

PART I - FACE SHEET

APPLICATION FOR FEDERAL ASSISTANCE		1. TYPE OF SUBMISSION: Application <input checked="" type="checkbox"/> Non-Construction														
Modified Standard Form 424 (Rev.02/07 to confirm to the Corporation's eGrants System)																
2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS): 10/18/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER: 4														
2b. APPLICATION ID: 13SR144088	4. DATE RECEIVED BY FEDERAL AGENCY: 10/18/12	FEDERAL IDENTIFIER:														
5. APPLICATION INFORMATION																
LEGAL NAME: Family and Community Christian Association DUNS NUMBER: 027177260	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Karrie Romeo TELEPHONE NUMBER: (814) 337-4279 FAX NUMBER: (814) 337-8939 INTERNET E-MAIL ADDRESS: whisperromeo@windstream.net															
ADDRESS (give street address, city, state, zip code and county): Family & Community Christian Association 378 Chestnut St Meadville PA 16335 - 3213 County: Crawford																
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 250965638	7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Local Affiliate of National Organization															
8. TYPE OF APPLICATION (Check appropriate box). <input checked="" type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below):	9. NAME OF FEDERAL AGENCY: Corporation for National and Community Service															
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002 10b. TITLE: Retired and Senior Volunteer Program	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: Crawford County RSVP 11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Crawford County, Pennsylvania																
13. PROPOSED PROJECT: START DATE: 04/01/13 END DATE: 03/31/16	14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="PA 003"/> b.Program <input type="text" value="PA 003"/>															
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: 15%; border: none;">a. FEDERAL</td> <td style="border: none; text-align: right;">\$ 49,241.00</td> </tr> <tr> <td style="border: none;">b. APPLICANT</td> <td style="border: none; text-align: right;">\$ 24,760.00</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;">\$ 24,760.00</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;">\$ 74,001.00</td> </tr> </table>	a. FEDERAL	\$ 49,241.00	b. APPLICANT	\$ 24,760.00	c. STATE	\$ 0.00	d. LOCAL	\$ 24,760.00	e. OTHER	\$ 0.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 74,001.00	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	\$ 49,241.00															
b. APPLICANT	\$ 24,760.00															
c. STATE	\$ 0.00															
d. LOCAL	\$ 24,760.00															
e. OTHER	\$ 0.00															
f. PROGRAM INCOME	\$ 0.00															
g. TOTAL	\$ 74,001.00															
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: Judy Ventresca	b. TITLE: Executive Director	c. TELEPHONE NUMBER: (814) 337-4279														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/18/12														

Narratives

Executive Summary

The Family & Community Christian Association has been in Meadville for 98 years and has been the grant holder of the RSVP program for over 29 years. The Crawford County RSVP has an estimated 306 volunteers that serve a wide diverse population. They serve children, homeless individuals, older adults, disabled individuals, veterans, low-income populations, people seeking health care services, and illiterate adults. The primary focus area that the Crawford County RSVP will address is Healthy Futures. This focus area was chosen because it addresses a Crawford County Community need. Some of the volunteer service activities will be food delivery, food distribution, food pantry support, transportation, and companionship, housing services, preventing elder abuse through Senior Medical Patrol, developing and maintaining community gardens, health education programs, staffing health care hotlines. Some of the locations they will serve at are the Landscapes Community Garden, Meadville Medical Center, Titusville Hospital, Community Health Center, Meadville Free Clinic, and Center for Family Services, Titusville and Meadville Housing Authority, Active Aging, Inc., CARIE, Meadville Area Soup Kitchen, and many other non-profit organizations. The expected results from the RSVP volunteer's services are that there will be 30 economically disadvantaged individuals placed in jobs, 150 Students will demonstrate improved academic engagement, 40 children will demonstrate gains in school readiness, in terms of literacy, 300 individuals will report increased food security, 1000 older adults will learn how to protect themselves from Medicare fraud, 1000 uninsured will receive medical services, 85 people will receive health education classes, 450 people will receive home delivered meals, 600 will be served by soup kitchen, 5000 will be served by the food pantry, 300 older adults will receive fire prevention training and disaster kits, 3000 will be served at blood drives, 15,000 dollar value of cash resources will be raised for non-profits organizations supported by CNCS, 36 water tests will be done improving waterways in Crawford County, 3000 will receive income tax assistance, 3,000 people will receive transportation to medical appointments, 1,500 older adults and

