

Narratives

Executive Summary

The primary focus area of the Tompkins County RSVP will be HEALTHY FUTURES. To accomplish the Healthy Futures Objectives of Aging in Place, Food Security and Access to Care, 174 unduplicated RSVP Volunteers will serve in 10 not-for-profit stations throughout the City of Ithaca and around Tompkins County. In all proposed Healthy Futures workplan areas, RSVP volunteers will serve older adults, homebound adults and individuals with disabilities, including veterans.

A total of 87 unduplicated volunteers will work in area food pantries, sorting, stocking, inventorying, and distributing food items to individuals needing support to alleviate long-term hunger. They will routinely distribute educational material and provide counseling to pantry patrons to increase food secure and promote self reliance.

Essential transportation services within Tompkins County primarily for the purposes of medical appointments and grocery shopping will be provided by 50 RSVP volunteer drivers working through Gadabout and FISH (Friends in Service Helping) Transportation Services. 8 RSVP volunteers will work in HIICAP (Health Insurance Information Counseling and Assistance Program), distributing information about health insurance, health care access and health benefits. And, through the Cancer Resource Center, 16 volunteers will counsel and disseminate information about health care access to people dealing with the disease. 13 CheckIt! Program volunteers will provide financial literacy services to older or homebound adults and disabled individuals, helping them manage their bill paying and monthly finances.

The expected outcomes of all RSVP service will be an increased number of older adults, homebound adults and individuals with disabilities reporting increased social ties/perceived social support as well as increased food security and financial security, allowing them to live independently.

The federal funding level for this effort will be \$32,659 and the non-federal funding level will be \$14,557.

Narratives

Strengthening Communities

Ithaca is a city in Central New York's Finger Lakes Region. Located in Tompkins County, the city sits on the southern shore of Cayuga Lake. Ithaca is approximately four hours from New York City, two hours from Rochester and one hour from Syracuse. The City of Ithaca constitutes only 5.46 of the 476 square miles in Tompkins County. The balance of Tompkins County is occupied by rural, agricultural towns. According to the 2010 US Census Bureau Report, the population of Tompkins County is 101,723. Home to Cornell University and Ithaca College, Ithaca is host to students and faculty from around the country and world. However, individuals in rural communities outside the City of Ithaca have lifestyles in sharp contrast to the more metropolitan focus of the City.

The area's economy is based on education and manufacturing with high tech and tourism in strong supporting roles. Poverty rates among individuals are highest in the City of Ithaca, where 4-in-10 individuals lives below the poverty level. However, the unemployment rate in Tompkins County is relatively low at 6.7%, according to the NYS Department of Labor August 2012 report. Nevertheless, over the past several years, families and communities have felt the impact of layoffs, cutbacks and hiring freezes at both colleges, as well as downsizing and job elimination at area businesses. For older Americans, the loss of a job can mean the end of earning capacity and, for those with little or no financial safety net, it can mean a downward spiral into economic hardship.

In Tompkins County and across the country, the statistics are clear: America's population is aging. According to the most recent Tompkins County United Way Compass Report , in 2000, the percentage of persons 65 years and older was 9.6% with the expectation that as America ages, the 65+ population of Tompkins County will increase to 16% by 2030.

Narratives

In September 2012, the Tompkins County Office for the Aging released their Assessment of the Needs of Tompkins County Residents Sixty Years of Age and Older (hereinafter referred to as the TCOFA 2012 Assessment). In it they state, "Overall, Tompkins County has seen a 34% increase in the population of people age 60 and over between 2000 and 2010. This group now represents 15.8% of the total county population.... The first wave of baby boomers accounts for the largest part of this growth: between 2000 and 2010 there was an 88.7% increase in persons age 60-64 in Tompkins County. As this large generation continues to age, they will place demands on government, service systems, and the community at large in a multitude of ways."

Fortunately, according to a 2010 Tompkins County Human Services Coalition report on long-term care (LTC), the vast majority of Tompkins County residents do not need long-term medical care services. They are able to maintain their own health or manage periodic ill health/accidents with the acute care system and rehabilitation. Most are in good health and four out of five elderly residents have no limitations in mobility or self-care and most Tompkins County residents over 65 years of age live at home with less than 5% living in nursing homes.

The Human Services report defines LTC as the assistance individuals with a chronic illness or disability may receive for an extended period of time to help them perform the routine activities of daily life. LTC may include assistance with eating, bathing, toileting, dressing, walking, and mobility as well as meal preparation, shopping, medication management, and bill paying, all of which may be provided in individuals' homes or community-based and residential settings. As the baby boomers age in Tompkins County, and as their various long term needs increase, local and regional resources and health care facilities will feel the strain. Keeping this burgeoning group of older citizens healthy and independent could be a monumental task for local government and non-profits operating on

Narratives

dwindling financial resources.

