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Executive Summary

Adams County RSVP is sponsored by John Wood Community College. JWCC services all or part of nine counties in West Central Illinois. The Adams County RSVP program office is housed in the JWCC Kinscherff Adult Education Center located in downtown Quincy, IL.

An estimated 500 volunteers will serve in this project. They will engage in the following service activities; food delivery, transportation, companionship, setting up and staffing disaster call centers, tutoring and mentoring Adult Basic Education, GED and ESL students, transportation for veterans, social support for elderly and disabled veterans, capacity building and providing indirect services to CNCS supported organizations, and placing volunteers in community priority activities. These service activities will be performed at 84 volunteer sites such as Adams County RSVP, John Wood Community College, Meals Plus for Seniors, Blessing Hospital, Adams County Health Department, United Way, Adams County Emergency Management, American Red Cross, and Salvation Army.

The primary focus area of this project is Healthy Futures. At the end of the 12 month performance period, we anticipate 800 unduplicated individuals in Adams County who are either, homebound, elderly or disabled will report having increased social ties and support as a result of our program services provided by 125 un-duplicated volunteers. Furthermore, we will place volunteers in other CNCS focus areas such as Disaster services, economic Opportunity, and Veterans and Military Families

The CNCS federal investment of \$75,190 will be supplemented by \$24,693 from the Illinois Department on Aging, \$12,450 from United Way of Adams County, \$10,000 from the Adams County Illinois Board, \$6,400 from the City of Quincy and \$5,000 from fundraising and contributions.

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Strengthening Communities

This RSVP project encompasses all of Adams County, a predominantly rural county in western Illinois encompassing just over 855 square miles. 2010 US Census Bureau statistics lists Adams County population as 67,103 with an average of 78.5 persons per square mile with demographics identified as: 93.7% white; 2.8% black; .2% Native American; .7% Asian; 2.1% Hispanic or other nationality. 17.5% of the population is age 65 and over, 13% of whom live alone. There are approximately 29,842 housing units with an ownership rate of 73.1%. The median household income is \$41,582 (US = \$50,221) and the percentage of individuals living below the poverty level is 15.7%. According to the Illinois Department of Employment Security Website, the Adams County IL unemployment rate in July 2012 was the second lowest in the state at 6.8%.

Quincy is the largest city in Adams County and is where the majority of our volunteers reside. According to the 2010 US Census Quincy has a population of 40,633 made up of the following demographics: 90.8% white, 5.4% black, .2% Native American, .9% Asian, 2.7% Hispanic and other nationality. The population density averages 2,554 persons per square mile.

After considering the six CNCS focus areas, Healthy Futures needs to be the Primary focus for Adams County RSVP. In our community those needs have been identified as medical transportation, food delivery, and companionship with a focus on serving the elderly and disabled as well as veterans and military families. I have embedded the description of the planning and infrastructure of managing volunteers into each of the service activity descriptions.

The social service organizations and non profits that serve the aging and disabled population in Adams County are minimally staffed. As our state and local resources dwindle, these organizations struggle to keep up with the workload created by service demands causing cuts to staff as well as services. Among the reduced services, transportation, food delivery, and companionship are those that show the greatest need. Due to the need, Adams County RSVP will concentrate on those three service

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activities as part of their primary focus of Healthy Futures.

As part of the Healthy Futures activities Adams County RSVP will enhance the relationship with the Illinois Veterans Home in Quincy. The volunteer coordinator, who interfaces with other area veteran groups, informs us that there are unmet requests for transportation, food delivery and companionship for aging and disabled veterans in Adams County. RSVP staff will conduct community meetings at the Veterans home about available RSVP support for those needs. By conducting the meetings at the home it brings more able bodied veterans to the home and inspires added participation in activities with those in the home. It also helps us identify how we provide stronger support services to the Veteran community outside the Veterans Home. Community meetings addressing veteran's issues will also be held at the Adams County RSVP facilities in downtown Quincy. All area veterans will be invited to attend with transportation provided for those who need transport. Services to veterans other than transportation, food delivery and companionship are addressed in "other" focus areas.