Narratives

individuals with disabilities will receive companionship from RSVP volunteers which allows them to live independently, 325 older adults will receive quality housing and services allowing them to live independently, 13 organizations will receive office support, event planning help, and assistance carrying out their mission. There will be 58 Stations the RSVP volunteers will serve at. The Federal Funding Level is 49,241, and the non-federal funding level is 24,760.

Strengthening Communities

Crawford County covers 1,013 square miles in Pennsylvania and is largely agricultural with a strong industrial base of tool and plastics manufacturers centered in the Meadville Area. There are about 89.2 people per square mile and Crawford County was founded in 1800. The population of Crawford County is approximately 88,521. Crawford County population is about .7% of Pennsylvania's population. Persons 65 years old and over is 16.6% of the population. There are approximately 15,977 with a disability over the age of 5 or 18% of the population. Approximately 15.9% of the people fall below the poverty line.

The Family & Community Christian Association has been in Meadville for 98 years and has strong relationships with many other non-profit and service organizations. As the grant holder of the RSVP program for over 29 years, we continue strengthening our community with others by networking and building relationships with others. We have partnered with most of these organizations for many years. Through communication and meetings, we have been able to continue these relationships and reach out to other new service organizations. We are a pillar of help and assistance in the Crawford County Community and other service organizations look to us for help and assistance. The Crawford County RSVP staff networks and builds partnerships with other service programs in Crawford County to integrate senior services to meet the needs of the community. Networking collaborations include the Crawford County Community Council, the Meadville Western Crawford County Chamber of Commerce, the United Way Community Needs Committee, Senior Corps of Pennsylvania Directors

Narratives

Association (SCPDA), the Area Agency on Aging, and LINK. This relationship with each organization and staff attending meetings ensures that the design and evaluation of our programs meets the needs of the community. The community needs in the Primary Focus area Healthy Futures that have been identified are, medical transportation, food delivery, food distribution, food pantry support, developing and maintaining community gardens, providing housing services, companionship for independent living, access to care by the Meadville Free Clinic, Bone Builders Classes, Drug and Alcohol classes, and the Senior Medical Patrol by preventing elder abuse.

Community Health Service, VA hospital, and Keystone Blind are quality health providers that respond to identified needs in Crawford County. CHS will provide for the basic health and human service needs of all persons, regardless of their ability to pay. CHS provides a wide range of services to their clientele including a medical assistance transportation program. The lack of affordable transportation services in Crawford County compromises the ability of clients to keep scheduled medical appointments.

Through referrals from other agencies and a screening process, CHS, VA, and Keystone Blind identifies individuals who need transportation to medical appointments. A client must be a Crawford County resident receiving Medical Assistance. Transportation is provided to eligible patients in and out of the county and as far away as Pittsburgh, Buffalo, and Cleveland. 13 RSVP volunteers drive their own vehicles and they are reimbursed for mileage by CHS. The outcome of this service activity will be 3,000 homebound or older adults and individuals with disabilities will have reported having increased social ties/perceived social support.

Hunger is a serious on going problem in Crawford County, PA. According to the U.S. Census Bureau the population of Crawford County is 88,521, with 15.9% living in households with income at or below the poverty level. Many of these individuals live on a disability income or social security alone. Many of these older adults do not have family to help provide services to allow them to live independently. 27 RSVP Volunteers help prepare and deliver homebound seniors with holiday dinners to those that