To strengthen our community, 174 RSVP volunteers will help Tompkins County homebound or older adults, and individuals with disabilities lead satisfying, healthy and independent lives in their own homes. This requires reliable means of accessing nutritious food, social opportunities and medical services despite financial or physical limitations.

(H11). According to Feeding America's Map the Meal Gap study, the Tompkins County Food Insecurity Rate is 12%. In 2011, the Food Bank of the Southern Tier reported 19,528 Tompkins County seniors received food distributed by them through 21 community food pantries. This suggests that many of our seniors are able to continue living healthy independent lives by supplementing their diets with food from local food pantries.

To support these pantries and ensure their use on an as-needed basis for seniors living on a limited income, RSVP volunteers will work in 5 of the county food pantries. They will help with food collection, sorting and distribution, and administrative operations and maintenance. Food Pantry stations include the Town of Caroline Food Pantry, the Town of Danby Food Pantry, the Salvation Army's Kitchen Cupboard Food Pantry, the Immaculate Conception Fresh Foods Pantry and the American Red Cross Food Pantry.

Volunteers will educate food pantry clients on how to maintain their health through good nutrition and diet and how to decrease their dependence on food pantry supplements. A variety of educational materials will be available to pantry clients, including Cornell Cooperative Extension brochures and leaflets on subjects from food safety and nutrition to canning to healthy eating on a limited budget.

Narratives

Volunteers will promote cooking and nutrition classes for families with limited resources through the Eat Smart NY Program. Every spring, RSVP volunteers will hand out free vegetable seeds as well as baby chicks and chicken coops.

Overall, RSVP volunteers will help people in the community gain temporary access to good, healthy food while educating them about long-term alternatives and will help them to become more knowledgeable about healthy food choices. The outcome of their efforts will be increased food security.

(H8). Lack of transportation was the number one unmet need identified in the Tompkins County Long-Term Care report. To address this need, RSVP volunteers will provide a variety of transportation options to Tompkins County seniors and disabled individuals.

RSVP volunteer drivers with Gadabout Transportation Service will provide demand-response transportation throughout Tompkins County to people at least 60 years old and to people with disabilities. Most Gadabout mini-buses are wheelchair-lift equipped and RSVP drivers need special training to become a driver. Trips can be for any purpose -- shopping, social engagements -- but priority is given to medical and nutritional necessities. FISH (Friends in Service Helping) Transportation Service uses RSVP drivers to provide essential transportation within Tompkins County to elderly, handicapped and low-income individuals. This free service is offered only for medically related trips.

RSVP volunteer work in transportation services will contribute to the increased number of older adults and individuals with disabilities who feel more engaged with the community and report having increased social ties and perceived social support.

Narratives

(H8). Some homebound or older adults and individuals with disabilities need financial help to remain independent and living in their homes. Without oversight of their financial matters, bills would not be paid and important personal financial matters would not be addressed. The Lifelong CheckIt! Program helps clients with personal financial management. Clients may be older, homebound, blind, mentally challenged, recovering from a medical condition or disabled in some other way. The RSVP volunteer will meet with the client at his or her residence once per month or more often if necessary. Clients will be assisted with monthly financial issues such as reconciling their checkbook to their bank statement, bill payment, credit card management, rent or mortgage payment and application for social services or monetary benefits.

RSVP volunteers, working through the CheckIt! Program, will help to alleviate anxiety and stress in homebound or older adults and individuals with disabilities and they will increase their feelings of social support as well as financial wellbeing.

(H2). For 20 years, the HIICAP (Health Insurance Information Counseling and Assistance Program) has been delivered to senior citizens in Tompkins County. The program is coordinated by the NYS Office for the Aging and administered in part by the U.S. Department of Health and Human Services. The program has been a huge success in Tompkins County due to the availability of dedicated RSVP volunteer counselors.

RSVP volunteers will continue to deliver HIICAP to Tompkins County residents, guiding them through current health insurance options and alerting them to health care access and benefits programs. As a result, clients will be better informed, will make smart health care choices for

Narratives

themselves based on their individual care needs and will potentially reduce their health care and health insurance costs.

Other RSVP volunteers will work in the Cancer Resource Center, supporting individuals diagnosed with cancer and providing them with information on insurance options, health care access and alternative options, and referrals. They will also provide counseling and psychological support.