Transportation: According to the latest United Way of Adams County Community Needs Assessment, there is a significant need for medical transportation in the area, especially amongst clients of local social service agencies. Because of Quincy's small size, many of these individuals are referred for treatment to an out of town specialist in areas such St. Louis, MO, Springfield, IL or Iowa City, IA. The only available transportation service is a commercial bus line that does not return the same day or a for-profit shuttle service, neither of which escort the client to their appointment upon arrival at large medical centers. Travel by bus would require clients spend the night and incur additional expenses. Many clients can not financially, nor physically, afford to make a trip under those circumstances and therefore might not get the medical attention they deserve. Some clients are even unable to access the available transportation services to get to their local medical appointments. Many are too sick or physically unable to utilize a city bus stop and can't afford the alternative of

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hiring a driver or calling the one cab service located in Quincy.

Adams County RSVP has a fine tuned medical transportation system in place to properly address the needs included in the CNCS performance criteria. RSVP staff recruit and train volunteers who will provide medical transportation. Training includes patient privacy & safety, HIV and blood borne pathogens and acceptable behavior for volunteers and clients. Past training has included presentations from the JWCC Human Resources Department and the Adams County Health Department. The RSVP Volunteer Coordinator in conjunction with the office assistant manages the transportation requests and matches clients with a volunteer driver. Volunteers use their own vehicles to transport clients to their appointments.

Medical transportation service is such a critical community need that without it a number of these clients could no longer live in their own homes and would need to be moved to an assisted living facility or a nursing home. 30 unduplicated RSVP volunteers will work with 4 stations to provide medical transportation to 250 unduplicated clients. Of the 250 clients served we anticipate 200 to report an increase in perceived social support.

Food Delivery: According to the National Resource Center on Nutrition, Physical Activity & Aging many older people have disabilities or functional impairments which deem them unable to shop for groceries or to prepare meals. The director of the Meals on Wheels program at the Quincy Senior Center tells us that they have lost 30 volunteer drivers for meal delivery this year, which is a significant loss to the program. This decline is critical and negatively impacts the program. The need for food delivery volunteers in our community is essential for the area elderly and homebound to remain living independently in their own homes.

Adams County RSVP plans to address this critical community need by increasing the volunteers in food delivery service activities with a focus on Meals on Wheels and RSVP's own Carry-Out Caravan.

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RSVP staff will regularly recruit and place volunteers for Meals on Wheels. The RSVP volunteer coordinator will work with staff at Meals on Wheels to ensure proper training of new volunteers and serve as a contact for coordination and staffing challenges that may arise.

Adams County RSVP Carry-Out Caravan is a grocery delivery service available, free of charge, to local residents in need. The client base consists mostly of elderly and disabled individuals who are unable to shop for groceries on their own. One day a week a RSVP volunteer takes phone orders in our office. The following day volunteers meet at two local grocery stores to fill and deliver orders. The RSVP Coordinator oversees the volunteers serving in this program.

This service activity will provide 50 unduplicated RSVP volunteers working with 3 stations to provide food delivery to 200 unduplicated clients. Of the 200 clients served we anticipate 150 to report an increase in perceived social support.

Companionship: According to the 2010 Census approximately 12,000 or 17.7% of the Adams County population is 65 years of age or older and of those 13% live alone. According to statistics from the Private Duty Homecare Association, 89% of seniors over the age of 65 want to age in their homes as long as possible but can't do so without assistance. Companionship and neighborly assist activities are necessary services that will assist the elderly population of our area to remain independent and in their own homes.

Adams County RSVP will continue this service activity but with a new emphasis so it becomes a part of our CNCS primary focus area. We will offer training and volunteer recruitment activities as well as offer educational in-services and "lunch & learns"; lunches that feature speakers from our RSVP and volunteer station staff. These activities will inspire discussion amongst volunteer peers facilitating an exchange and sharing of best practices and new strategies.

