outcome measurement, volunteer policies and procedures, station and agency responsibilities can be relayed to the stations. Staff will be responsible for ensuring that all volunteers placed in volunteer stations receive the proper training before beginning service. Volunteers will undergo general orientation, volunteer station training and any other on-site training as required by the station. A volunteer training mini-manual will be developed for each volunteer station. Volunteer station training may include a "shadow" training concept once a volunteer is on site. All training for volunteers will be completed before the volunteer is "turned over" to volunteer and graduated from "Trainee" to "Volunteer".

During the application process, volunteers will be given a skills/abilities questionnaire that will be matched to available volunteer positions in the Primary Focus Areas and other volunteer areas. A skills matching software will match volunteers to available volunteer positions. Staff will create fact sheets on each focus area and relative volunteer stations in order for volunteers to understand how their significant contributions as volunteers make a difference in the lives of individuals. These fact sheets will be shared with volunteers and used as public relations tools for the community and for volunteer recruitment as well. Volunteers will be encouraged to journal their experiences as desired

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and no less than monthly. Senior Services' RSVP will host occasional "coffee clutches" to bring volunteers together to share experiences, skills, issues, rewards and reflect on any journal items they wish to share. This session will not only provide companionship, support and realness to the program and their experiences, it will allow staff to hear of any issues, placement satisfaction, and ensure volunteers know how their service impacts people and outcomes. These journal experiences may be used as testimony in further promoting the RSVP. Senior Services' RSVP believes on-going training is important to the personal growth of volunteers and therefore will offer two annual educational opportunities. Senior Services will consider such opportunities based on input from volunteers but could include topics or programs such as conversational Spanish, Tai Chi, computer classes, Memory enhancement, customer relations training and etc. RSVP will implement a myriad of ways to recruit a volunteer pool reflective of all backgrounds and from all areas of the county. Senior Services' goal is to find ways to reach all areas of the county. RSVP will develop "catchy" ways to attract older adults to volunteer using brochures, flyers, website, radio and newspaper. Senior Services will focus recruitment energy on rural churches, local farmers markets and corner country stores. Senior Services will provide presentations to church groups and congregations and sponsor 2 special events each year at different rural locations. These events may include: a grilled hot-dog give-away at the local farmers market out in rural Alma; or blood pressure screening at a rural church or a coffee hour at the local "Outpouring" Restaurant; or offer a free "tamale" give --away at one of the local Hispanic food markets; or Host Food Drives at local markets, stores and churches to help our local food pantries. Senior Services will develop an e-newsletter, post on the website and link to face book. Senior Services will advertise benefits to volunteering including liability and insurance coverage, training and educational opportunities, social activities and events, recognition and more. This will be done in the e-newsletter, on the website, RSVP e-blast, in the agency newsletter and in all other community public relations. Senior Services will sponsor an annual recruitment event highlighting

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Volunteer Stations, other non-profits and health care agencies creating a volunteer/health fair opportunity for current and interested, potential new volunteers. We will use this opportunity as well to collect cans of food for the Food Pantries which are part of this RSVP's Primary Focus Areas. Senior Services' RSVP, with the assistance of its Advisory Council, will also sponsor "Bring a Friend" to volunteer or "Refer" a volunteer. Incentives at various levels will be given to volunteers who provide referrals or successfully register new volunteers. Senior Services has specifically created a plan to recruit volunteers with disabilities including age-related disabilities and Veterans. Senior Services will work closely with its care managers, other home care agencies, the Area Agency on Aging, the Disability Resource Network, Public Housing Units, Assisted Living Centers, Nursing Homes and different Veterans Organizations to recruit volunteers to help with two special projects: 1) provide telephone reassurance calls to other vulnerable seniors; 2) make hand-crafted items for local and international disaster response and relief organizations as addressed in our Disaster Focus Area. RSVP will develop a recruitment brochure/flyer and power point presentation specifically addressing volunteer opportunities for persons with disabilities. Senior Services will designate a lead volunteer(s) as the "Volunteer Persons with Disabilities and Veterans Recruiter" and this individual will take the presentation "on the road" educating not only other agencies but individuals about volunteer opportunities. The Disabilities/Veterans Recruiter will work closely with physician offices and hospitals to place brochures and other items. Presentations will be provided to civic groups like the Lions Clubs, the Knights of Columbus, the local Veterans of Foreign War (VFW's) Associations the Legion and Elks Clubs and other agencies serving persons with disabilities and veterans. Information will be on the website and face book. Also in the plan to recruit veterans for volunteer service, Senior Services will attend this year's National Service Inclusion Project. This training is cooperative effort between the Corporation for National and Community Service and the Institute for Community Inclusion with the Association of University Centers on Disabilities. It offers dialogue about engaging