Summary. With a Healthy Futures Focus, a total of 174 RSVP volunteers, representing 55% of the Tompkins County unduplicated RSVP volunteer pool, will be placed in 10 community service stations throughout Tompkins County. Their overall objective will be to help meet the needs of community residents, enabling them to age in place. Volunteer activities will support the ability of homebound or older adults and individuals with disabilities to live independently and remain in their own homes with the same or improved quality of life for as long as possible. RSVP volunteers will assist them with access to nutritious food resources and they will improve their access to primary and preventive health care. As a result, a higher number of homebound or older adults and individuals with disabilities will report increased social ties and/or perceived social support based on surveys.

RSVP volunteers will serve in the following Tompkins County nonprofit community stations: the Town of Caroline Food Pantry, the Town of Danby Food Pantry, the Immaculate Conception Food Pantry, the Ithaca Kitchen Cupboard, the Red Cross Food Pantry, Gadabout Transportation Service, FISH Transportation Service, Lifelong CheckIt!, Lifelong HIICAP and the Cancer Resource Center.

Veterans. Currently, Tompkins County veterans are served by RSVP in a number of ways, namely through FISH and Gadabout Transportation Services, through area food pantries, through HIICAP

Narratives

and the Cancer Resource Center health care access programs, through the VITA Tax Counseling for the Elderly program, and through many other Community Priority programs.

Volunteers & Healthy Futures Station Management. RSVP staff will work with current volunteers in the Healthy Futures Focus Area while trying to recruit new ones. Tompkins County residents age 55 and older will be actively recruited as RSVP volunteers. Service placements will be made in non-profit sectors having pressing community needs as determined by local enterprises (e.g. RSVP Advisory Council, local government, human services organizations). Through personal interview, RSVP staff will work with potential volunteers to match their potential Healthy Futures focus skills with available Healthy Futures station needs. By so doing, RSVP will develop a strong pool of capable volunteers to carry out the prime Tompkins County RSVP objective of strengthening our community by providing help to older or homebound adults and people with disabilities through the delivery of medical, financial and food services.

In addition, RSVP staff will develop a regular ongoing schedule to communicate with Healthy Futures station management to determine their new or ongoing volunteer needs and to discuss potential program expansion. Staff will also survey new nonprofit agencies that fit into the Healthy Futures focus area, and propose partnership and staffing to them.

The Tompkins County RSVP program design and evaluation fall under the purview of the RSVP staff and the RSVP Advisory Council. The Advisory Council, along with staff, will actively evaluate the Healthy Futures program efficacy. Every year the Council does an annual assessment of the overall RSVP program. It will also do specific Healthy Futures Assessments every year to determine if the program is meeting targets, outputs and outcomes. Results from this assessment will be used to

Narratives

inform and develop program decisions through the coming year.

RSVP's infrastructure for managing station effectiveness is based on partnerships that reach much further than volunteer recruitment. RSVP is a major source of volunteer referrals and support for food pantries, transportation, Check It, HIICAP, and the Cancer Resource Center. But these agencies rely on RSVP and sponsor Lifelong not only for volunteer hours, but also for volunteer management support, program evaluation and planning, and in-kind resources.

RSVP has been instrumental in convening county volunteer coordinator meetings over the past two years and bringing volunteer coordinators together as needed to discuss concerns and strategies for supporting volunteers. RSVP evaluation efforts have brought valuable feedback to food pantries, transportation services, Check It and HIICAP as well as client needs assessment. For example, RSVP surveys at the Caroline Food Pantry helped identify clients who would like to participate in home vegetable gardening and chicken raising programs with startup materials from the pantry. In 2010, RSVP brought together board members from nonprofits including FISH , arranging a pro bono lawyer to help them plan for non-profit incorporation. One year later, FISH became a 501c3 organization and has since received county funding!

With a strong history of partnership, RSVP plans to continue providing volunteer support, evaluation and planning services, and in-kind resources to stations in the Healthy Futures primary focus area. As a result of joint efforts, stations maintain long-lasting positive relationships with volunteers, use feedback and client needs assessment to inform growth in RSVP services, and save on overhead costs while strengthening volunteer management.

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Narratives

and planning services, and in-kind resources to stations in the Healthy Futures primary focus area. As a result of joint efforts, stations maintain long-lasting positive relationships with volunteers, use feedback and client needs assessment to inform growth in RSVP services, and save on overhead costs while strengthening volunteer management.