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This service activity will provide 45 unduplicated RSVP volunteers working with 4 stations to provide companionship to 350 unduplicated clients. Of the 350 clients served we anticipate 300 to report an increase in perceived social support.

Summary: 25% of Adams County RSVP volunteers will serve in the primary focus area of Healthy Futures. 47% of our volunteers will participate in service activities from the following CNCS focus areas: Disaster Services, Economic Opportunity, Veterans and Military Families, and Capacity Building. 28% of our volunteers will be placed in Community Priority activities.

Adams County RSVP will track outputs of our work plans and record outcomes by developing activity databases in which we can record the number of individuals receiving services. We will measure outcomes by using CNCS approved or recommended survey instruments.

46% of unduplicated Adams County RSVP volunteers will be placed in CNCS work plans that result in outcomes. This concept is not new to our staff members. As a means of measuring impact in our community, and for applications for matching funds from organizations such as the United Way, we have experience in collecting data for measurable results including outputs and outcomes.

Recruitment and Development

Plans and infrastructure of Adams County RSVP have always been based on developing working partnership with local organizations. Currently we have working partnerships with 84 local agencies and organizations creating a strong presence within the social service community. The director and/or the volunteer specialist regularly meet with various work station personnel to ensure that quality volunteer assignments are offered and that the assignments will align with the CNCS focus area goals and objectives.

Training: We work with the stations to create our long term assignments but also create one-time or short-term service assignments as a way to introduce new or potential volunteers to different

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organizations and their variety of opportunities. We also offer new members an opportunity to shadow a seasoned volunteer on assignments that the new volunteer might find interesting.

Volunteers like this approach and have often decided to commit to a long term service assignment with a program that they, originally, didn't think they would like.

Adams County RSVP staff offers regularly scheduled orientations for all new volunteers, which provide an in-depth overview of RSVP and our relationships in the community. RSVP staff also works with station personnel to ensure that activity-specific training is offered to volunteers. One example is the 12-hour tutor training provided by John Wood Community College Literacy Department for volunteers who want to serve as literacy and ESL tutors. Tutors are required to complete this training before they are matched with a student.

Adams County Health Department and JWCC Human Resources conduct Medical transportation driver training including regulations about safety and privacy. This training is held at the RSVP office in downtown Quincy. All drivers are required to complete training before transporting clients.

RSVP staff participates in professional development opportunities that occur at JWCC. Periodic training is provided for employees for new computer software, for supervisory strategies, time management and conducting staff evaluations and emergency procedures. The RSVP staff attends CNCS and IDOA trainings, including the Senior Corps Virtual Conference held in August. Staff also attends regional workshops on working with volunteers and the aged. The director attends the annual IARSVPD retreat and CNCS related conferences and trainings such as the Federal Grant Management Institute and the National Volunteer Conference.

Recruitment: Adams County RSVP's main source of recruitment is our current active volunteers. Because they so enjoy their service, they encourage their friends to join them. We place our most pressing volunteer needs in our quarterly newsletter and in the monthly News & Views that is

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published by the Area Agency on Aging. Two local radio stations announce our volunteer needs on a regular basis.

Adams County has relatively small ethnic minority populations, other than our rural underserved community. This makes recruitment of diverse ethnic groups a challenge, though RSVP is working with a group of African-Americans to develop strategies that will mobilize members of their community to join RSVP activities and address needs that are common to all. We also utilize our relationship with ESL students as a way to encourage their family members or friends to join in RSVP activities.

We will encourage Veterans and military family members to join RSVP by offering "lunch and learns", targeted at that population. We will work with the staff of the Illinois Veterans Home, American Legion and the VFW to offer informational meetings and events. Also, the RSVP director will plan speaking engagements at events or meetings held by these entities. In addition, the Director sits on numerous community boards and committees of organizations in the community. They offer RSVP a chance to speak about RSVP programs at their functions which provides another platform for recruitment. The PR department at JWCC sees to it that RSVP events are promoted and publicized which also brings phone inquiries about how to get involved.