Narratives

would otherwise be alone for thanksgiving and Christmas. Volunteers help prepare and deliver meals for the meals on wheels to homebound seniors. The outcome of this service activity will be 900 homebound or older adults and individuals with disabilities will report having increased social ties/perceived social support. The Meadville Community Soup Kitchen was established to help ensure that these individuals have a place to receive at least one hot, nutritious meal a day Monday-Friday. The Meadville Community Soup Kitchen has one paid position, a half-time coordinator, and relies on volunteers to staff the soup kitchen. Crawford County RSVP has partnered with Meadville Community Soup Kitchen to help staff the kitchen and meet the needs of these individuals. 34 RSVP volunteers serve from 10:00 a.m. -- 1:00 p.m. Monday -- Friday at the Meadville Community Soup Kitchen preparing and serving hot, nutritious meals for low income individuals and clean up afterwards. Meadville Soup Kitchen keeps a database of information on how many people were served, what population was served, and in what capacity the service was given. This information is reported to the RSVP office on a monthly basis. A survey will be given to all participants in the food programs to find out if it increased food security for themselves and their children. The outcome of this service activity will be 1,200 individuals that reported increased food security of themselves and their children (household food). Center for Family Services has identified that low income residents of Crawford County are in need of nutritious food. The Center for Family Services is the lead agency for Crawford County's State Food Purchase Program and Emergency Food Assistance Program. Crawford County RSVP has partnered with the Center for Family Services to help support the food pantry. 9 RSVP volunteers serve at three of the Center for Family Services food pantries shipping and receiving of the food, rotation of the food to ensure timely disbursement, weekly inventory of the food products and pack the food boxes. They also help maintain the work area and keep it clean. Center for Family Services keeps a database of information on how many people were served, what population was served, and in what capacity the service was given. This information is reported to the RSVP

Narratives

office on a monthly basis. A survey will be given to all participants in the food programs to find out if it increased food security for themselves and their children. The outcome of this service activity will be 5,000 individuals that reported increased food security of themselves and their children (household food).

The mission of Crawford County's area assisted living facilities, independent care homes, senior housing units is to establish a safe secure environment that eliminates loneliness, helplessness and boredom. The mission also provides individualized proactive health care and life enrichment services to assist mature adults in maintaining their independence and dignity. RSVP volunteers will serve older adults to help allow them to live more independently. 30 RSVP volunteers provide friendly visiting, help with activities, deliver mail and daily newspapers, read to them, help write letters, sew labels in clothing and mend, provide music for entertainment and sing-a-longs, assist patients to and from scheduled therapy sessions, help residents with grocery shopping, cleaning, laundry, errands and prepare and serve meals, and develop telephone companionship through a telephone reassurance program. The output of this service activity will be 1,500 homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support.

According to a survey conducted by Landscape Community Gardens families in our community lack the knowledge and land resources to grow a sustainable garden to produce fresh produce to feed their families. Low-income families in Crawford county struggle to provide fresh produce for their families. The family community garden is intended to be a time of hands on active learning, critical thinking, planning, and problem solving for families and children. Later in life, when our children become responsible for their worlds, experiences they have had at the garden may be instrumental in helping them choose (and endorse) practices that support better personal health and a more sustainable ecosystem. It is also intended to educate the families in the community that participate how to plant, maintain, and harvest fresh produce to feed their families. There will be 9 RSVP volunteers that help

Narratives

with the planting, maintenance, watering, education, and harvesting of food from the creative landscapes community garden. Low income families will learn how to produce fresh food for their families to become self sufficient. This will create a more sustainable healthy community.

Volunteers/members will work with local community groups and/or schools to maintain the gardens.

They may also educate students and/or community members on local ecology and sustainable gardening/farming methods including basic skills: weeding, water, and other maintenance tasks. The outcome of this service activity will be 225 individuals that reported increased food security of themselves and their children (household food security) as a result of CNCS-supported services.