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veterans and Wounded Warriors in national service. It will be held December 10- 11 in Arlington, Virginia. The opportunity to learn more about meaningful inclusion of veterans and individuals with disabilities into volunteer service will be helpful in the future design of volunteer opportunities under this 3 year RSVP grant program. The RSVP Staff and Advisory Council will build an on-going recognition and appreciation plan for RSVP Volunteers. It is important for volunteers to know and understand the end results of their labors of love. With that in mind, Senior Services' RSVP will publish information related to its ability to meet the needs of people and fulfill the outcomes of the goals set forth under the focus areas. Senior Services RSVP will develop a "Volunteer Achievement" Photo gallery depicting volunteers in the line of service. The photographs of volunteers providing services will be hung on designated wall space in the Paw Paw office, the central office and senior center in South Haven. A picture board hosting multiple pictures will be available at each satellite senior center as well. The goal is to show volunteers in action, to show the people being served and celebrate the success in meeting the needs in the community. Senior Services' RSVP will sponsor an annual recognition event each year including food, guest speakers, entertainment, awards and more. Senior Services will offer the President's Award to recognize a volunteer with outstanding service, Director's Award and the Volunteer Partner Award. The distinguished Volunteer Hall of Fame will also be established. Nominees for the Hall of Fame will be accepted from the registered volunteers who have provided long-term service to RSVP. On-going recognition will include sending a birthday cards or an occasional note saying thank you. Staff and Volunteer Stations will be encouraged to have daily positive words for volunteers. RSVP volunteers are provided with some cost reimbursement benefits within the limits of the project's approved budget and in accordance with 45CFR 2553.43 and other Senior Corps policy guidelines. Volunteers who participate in the Ride Easy Focus Area are provided transportation reimbursement for rides given to clients to medical care appointments. The program regulations require our RSVP volunteers to be provided with accident, personal liability and excess

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automobile liability insurance and Senior Services does so in accordance with the rules set forth by CNCS.

### Program Management

Senior Services' RSVP is managed by the agency's Executive Director under the direction of the Board of Directors. The Board of Directors has 16 members representative of the county. The Executive Director has employed an RSVP Program Director and an RSVP assistant, both full -- time, to manage the RSVP and carry-out the day to day operations of the Program. Volunteer Stations are managed by the Program Director. The Program Director will develop and manage a system of volunteer stations to meet the Primary Focus areas of the project as well as other focus areas and priorities. The Program Director will ensure the placement of volunteers is governed by a Memorandum of Understanding and that this memorandum is renewed no less than every three years. This memorandum will comply with all the rules and regulations of Senior Corps and the RSVP Operations Handbook. The Program Director will develop effective practices for communications with the Stations. Included in this communication process will be the review of policies and procedures, training for the project, measurement goals and measurement tools and the role of the station in reaching the outcomes of the activity. The project director will work with the stations to obtain or create the instruments needed to measure the outputs or the outcomes and ensure that data is being collected throughout the duration of the volunteer placement. The Program Director will annually assess the placement of RSVP volunteers to ensure the safety of volunteers and their impact on meeting the needs of the community. The Program director will ensure that all volunteer stations comply with all Corporation regulations and policies and procedures, applicable civil rights laws and regulations, including providing reasonable accommodation to qualified individuals with disabilities. The Program Director will provide all RSVP volunteers with a general orientation, an orientation to the station and other appropriate in-service training to enhance performance of assignments. The