Adams County RSVP currently manages a number of disabled volunteers. Due to the recent national initiative of disability inclusion we have decided to recruit volunteers and/or advisory council members to represent that population within our organization to ensure appropriate volunteer assignments are available and that they align with CNCS focus areas.

Recognition: We conduct one formal recognition event in the fall where we recognize those who have been with the program for a significant amount of time as well as those that have gone above and beyond project expectations. We also will recognize any volunteer that has received praise from one of

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their work stations. This event includes a sit down meal for all volunteers who have served at least 25 hours during that year. In the spring we host a carry-in luncheon during Senior Corps week. All volunteers are invited to attend. Additionally, we personalize our program by sending birthday cards, get-well cards and notes of appreciation to our volunteers. This promotes a sense of belonging amongst the volunteers.

Program Management

Compliance with national RSVP program regulations and applicable laws has been the foundation of the Adams County RSVP plans and infrastructure as demonstrated in the following outline of program management.

RSVP develops and manages volunteer stations several ways. We have made it a priority to partner with agencies who share common goals and whose mission and programming align with one or more of the CNCS six focus areas. We target agencies that emphasize assignments having the greatest impact on community needs. Needs are determined from the United Way Community Needs Assessment, from information brought to us by RSVP Advisory Council members and station staff. We watch the news media for stories of new agencies or projects and when appropriate, contact them about their need for volunteers.

Our RSVP Volunteer Specialist is part of a local Volunteer Coordinator Group that meets periodically to explore ways to enhance the volunteer experiences, share recruitment ideas, and to address other volunteer management concerns. This has helped volunteer stations better manage their programs and to increase the quality of area volunteer assignments whether they are in the focus area or areas of other community unmet needs.

Workstation agencies are asked to complete an annual evaluation survey to determine how well our RSVP volunteers do in helping them meet their goals and objectives. We ask about volunteer effectiveness, timeliness and an estimate on the amount of money the volunteers help their

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organization save.

When it becomes evident that a volunteer station no longer is in line with Senior Corps performance measures or is not a community priority, Adams County RSVP staff will meet with station administration to formulate a transition or "graduation" plan. Such plans include referring the station to other volunteer sources or formulating an action plan that allows the station to become self sustaining. RSVP volunteers serving at these stations are given the option to be re-assigned to another service activity or to continue working with the station until it becomes self sustaining.

The Evaluation Committee of our RSVP Advisory Council conducts an annual assessment of our program to determine its effectiveness. The RSVP staff is also evaluated in the annual JWCC staff evaluations conducted by the college's administration and supervisors. It includes a review of the previous year's program accomplishments and goal setting for the up-coming year.

Ability to measure CNCS National Performance outputs and outcomes is in place at Adams County RSVP. The director oversees the development of effective measurement tools, such as individual client service logs, that help measure activity output. Outcome measurement for work plans that require anticipated outcomes will be measured by utilizing CNCS approved surveys or instruments. Program staff and office volunteers will be trained by the project director on National Performance Measures as well as data collection and data entry procedures.

Our program utilizes RSVP the Volunteer Reporter software program to assist with data management, including the number of impact assignments in which RSVP volunteers are engaged.

The Volunteer Specialist is working with the director to update records aligning data collection for the new National Performance Measures and CNCS Focus areas.

John Wood Community College department of Fiscal Services manage the project's resources for accountability and efficient and effective use of available resources. They provide monthly, quarterly and annual reports that track and detail our spending. RSVP is also included in the annual audit of

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the College.

RSVP has secured additional funding from a variety of sources, in addition to the grants from the Corporation for National and Community Service. We receive support from the Illinois Department on Aging, the City of Quincy, the Adams County Board and the United Way. Additionally, we have applied for and received grants from local foundations and service clubs as the need arises. We conduct several fundraising events throughout the year including an annual raffle and the sale of ads for our recognition booklet.