Recruitment and Development

RSVP staff will work with current volunteers while trying to recruit new ones. We will continue to actively recruit Tompkins County residents age 55 and older to become volunteers. With the largest share of the Tompkins County population being baby boomers between the ages of 45 and 64, RSVP staff anticipates a growth in volunteer numbers over the next several years. We will continue to look at the differences in the volunteer roles of traditional volunteers and the boomer volunteers and we will adjust programming accordingly for full inclusion in the modern day volunteering experience. Staff will work with potential volunteers to match their skills, requirements and requests with available station needs. By so doing, we facilitate informed station placement of volunteers while using their wisdom, time and skills to the best advantage for them and for the betterment of the community.

The RSVP director provides new volunteers with an individual orientation where interests and abilities are discussed at length. All registrants with RSVP receive a comprehensive listing of volunteer skills and interests to choose from and all possibilities for a satisfying experience are laid out. Volunteers receive position descriptions for any service they seriously consider and help with stations' application processes if necessary. Following this interview, a "meet and greet" is set up between the new volunteer and the station contact to ensure a good match.

RSVP service placements will be made in non-profit sectors having pressing community needs as

Narratives

determined by local enterprises (e.g. RSVP Advisory Council, local government, human services organizations). Critical needs are also highlighted during a volunteer's initial interview but their preferences for volunteering ultimately dictate where they'll serve.

If a situation should arise in which an exciting or appropriate position can not be found for a volunteer, one is created for them. For example, in the summer of 2009 a new volunteer requested working with children teaching art. We contacted the Ithaca Youth Bureau and developed an assistant teacher position for him at a summer camp where he taught pottery.

RSVP will also use a variety of methods to recruit volunteers. To garner our share of the "boomer" population, RSVP will launch a media campaign touting the rewards of giving back to the community through "doing what you already know" or "learn a new skill, make a new friend" or "you're never too old to grow."

Some recruitment material will target specific professions such as accountants for our tax counseling program and health professionals for our HIICAP Medicare advisement program. Service placements will be made in the non-profit sector based on interest, skill, desire, need and opportunity.

Recruitment material will be placed at locations around Tompkins County, including the Finger Lakes Independence Center, a nonprofit serving people with disabilities, and Southside, an ethnically diverse community center in downtown Ithaca. Volunteer opportunity listings are posted on Lifelong's website, which is connected to VolunteerMatch.org and GetConnected.org.

Listings are added to the website as new requests come in from stations and reviewed every 6 months

Narratives

as the listings expire -- to be either renewed or updated by stations. While online referrals have been rare for volunteers aged 55+, this streamlined way of maintaining opportunity listings makes updates immediately available to the public. RSVP has also strengthened relationships with its stations by referring younger volunteers to them directly through Volunteer Match. RSVP also posts listings on the local United Way website, Get Connected, a volunteer referral network for area nonprofits which replaced the collaborative Volunteer Tompkins website in 2011.

Descriptions for vacant volunteer positions are posted in Lifelong's Senior Center building which acts as a gathering place for older adults and in the "Senior Circle," a quarterly publication with circulation to over 11,000 Tompkins County households issued by Lifelong and the Tompkins County Office for Aging. RSVP of Tompkins County also announces volunteer opportunities and events on local radio through Lifelong public service announcements. Monthly email blasts keep 65% of the volunteers informed about new opportunities.

RSVP is working collaboratively with other agencies such as Cornell Cooperative Extension to sponsor volunteer driven programs such as the Retiree Environmental Stewardship Program in 2009, and Retired Educators Drive (RED) in 2010.

The RSVP director visits area senior housing, social clubs, and organizations to present about RSVP and garner new volunteers. The RSVP director and Advisory Council table at annual community events reaching all age groups. These include the Juneteenth Festival held at the ethnically diverse Southside Community Center, Apple Harvest Festival, Cornell's Staff Education and Exploration Day, and Friends of the Library book sale. By spreading the word about RSVP to a variety of age groups, we are more likely to reach the baby boomer population and new retirees.

Narratives

RSVP will continue to attract diverse volunteer populations, such as people with lower incomes, rural populations, people with disabilities and people with different ethnic and cultural backgrounds. One way we will accomplish this is by seeking out new opportunities with the non-profit organizations that serve these communities. Two such organizations are Tompkins Learning Partners, a nonprofit that teaches English to non-English speaking people, the Southside Community Center, a social center whose aim is to develop self pride among the African-American citizens on greater Ithaca, and the Finger Lakes Independence Center, an agency serving people with disabilities.

By providing services to known veterans, RSVP volunteers will refer them to volunteer opportunities they may be interested in. In that way, we hope to increase the number of veterans serving as RSVP volunteers in Tompkins County. By providing services to known veterans, RSVP volunteers will refer them to volunteer opportunities they may be interested in. In that way, we hope to increase the number of veterans serving as RSVP volunteers in Tompkins County. Additionally, the RSVP director will seek out new and creative ways for volunteers to assist in veterans affairs by further establishing contact with local VFW's and non-profit agencies who serve war veterans, including outreach to the American Red Cross Services to the Armed Forces.