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Director will ensure that the volunteers placed at stations will have adequate supervision and resources required for the performance of assignments. The program director will work closely with the station to see that annual performance appraisal, according to the station's practice, is completed each year. The director will have a mechanism in place for reporting the volunteer stations' in-kind financial support and required reporting processes. The Program Director oversees not only the stations but the Advisory Council, recruitment and retention activities, the Hammer Heads and Ramp building program, the Vita Tax Program, in-service training, all public relation activities, and provides supervision to the Program Assistant. The Program Assistant will make sure that all reporting is received and electronically filed in the appropriate software/databases, schedules all rides under the Ride Easy and Drive a Vet Programs, application and orientation processes and other office activity as deemed necessary by the regulations and policies.

Outside of the primary focus area, Senior Services' RSVP has addressed other focus areas and capacity building activities and other community priorities to be part of the program. Senior Services has placed 67% (80 volunteers) (must have at least 25%) in its primary focus area; 25% (30 volunteers) in the other focus areas and capacity building; and 8% (10 volunteers) (no more than 30%) in the other community priority areas. The other focus areas are as follows: Focus Area: Economic Opportunity -- Housing. The service activity is home energy audits, minor home repair and ramp building. RSVP will build 35 handicap ramps for 35 individuals struggling with mobility issues. RSVP will provide up to 40 additional senior families with minor home repair and energy audits. Focus Area: Economic Opportunity -- Financial Literacy. RSVP will provide VITA Tax Assistance. RSVP volunteers will prepare 400 income tax returns for low income persons and seniors. Focus Area: Veterans and Military Families. RSVP will develop the "Drive a Vet" transportation program whereby volunteers will provide rides to veterans to obtain needed medical services. Focus Area: Disaster Services -- Assistance provided by American Red Cross, Salvation Army and volunteer crafters. RSVP will provide

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volunteers to staff call centers and assist with disaster relief. RSVP volunteers will hand-craft items for local and overseas disaster organizations that will be distributed to individuals in need. Focus Area: K-12 Success. RSVP volunteers will work one-on-one with elementary students as supervised by teachers. Focus Area: Capacity Building. RSVP Volunteer Recruiters - the advisory council members-- will recruit new volunteers to join the program. Focus Area: Other Community Priorities. RSVP volunteers will volunteer for non-profit organizations such as the Public Health Department, the Domestic Violence Coalition, and Adult Day Services, the local hospital, Hospice Care, the Art Center and more. Most non-profit agencies need volunteers to help fulfill their missions. These areas will be managed the same as the Primary Focus Area by the Program Director. The Advisory Council Recruiters are in place to help recruit volunteers for these priorities. The Senior Services Board of Directors has adopted a 3 year strategic plan that includes the development and implementation of a comprehensive marketing plan for the agency. In the interim, The Fundraising/Marketing Committee of the Board works from the current marketing plan. In the interim time, the Executive Director will meet regularly with media, political leaders, funders and civic groups and others to promote awareness of and support for the project. RSVP will continue to place recruitment articles and testimonies in the agency's monthly newsletter that has a circulation of 30,000 households in the county. Monthly feature stories of successful volunteer contributions will be submitted to local newspapers and radio stations.

As the incumbent RSVP grantee and in preparation for the third year of our current grant, Senior Services had the opportunity to transition existing work plans into the current CNCS Major Focus areas. With this in mind, we will experience minimal transition of stations and volunteers. Senior Services' RSVP does not intend on graduating volunteers out of its program but will transition any volunteers or stations into other focus areas, capacity building activities or other community priorities. The project director will work with the stations to obtain or create the instruments needed to measure

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the outputs and the outcomes and to ensure that data is being collected throughout the duration of the volunteer placement. At the outset of the program, the Program Director will define the "dosage" or "ride" or "occurrence" -- the outputs of the service that are required to influence the desired outcomes. These measurements or data will be tracked in a client tracking database. The Program Assistant will be responsible for the data input and management for collection and measurement. RSVP also utilizes a volunteer management system that allows us to track information about individual volunteers such as their name, relevant demographic information, location of service, location of residence, participation in orientation and/or training, assignments, start and end dates and hours of service related to the volunteer activities. Under the capacity-building area, RSVP will conduct a pre-assessment and the post-assessment to be done at the end of the term of services of the national service participants engaging in capacity building activity. RSVP will also implement client and volunteer satisfaction surveys to measure the satisfaction of services and volunteering.