Organizational Capability

John Wood Community College, now in its 38th year as sponsor of Adams County RSVP, is part of the Illinois Community College Board system. The College district encompasses Adams, Pike and Brown Counties and parts of Calhoun, Schuyler, Cass, Morgan, Scott, and Hancock Counties. The College is accredited by the North Central Association of Colleges and Schools that evaluates the entire institution in terms of its mission and the agency's standards and criteria. It reviews the educational offerings of the institution, the governance and administration, financial condition and procedures, admissions and student personnel processes, institutional resources and relationships with outside communities. John Wood plays a key role in the economic development of our area by training persons for jobs and preparing them for the first two years of their post-secondary college degree. JWCC was recently awarded one of the CNCS grants for relinquished service areas and is currently developing strategies to get the RSVP of Pike and Brown Counties operational.

Staff Positions: RSVP is under the Instruction Division of JWCC and the RSVP Director reports to the Dean of Careers and Technology who reports to the Vice President of Instruction, who reports to the College President, who reports to the Board of Trustees. The RSVP director is currently working in the second year as project director. The director holds a Bachelor Degree in Education. Prior to RSVP, the director was the purchasing agent for the College and has experience with federal grant policies.

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The Volunteer Specialist has been with Adams County RSVP for 15 years. This is a full time position. This position is responsible for the day to day coordination of all volunteer activities. The Specialist knows the intricacies of the program and stays current with all CNCS policies.

During the last year, JWCC has been able to provide RSVP with a part time work-study student. She has been trained to assist with data entry, medical transportation coordination, and last year assisted with program impact surveys.

We also have a volunteer, now in her 25th year of service, helping manage data entry. She has been working with the Volunteer Specialist to set up the volunteer reporter software so that data collection will align with the new project programming and the CNCS focus areas.

Track Record: The primary focus area of Healthy Futures was a natural fit for our project. The Adams County RSVP Medical Transportation and Grocery Delivery programs are well known in the community and requests for services continue to grow. Our program is a vital resource for placing volunteers at the Quincy Senior Center, with their Meals on Wheels program being one of the top priorities.

The concept of measuring program outcomes is not new to program staff. Reporting program impact through measurable outcomes is something that is required by the United Way of Adams County, from which we have been successful in securing funding for several years. Comments from their Resource Investment Team pertaining to our application were excellent. One of the comments on the RSVP director's application presentation is, "the best I have ever seen".

Facilities: The 150-acre campus in Quincy is a beautiful, modern, fully developed campus located at the east edge of the city.

The campus has six buildings. The Science and Technology Learning Center houses classrooms, including interactive "smart" classrooms, science labs, computer labs, health sciences, a library, and faculty offices. The College offers the latest in technology, including a wireless environment, multi-

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site computer network, continuously updated computer technology and software, "smart" classrooms with Internet connectivity and access to video from VHS and DVD; a Macintosh computer lab; and more computers for student use than any other educational facility in the area, with over 32 different labs. The Student Administrative Center houses administrative offices, classrooms, cafeteria, student lounge area, a private college dining room, and a bookstore. The Paul Heath Community Education and Fine Arts Center features a state of the art auditorium, a community technology center, fine arts department, ACT testing center, JWCC Advancement & Foundation office, Student Government office, Community and Adult Education and numerous classrooms. The Maintenance building and the Student Activity Center are located on the north end of the campus. The Student Activity Center includes a full size gymnasium, cardiovascular/weight training room, athletic offices and student life office. The campus also includes a greenhouse, two ball fields (a baseball and a softball field), generous parking areas, and the Spring Valley Trails and Arboretum.

In addition to the Main Campus, the College operates five additional learning centers. They are the Pittsfield Education Center located in Pittsfield, IL, The Workforce Development Center located on the north side of Quincy, IL, The Agriculture Education Center located in Perry, IL, The Mt. Sterling Education Center located in Mt. Sterling, IL and the Kinscherff Adult Education Center located in downtown Quincy which also houses the RSVP offices.

The RSVP program has access to all John Wood Community College facilities and their amenities. In the past we have utilized the smart classrooms for volunteer trainings, advisory council meetings and United Way grant request presentations. We have held fundraisers in the gym at The Student Activity. The cafeteria and College dining room have also been utilized by RSVP for meetings and special events.