Per agreement between RSVP and participating agencies, volunteers receive necessary training for their volunteer position with the agency in which they are placed. For example, RSVP volunteers driving for Gadabout Transportation Service need special training to operate wheelchair accessible mini-buses; TCE tax preparers need to be trained and tested with IRS materials; Tompkins Learning Partners volunteers receive extensive training that enables them to teach English to non-English speaking people; HIICAP counselors receive special training that enables them to deliver information

Narratives

about Medicare and health insurance benefits; and the Cancer Resource Center volunteers receive special training that helps them counsel people with a life threatening disease.

Volunteers who express a desire for further training can access it through RSVP. For example, an experienced tax counselor who notices that a family is in financial trouble can use their Check It! training, or consult with the Check It! supervisor, to learn tips and tricks for helping them get out of debt.

It is always stressed to the volunteer that RSVP is here for them and if they have a problem or concern with their volunteer placement, RSVP is here to resolve it. To ensure satisfaction with placement, RSVP of Tompkins County has developed a volunteer "liaison" position. Our liaison calls new volunteers three weeks after starting their volunteer position and then periodically to gauge contentment and inquire whether the volunteer is interested in trying something new.

Volunteers are recognized several times a year. During April's Volunteer Appreciation Week, RSVP holds an "Ice Cream Social" at Lifelong Senior Citizens' Center. Donated ice cream and cookies from multiple local businesses and bakeries are served. Door prizes, solicited and donated by local businesses, are awarded to volunteers. At our annual Recognition Reception, held in the fall, volunteers are treated to a buffet, entertainment, a guest speaker and an array of coveted donated door prizes. A Recognition Booklet, highlighting individual volunteer accomplishments, is given to each volunteer.

All agencies involved with RSVP are encouraged to participate in RSVP's recognition events as well as to provide their own recognition for RSVP volunteers. We have also started a new appreciation

Narratives

program in which local businesses donate small gifts (cups of coffee, ice cream sundaes, pizza, manicures, etc.) which are used as prizes in weekly drawings. Winners are posted on the RSVP office bulletin board, listed in "Senior Circle" articles, and mentioned in Lifelong's weekly email blasts.

Additionally, RSVP staff have nominated our RSVP volunteers for awards given by partnering agencies. For example, the Tompkins County Office of the Aging Citizen of the Year has been won by RSVP volunteers for the past two years. These awarded recognitions are typically advertised by the local newspapers.

Program Management

With a strong history of partnership, RSVP plans to continue providing volunteer support, evaluation and planning services, and in-kind resources to stations in the Healthy Futures Primary Focus Area. As a result of joint efforts, stations maintain long-lasting positive relationships with volunteers, use feedback and client needs assessment to inform growth in services, and save on overhead costs while strengthening volunteer management.

Non-profit agencies interested in becoming RSVP stations are interviewed by phone or in-person. During this conversation with the RSVP Director, background information is exchanged along with details about the potential volunteer opportunity, the characteristics of the appropriate candidate, and the training involved in the position. An official volunteer opportunity listing is submitted along with an MOU detailing the responsibilities of each party (station and RSVP). If a match between a volunteer and a new station is found, the station and position are added to Volunteer Reporter, where they will appear in the station roster.

The Tompkins County RSVP program design and evaluation fall under the purview of the RSVP staff

Narratives

and the RSVP Advisory Council. The Advisory Council is active and engaged and continually evaluates program efficacy. Every year the Council does an annual assessment of the RSVP program. During this time, the Advisory Council performs a self-assessment as well as an assessment of the overall RSVP program.

Data will be collected regularly from all Healthy Futures stations. This data will track volunteer hours and evaluate RSVP fulfillment of station needs. Hours are logged and then recorded each month in Volunteer Reporter, with paper back up files. Through information gleaned from station reporting, RSVP can more accurately define and evaluate programming for impact measures. Assessment results will be reported bi-annually to the Advisory Council and will be used to inform and develop program decisions through the coming year. In this way, staff, along with the Advisory Council, will be able to evaluate the Healthy Futures program to ensure targets are being met and outputs and outcomes accurately recorded.

In addition, for oversight purposes, a monthly report by RSVP staff will be made to the Advisory Council and the Lifelong Board of Directors. Regular program reviews will be done by the Lifelong CEO and the RSVP Director.