Because of the change in the welfare laws and employees finding it increasingly difficult to obtain health insurance from their employers; a need was identified through a health study conducted by the Meadville Medical Center for a free clinic. Through a collaboration of the entire community the Meadville Area Free Clinic came into being. The Meadville Area Free Clinic provides needed health care services completely free of charge to any community resident who has no health insurance, Medicare, or medical assistance. This service is for the unemployed, the under-employed and the uninsured. The Meadville Area Free Clinic primarily serves Crawford County residents. The Clinic provides primary health care, but does not provide emergency services or surgery. A team of volunteer licensed physicians and nurses staff the clinic, and a group of RSVP volunteers provide administrative clinical support to help the Meadville Area Free Clinic operate more effectively in meeting the growing health care needs of the uninsured community. 12 RSVP Volunteers determine the eligibility of the patients by staffing a telephone hotline for intake of new patients and processing them through the EVS (Eligibility Verification System). The Meadville Free Clinic will report monthly to the RSVP office on how many patients were able to have access to care due to the RSVP service activity. The output of this service activity will be 1000 patients will receive access to care.

Every year, over 48 billion is lost to fraud and abuse in Medicare. This fraud and abuse drive health

Narratives

care costs up while bringing the quality of care down. Educating seniors in Crawford County on how to protect, detect, and report Medicare fraud will help the fight against Medicare fraud. 5 RSVP Volunteers conduct presentations to educate seniors about Medicare fraud. RSVP volunteers will report the amount of older adults present during their presentations. The output of this service activity will be 1000 patients will receive access to care.

Remaining active is such a key component to healthy aging. While the focus of Bone Builders is on strength training through the use of free weights and body weight, the program also uses balance exercises to enhance agility and decrease the likelihood of falls, as well as hold a weekly discussion on topics such as nutrition, calcium and fall prevention. Participants also form friendships, providing a fun, social atmosphere during the classes. 7 RSVP volunteers assist with the Bone builders class held at active aging. The volunteers log in the weights of the participants, guide the class, and hold weekly discussion on topics such as nutrition, calcium and fall prevention. The output of this service activity will be 50 older adults will receive access to care.

The Centre County Drug and Alcohol mission is to develop and implement a service delivery system to meet the needs of affected individuals in their home community. Services are tailored to respect individual need and dignity. The goal of Centre County Drug and Alcohol is the prevention and treatment of drug and alcohol abuse and addiction. One RSVP volunteer serves on the Centre County Drug and Alcohol executive committee and helps to develop training materials and curriculum to be used in the treatment of drug and alcohol abuse. The volunteer also assists with workshops and classes for those affected seeking help for drug and alcohol abuse. The output of this service activity will be 35 Addicts will receive access to care. All the above Service activities currently service the veteran population and will continue to. RSVP volunteers also help the American Red Cross with blood drives. Volunteers aid in disaster assistance, the children's health fair, Week of the Young Child, Pennsylvania One Book, Red Ribbon Safety Monitor Program, job fairs, READ Program, and the PA Game

Narratives

Commission licenses. For a more detailed explanation of the services that the volunteers provide, see the work plans.

Recruitment and Development

Ensuring High Quality Volunteer Assignments

The Crawford County RSVP assures a high quality of experience for the volunteers. We identify community needs in the focus areas chosen by CNCS. We collaborate with non-profit agencies, schools and health care facilities to develop meaningful volunteer opportunities that meet the needs of the community and help the agencies carry out their missions. The relationship between the Crawford County RSVP Program and the community is very strong. Partners are selected based on the services that they provide, the assistance that they need, and if our volunteers can be an asset to their organization. The role of each RSVP Station is to assure the training, safety, the proper use of our volunteer's time, and provide feedback and statistical information to our program so that the impact of the volunteers on the program can be calculated and analyzed. For example, CARIE travels to Crawford County RSVP yearly to give face to face trainings to the Senior Medical Patrol Volunteers, as well as to hold recognition luncheons for them, then the SMP volunteers and their service activity is published in the newspaper. We develop and manage volunteer stations and volunteers by, attending network meetings to help identify possible volunteer workstations, making annual visits to workstations, updating job descriptions and MOU's, assessing station needs, developing new stations, providing orientation, and develop meaningful volunteer assignments with job descriptions. Continued contact with our partners and reaching out to other service organizations and non-profits is done on a regular basis to increase the awareness in our community. Communication with the Volunteer Stations happens weekly. Site visits are conducted yearly. Information is exchanged between the Stations and Crawford County RSVP on ways the Stations will help the volunteers build skills, develop leadership abilities, and enhance the quality of the volunteer's lives. All stations are willing to provide