Financial Management & Sponsor: The John Wood Fiscal Services department manages and audits RSVP accounts in accordance with auditing standards generally accepted in the United States of

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America and Government Auditing Standards, issued by the Comptroller General of the United States. Those standards require plans for an audit to be performed to obtain reasonable assurance about whether the financial statements are free of material misstatement. An outside audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. The audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. The JWCC Fiscal Services department has an impeccable record and prides itself with the fact that there have been no audit findings since 1989.

JWCC has successfully developed, managed, and administered many federal grants. These grants include: Adult Education and Literacy since 1990; TRIO grants since 1988, annual Perkins grants since 1989 as well as a Department of Labor Community-Based Training Grant (just completed) and two current Department of Labor, TAA grant projects. These grants represent millions of dollars over the last few years.

In addition to the fiscal staff, Adams County RSVP utilizes the many benefits and support offered by being a part of John Wood Community College. The Purchasing Department coordinates purchases to maximize resources and serve as an internal control on purchases made with grant monies. The Human Resource Department provides personnel support, training opportunities and staff recruitment and evaluation. The HR Department coordinated job descriptions for all positions at the College, which are grouped according to level of responsibility. The Advancement Office holds a 501c3 status and has a Grants Coordinator on staff to provide support and assist grant managers (RSVP director) with locating additional funding sources, which include sustaining the CNCS required non-federal match. RSVP can also take advantage of the JWCC Office of Institutional Effectiveness if there are questions about methods, means or interpretation of data collection. All of these positions are sustained by the College operations budget.

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The College conducts annual staff evaluations that include staff and program goals for the following year. A new strategic plan authored and monitored by the Leadership Council is in place. The Leadership Council includes the College President, Directors and Deans and is approved by the Board of Trustees.

John Wood Community College has an excellent staff development program that encourages staff to participate in training on several levels. Computer classes are available to keep staff updated on technology. Tuition waivers are available to staff to pursue advanced degrees from four-year institutions.

Advisory Council: Recently, the RSVP Advisory Council completed an assessment of RSVP. They reviewed the partnerships, the types of volunteer opportunities, the council makeup, funding patterns and community involvement of the program. They concluded that Adams County RSVP has a wide range of service opportunities that assist in meeting community needs. Funding is relatively stable, given the economic condition of our country and community. The council is in the process of seeking greater ethnic diversity both in the council and in our community volunteers.

Other

Martin Luther King Day of Service:

As part of a state-wide initiative Adams County RSVP will honor Dr. King's memory with a local food drive service program. The drive will take place at all centers of John Wood Community College. Students and staff will be encouraged to donate items. The event will be publicized through the JWCC public relations department. All collected food will be donated to local food pantries.

9/11 National Day of Service and Remembrance:

This year our project planned a new event for 9-11. We asked our volunteers to donate a variety of goods for assembly of "Baskets of Thanks" for our local first responders. We received wonderful items

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including many home baked treats. On 9-11 our volunteers delivered the baskets to 14 locations including fire stations, ambulance services, police stations, the 911 call center and the sheriff's office. This acknowledgement project was well received by the community and the first responders were very appreciative of the gesture and the goodies inside. "Baskets of Thanks" will now be an annual event for Adams County RSVP.

Senior Corps Week:

Adams County RSVP hosts an annual volunteer recognition, carry-in luncheon, event during Senior Corps week. During this event we hold for our annual raffle- fundraiser. Prizes are donated by local businesses in appreciation and recognition of the role RSVP plays in the community. During this event, we honor all the volunteers and also recognize a local business or agencies that have gone out of their way to be supportive of RSVP efforts. We also induct eligible volunteers, those who have been in service for at least 20 years or have served 2000 hours, into our Adams County RSVP Hall of Fame. Their names get added to a plaque that is on display at the RSVP office.

PNS Amendment (if applicable)

N/A