Resources, both financial and in-kind will be managed by the Executive Director, Program Director and the office manager and overseen by the Board of Directors. Senior Services is currently responsible for tax dollars and a budget of over \$800,000 annually. A quick books financial reporting system is used for financial tracking. All payroll, budgeting and federal/state tax reporting are handled internally by the Office Manager. Senior Services has an independent audit done annually by a CPA. Since the beginning of Senior Services, no audit has shown any significant findings or material weaknesses. Funds will be spent according to budget and monitored monthly by the Board Treasurer, Finance Committee and the Board of Directors. Cash match is secured from local grants and millage funds. In-kind contributions and match of 30% are tracked monthly in a Microsoft Excel spreadsheet and will be reconciled with the RSVP monthly financial report. The program director collects verification from all in-kind sources and documents these sources and values in the spreadsheet.

### **Organizational Capability**

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Currently RSVP has 120 registered volunteers under this grant providing service in Primary Focus Areas and other community priorities. As of today though, RSVP has 181 registered volunteers in the county. For two and a half years, Senior Services has held the designation of the RSVP for Van Buren County, and we have continued to see significant growth in the numbers of volunteers providing service as well as the number of Volunteer Partner Stations looking for assistance through volunteers. Senior Services serves over 3000 seniors annually. The agency has been incorporated since 1995 and is a 501-3c non-profit organization organized to provide services, opportunities and caring support to seniors to improve their quality of life. The following standing board committees are very active in setting direction and policy, providing oversight and working with the strategic plan goals and action steps: Executive Board Committee, Finance Board Committee, Fundraising/Millage Committee, Transportation Committee, and Program and Services/Marketing committee, Ad Hoc Strategic Plan Committee. Systems, processes and policies have already been established and during our first compliance monitoring visit provided by the State Office there were no significant findings. The Program Director and the Assistant will centralize all policies and procedures and develop any newly needed policies. There are two positions funded 100% under the RSVP grant to manage and oversee the day-to-day operations of the RSVP. These positions will be sustained through the RSVP grant and supported by local match from the Senior Services millage fund. The executive director is budgeted at 7.5% of time in the grant and spends at a minimum of 15% of her time on the development and oversight of the RSVP and grants management. The Office Manager spends 15% of her time related the financial management of the program, personnel oversight, completion of payroll/tax and other human resource activities. The Data Management Specialist spends approximately 8% of her time assisting the Program Director and the Program Assistant with tracking volunteer information, hours and future outcome measurements. The Data/Receptionist spends 15% of her time with the RSVP. Volunteers also support the operation of the program by answering phones, volunteering for Primary

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Focus Areas, acting as Ambassadors and Advisory Council members and more. The Executive Director has been at Senior Services for 10 years now and has been at the CEO level in a myriad of agencies for over 30 years. During her career she created 3 senior service programs from inception including an area agency on aging, a Medicaid waiver community-based long term care program and several volunteer programs. She is experienced in budgeting, financial reporting, federal grant reporting, program development, volunteer program development, public relations and personnel supervision. She has been accountable for federal grants throughout her entire career including \$16 million Federal and State Medicaid dollars and another \$2 million from the Older Americans Act and with grants from the Federal Capital Compassion Grant Funds. The largest private foundation she secured and managed was \$3.8 million from the Kellogg Foundation. The RSVP Program Director has been with Senior Services now for over 2 years. During her tenure, RSVP became a reality. She developed the program from inception including all of the policies, procedures, recruitment and recognition practices, special Signature Programs, outcome measurements and more. She has over 9 years experience with managing a core of church volunteers and comes from a banking business background. She has been responsible for not only the program development for RSVP but the compliance to the Senior Corps regulations and other requirements of being a CNCS grantee. The Program Assistant has been employed for one year now and comes with a strong office management and marketing background. The Program Assistant provides the general office support and is present in the office to help volunteers, schedule volunteer activities, manage software and client data, schedule and oversee the orientation and training opportunities and more. She has been successful in holding the day-to-day operations to high standards. The office manager has over 16 years experience with Senior Services and has been here since nearly the inception of this organization. She is responsible for all financial activity, accounting/bookkeeping and human resource management. Senior Services maintains a contractual relationship with a quick books software consultant and a