RSVP of Tompkins County uses a variety of ways to develop volunteer stations and placements. Tompkins County has a highly developed and connected network of non-profit agencies. Registered RSVP agencies frequently inform other non-profits about the good work being done by RSVP volunteers. RSVP staff often uses the needs and desires of volunteers to guide the recruiting of new stations and jobs.

Narratives

Volunteers performing at stations outside the Health Futures Focus Area provide valuable services in Tompkins County. RSVP jumps at opportunities to serve the needs of the environment, school-age children, and veterans. In 2009 a collaborative effort between RSVP and Cornell Cooperative Extension resulted in a Retiree Environmental Stewardship Program. Volunteers engaged in several weeks of environmental training and will ultimately put their skills to work in the community at stations such as Sustainable Tompkins and Cornell Cooperative Extension's Community Gardens. RSVP volunteers support children's education in several programs including Cornell Retirees Volunteer in Schools, Retired Educators Drive, Beverly J. Martin Elementary School Fresh Fruit & Vegetable Snack Program, Family Reading Partnership, and local libraries.

More traditional methods of station recruitment include advertisements for RSVP in local newspapers, PSA's on local radio stations, and personal interaction between the RSVP director and directors of other non-profit agencies.

Individual volunteer satisfaction is monitored by a volunteer liaison. The volunteer liaison uses several pre-set questions as entry in to the volunteer's experience but ultimately the conversation is directed by the volunteer. This process is doubly effective. It gives the RSVP office the information necessary to improve and adjust volunteer positions while also giving the volunteer an opportunity to "complain or crow." The RSVP staff assesses the notes taken by the liaison on individual volunteers and presents the results to the Advisory Council for evaluation. Stations with no or decreasing activity are evaluated for current and future viability. RSVP recognizes that there are stations which offer once-a-year events. Such stations are excused from the standard litmus test for a viable station. The Advisory Council Planning and Evaluation Committee draws upon their experience to help assess the development potential of inactive and proposed stations. This is an on-going process.

Narratives

In order to meet the changing needs of Tompkins County and to prepare for the increase in older adults, an evaluation will be done on all non-focus stations currently holding MOUs with RSVP. Stations that are inactive or that are deemed not to be an activity that strengthens the community, will be presented to the RSVP Advisory Council and Lifelong CEO for graduation consideration. An evaluation will be made by committee and station partnership will be terminated if decided. Once the decision is made contact will be made with the station management and RSVP volunteers will be solicited for other active focus areas in Tompkins County.

A letter explaining the scope of the new National Performance Measures will be sent to station managers. It will say, "I would like to set up a time to meet with you to discuss the best way to graduate your site, celebrate your site's long history of RSVP service to the community, and to ensure a smooth transition for your volunteers to cause the least amount of disruption to your activities. While this is a time of change, it will also be an exciting time for RSVP, as this change will be a great way for us to tangibly show the difference that volunteers age 55 and older are making in our communities and county. I appreciate your patience and support as we navigate this new territory together, and please do not hesitate to contact me if you have any questions or need some additional information."

Many stations are required to track community impact for their own funding purposes. The RSVP director and the Evaluation Committee draw on community resources, statistics, daily newspaper reporting, and personal daily experiences in the community to assess pressing community needs and develop programs and stations accordingly.

Narratives

RSVP of Tompkins County follows the Financial Management Policies and Procedures of the Tompkins County Senior Citizens' Council, Inc./DBA Lifelong. The fiscal year is January 1st to December 31st. The accounts of the not-for-profit are audited each year by an independent certified public accountant who is not an officer, board member, or employee of the organization. All reimbursements for volunteer expenses must be approved by the RSVP Director. All program expenses must be accompanied by an invoice and a check request form and must be approved by the Chief Executive Officer.

Cash and in-kind contributions are solicited to support our recognition events and general operations. Our Advisory Council generates support from the local community by soliciting for-profit businesses and other organizations. Advisory Council members educate these businesses about RSVP and offer advertisement and publicity in exchange for support.

Organizational Capability

The Tompkins County Senior Citizens' Council/dba Lifelong is celebrating its 60th Anniversary. It has sponsored the Retired & Senior Volunteer Program (RSVP) since the local inception of RSVP in 1977 and is responsible for the administrative and technical support of the program. Lifelong has delivered a variety of services and programs since its inception in 1952. Lifelong is an umbrella organization sponsoring several programs including RSVP, TCE Tax Counseling, and the Health Insurance Information Counseling and Assistance program (HIICAP). Lifelong's mission is to enhance the lives of older adults in Tompkins County through health and wellness, learning, exercise, recreation, travel, life planning, and volunteer programs. Lifelong serves almost 12,000 senior citizens in Tompkins County through its quarterly newsletter and other programs and classes offered by Lifelong.