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local CPA for assistance and/or trouble shooting. The office manager has experience tracking and overseeing other federal and state grant programs and has been involved with the financial management of the RSVP grant for the past 2 years. Senior Services operates with the central administrative office being located in South Haven on the west side of the county. Senior Services secondary office is located in Paw Paw which is between the central and eastern part of the county, where the county seat is located. The RSVP Program Director works out of the Paw Paw office and the South Haven office once weekly to ensure county-wide operation and presence. The Data/Receptionist located in the South Haven office assists with all volunteer inquiries and placements.

Senior Services reputation for providing quality service to seniors is strong. It was evident that governmental units trusted in Senior Services when agreeing to place millages on their respective ballots so Senior Services could expand county-wide and then all of the millages passed with overwhelming support. Senior Services has a proven track record in managing volunteers. In two years we grew from 20 volunteers to 120 as recognized for this grant and today we actually have 181 registered, active volunteers. The number of volunteers is increasing as is the reputation improving. In the past year these volunteers have donated 7204 hours to better their communities. Often seniors stop by the office to sign up to volunteer and tell us they have heard such great things about volunteering for RSVP. This year, two of our volunteers received community awards: A South Haven Township resident, Dixie Capps received The Van Buren County Educational Volunteer Hero Award and Mike Lake, Paw Paw area/Almena Township resident, won the President's Volunteer Service Award. From the inception, Senior Services implemented volunteer and volunteer station satisfaction surveys to ensure that volunteers were pleased with placement, that the volunteer position positively affected that volunteer station and outcomes were being met. This process will be refined and enhanced even further for the measurement of performance under this new grant. Senior Services'

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current assets are \$451,717 in savings and checking accounts. Senior Services maintains a reserve balance of funds for cash flow purposes since tax dollars flow January through May during tax collection seasons. Fixed assets are \$37,000 for equipment and computers. We own a storage shed valued at \$3,000. Senior Services does not own any facilities at this time but holds a long term lease for the office space and Senior Center in South Haven, a long term lease for the office space in Paw Paw and a year lease for the Senior Center space at the Lions Club. Senior Services has been operating for 17 years and have had no material weakness or significant findings from its audits. The Area Agency on Aging provides annual programmatic and financial audits of grant-funded programs and has found no significant findings or non-compliance issues. Due to the outstanding track record, the Area Agency waived the annual programmatic and financial audits several times over the past 6 years. The Corporation for National and Community Service State Program staff completed its first compliance review on the RSVP last fall and there were no significant findings or compliance issues. They did have lots of great things to say about how successful the RSVP has been and how well staff has developed a quality program. Senior Services is not a new agency and therefore systems for personnel, personnel policies, position descriptions and operational policies have been existence for many years. Many types of policies undergo an annual review by the Board Committees and the Board of Directors. It is a priority of this agency to update and centralize all policies and procedures electronically and in manual form for efficiency purposes.

78% of Senior Services revenue comes from local millage funds. The Board of Directors intention is to extend the life of the senior tax millage beyond a four year renewal time in the future. Senior Services has been receiving millage funds for 17 years in the Greater South Haven area and 3 years now in the expansion areas. Senior Services is dedicated to sustaining all non-federal share resources. Senior Services will sponsor at least 2 annual fundraisers as well to help sustain match and will continue to apply for grants for new programs.