Staff support for the RSVP program includes a full-time RSVP Director, K Minnix, a part-time Office

Narratives

Assistant, Joyce Billing, the Chief Executive Officer of Lifelong, Diane Dawson, and the Business Director, Julie Enderle. K Minnix joined Lifelong in September 2012. She has a Bachelors Degree from Boston University and most recently was employed for four years by the Tompkins County Chapter of the American Red Cross as the South Central New York Regional Communications Director. Joyce Billing joined Lifelong in spring 2010, bringing experience as a volunteer coordinator and strong connections with local schools and other organizations. Joyce has a Bachelor of Science Degree from the University of Illinois. Diane Dawson joined Lifelong in summer 2010 as the Retirement Services Coordinator and was appointed as CEO in August 2011. Diane came to Lifelong with background in administration, finance, fundraising and supervisory experience from her 30 years at Cornell University and with volunteer public service roles in our community including government service, City Federation of Women's Organizations and the National Federation of Music Clubs. Julie Enderle came to Lifelong in August of 2012 as the new Business Director. Previously she worked for four years as a Senior Accounts Payable Analyst for a corporation in North Syracuse. She holds a Masters Degree in Business Administration from Le Moyne College. Employees are provided regular yearly training in many areas of service appropriate to those serving seniors.

Lifelong has a long history of successful funding and program management. Lifelong gives in-kind support to the RSVP program through use of facilities such as meeting and computer lab space, use of printers and copiers, PR assistance through radio show presentations, quarterly newspaper articles in the Senior Circle, and website space. Lifelong provides bookkeeping services as well as IT services for the RSVP office.

The RSVP track record in the Healthy Futures Focus Area as well as in senior service, managing volunteers and in measuring performance is outstanding.

Narratives

Economic Opportunity & Tax Counseling for the Elderly: In the 2012 tax season, 31 volunteers spent 2,543 hours helping 1684 senior, low-income and disabled adults. They received one-on-one assistance filing their federal tax returns or other tax assistance. TaxWise records show that among all completed paper and electronic tax returns, \$98,717 was claimed in federal EITC, \$843,027 was claimed in federal tax refunds, and \$123,218 was claimed in state tax refunds.

Tax clients were asked to complete an anonymous survey about their satisfaction with the TCE program. 416 of 419 non-blank responses (99%) indicate clients agreed or strongly agreed with the following statement: "With my tax returns completed by TCE volunteers, I feel less anxious about tax filing.

Healthy Futures & HIICAP Counseling: 7 RSVP volunteers provided 657 hours of service to the HIICAP program between January 2011 and March 2012. For January 2011 to December 2011 alone, 395 clients were served. In the first quarter of 2012, an additional 99 clients were served. Clients received one-on-one counseling sessions with volunteer HIICAP counselor who helped them through the Medicare system and provided information on health insurance, health care access and health benefits programs. Clients gained the knowledge they needed to reduce their health care and health insurance costs.

In 2011, HIICAP clients were asked to complete an anonymous survey at the conclusion of their visit. 130, or 100% indicated that they had a greater understanding of how to solve insurance problems. 122, or 92% indicated they will be able to realize a cost savings on their health care.

Narratives

Healthy Futures & Financial Literacy: The Lifelong CheckIt! Program helps seniors or homebound adults and individuals with disabilities age in place by providing help with management of personal finances for clients. Between January 2011 and March 2012, 22 Tompkins County clients received CheckIt! services. Clients were asked to complete a survey about their experiences with RSVP volunteers. Out of 13 responses, 7 strongly agreed and 6 agreed with the statement, "I feel more confident about my financial wellbeing." Overall, 100% feel more confident about their financial wellbeing. This will be measured with a client survey conducted annually.

Healthy Futures & Food Security: 85 RSVP volunteers provided 7,906 hours of service at food pantries from January 2011 to March 2012. Stations included the Caroline Food Pantry, Danby Food Pantry, Immaculate Conception Food Pantry, Ithaca Kitchen Cupboard, and Tompkins Community Action.

According to statistics gathered by the Food Bank of the Southern Tier for these pantries, 55,080 duplicated individuals were served from January 2011 through March 2012 at RSVP food pantries in Tompkins County. Clients served by RSVP volunteers were surveyed in summer 2011. Of 119 surveys compiled, 97% of responses indicated "Yes" to the question, "Does receiving food from this pantry allow you to stretch your resources to pay other bills?" Because they received no cost food assistance, low income people will be better able to feed themselves, reducing the risk of food insecurity and will be better able to pay bills for other necessities. This will be measured by the yearly food pantry client survey.

Healthy Futures & Transportation: 54 RSVP volunteers provided 14,867 hours of service to FISH and Gadabout from January 2011 to March 2012. According to driver and answering service reports, 837 duplicated clients were transported to health-related appointments by FISH. Gadabout estimates that

Narratives

volunteer drivers transported 3,543 duplicated clients to health-related appointments from January to December 2011. This comes from Gadabout reports of providing 11,812 health-related trips in 2011 and an estimate from their Executive Director that volunteer drivers provide 30% of all trips.

Participants who are transported to medical appointments and to grocery stores and pharmacies are able to maintain or improve their health and retain their ability to live independently.

FISH and Gadabout clients were asked to complete an anonymous survey. 96% of 85 respondents indicated "Yes, very much" or "Yes, somewhat" when asked, "Has FISH/Gadabout transportation contributed to your ability to live independently?."

The RSVP Director provides new volunteers with an individual orientation where interests and abilities are discussed at length. All registrants with RSVP receive a comprehensive listing of volunteer skills and interests to choose from and all possibilities for a satisfying experience are laid out. Volunteers receive position descriptions for any service they seriously consider and help with stations' application processes if necessary. Following this interview, a "meet and greet" is set up between the new volunteer and the station contact to ensure a good match.

It is always stressed to the volunteer that RSVP is here for them and if they have a problem or concern with their volunteer placement, RSVP is here to resolve it. To ensure satisfaction with placement, RSVP of Tompkins County has developed a volunteer "liaison" position. Our liaison calls new volunteers three weeks after starting their volunteer position and then periodically to gauge contentment and inquire whether the volunteer is interested in trying something new.

Narratives

Individual volunteer satisfaction is monitored by a volunteer liaison. The volunteer liaison uses several pre-set questions as entry in to the volunteer's experience but ultimately the conversation is directed by the volunteer. This process is doubly effective. It gives the RSVP office the information necessary to improve and adjust volunteer positions while also giving the volunteer an opportunity to "complain or crow."

The RSVP staff assesses the notes taken by the liaison on individual volunteers and presents the results to the Advisory Council for evaluation.

Volunteers are recognized several times a year. During April's Volunteer Appreciation Week, RSVP holds an "Ice Cream Social" at Lifelong Senior Citizens' Center. Donated ice cream and cookies from multiple local businesses and bakeries are served. Door prizes, solicited and donated by local businesses, are awarded to volunteers. At our annual Recognition Reception, held in the fall, volunteers are treated to a buffet, entertainment, a guest speaker and an array of coveted donated door prizes. A Recognition Booklet, highlighting individual volunteer accomplishments, is given to each volunteer.

The Tompkins County Senior Citizens Council, Inc. (dba Lifelong) facilities include the main building of class and activity rooms and a second building containing our administrative offices. We received a local foundation grant in 2012 that is allowing us to update some of our computer software and hardware as well as a computer lab for training classes for our older adults.

Lifelong is governed by a current Board of Directors with 18 members, including Board President, Vice President, Secretary and Treasurer, as well as several committees that provide governance to the

Narratives

organization. Personnel are guided by Human Resources Policies and there is also a Human Resources Committee of the Board chaired by the Board Vice President. The Chief Executive Officer is evaluated by the Board of Directors and staff on an annual basis. As a local not-for-profit we receive not-for-profit pricing on purchases whenever possible and carefully review expenditures monthly, quarterly and yearly to be sure we are being good stewards of all agency resources.

The RSVP Advisory Council represents the Senior Corps work in Tompkins County. The Chief Executive Officer frequently attends Advisory Council meetings and speaks at the yearly RSVP volunteer recognition event. The CEO also serves as the HIICAP Coordinator for Tompkins County and works monthly with certified HIICAP RSVP volunteers for Medicare counseling to the older adult population of our county.

The RSVP Advisory Council liaison reports to the Lifelong Board of Directors at each Board meeting about the RSVP program goals, events and results. The history of the partnership with RSVP and Lifelong spans many years and is demonstrated by RSVP volunteers who come back year after year and often serve in many capacities at Lifelong and throughout our community.

Lifelong is working with its Board and committees to increase our outreach, publicity, marketing, fundraising and pursuit of additional sources of private funding through individual gifts, foundations, and other sources. It is critical, however, that Federal, State and County funding continue at high levels given the huge increases in the senior population as supported by recent U.S. Census data. These populations come to Lifelong expecting a level of service and a quality of service that has been the hallmark of Lifelong and RSVP over the years.

Other