Narratives

recognition to the RSVP volunteers, lunches or food during times of service, and training opportunities to strengthen the volunteers' skills. We provide training and technical assistance by, giving advisory council orientation annually, in-service training on senior issues and CNCS updates during meetings. We attend CNCS national, cluster, and regional trainings and SCPDA quarterly meetings and trainings. We return from these trainings with information that we share with our volunteers. Many of the volunteers receive training from the volunteer stations where they are a volunteer. RSVP volunteers are trained in workshops when they are assigned to a particular need in the community. The RSVP staff spends time with each volunteer to assess their education, experience, and interests. After reviewing the available volunteer needs, the volunteers are matched with the community needs. In this way, RSVP is able to continue impact programming and performance management as the highest goal.

Recruitment and Development is increased by attending community events, fairs, and activities of our partners and the county. We also network with our current agencies to enhance relationships and needs of their clients. Literature is distributed to those interested in our services or becoming a volunteer.

The Family & Community Christian Association recruits through articles in the Meadville Tribune to educate the community on what service activities are available and the programs and services they provide on a weekly basis. Newsletters are sent out to volunteers monthly informing them on volunteer service activities. Stations that service the older adult population advertise for RSVP by printing upcoming service events in their circulars and newsletters. They also display our RSVP brochures in their waiting rooms. Crawford County RSVP also uses the local radio station and TV stations to inform the community of service activities happening and new volunteers are welcome. Brochures are included in the farmers market coupon give away for older adults. Crawford County RSVP has partnered with the local Veterans Association to advertise the opportunity to become a

Narratives

RSVP volunteer. Bringing People together from diverse backgrounds, The Family & Community Christian Association offers programs and services for all ages, religions, race, and gender, and meets the needs of families, children, and the community by providing excellent programs and services. All people are welcome into our organization, and discrimination and racism are not acceptable. The Family & Community Christian Association is handicap accessible making it easier to have volunteers with disabilities. Crawford County RSVP also discusses with each station if they are handicap accessible so placement of volunteers with disabilities is successful. Recruitment of volunteers with disabilities including age related disabilities happens through our partnerships with the ARC, CHAPS, and Crawford County Human Services. Recruitment efforts happen on a monthly basis. We interview and place our volunteers where they can utilize their interests and skills. Retainment of volunteers happens due to the many efforts to ensure proper placements and service activities, constant communication with volunteers, and recognition. The RSVP volunteers are recognized on a monthly basis. The RSVP office sends get well, sympathy, and congratulation cards, birthday cards and thank you cards to volunteers. We express our gratitude in our newsletter. We host recognition events each year, such as the Senior Citizen's Recognition Day and the volunteer recognition banquet. We publish volunteer service activities recognizing volunteer groups in the local paper, radio, and TV station, and nominate 5 volunteers a year for the Legacy Award by The Senior Core of Directors Association. This year The RSVP organization and volunteers were nominated by the community as the number one Senior Service Volunteer organization and recognized at the Senior Tribute Banquet held at the Iroquois Club in Conneaut Lake, PA.

Program Management

Developing and Managing Volunteer Stations

The RSVP staff has regular contact with our sites to address their needs for volunteers. They tell us what projects they need volunteers for, the responsibilities of the jobs, the days and times, and how

Narratives

many volunteers are needed. We compile this information and review the qualifications of our volunteers and match the volunteer with the service that needs to be provided. We assess project performance by submitting the semi-annual progress report and fiscal reports when due. We also continue impact programming and performance management as our highest goal. Our advisory council conducts an evaluation of workstations with follow-up contacts by staff. Our staff also conducts volunteer site visits to assess their needs and to update job descriptions and MOU's. We manage information and data by surveying our sites after the project. We talk to them to find out if the project was completed and if it was successful. We also ask if the volunteers were helpful, on time, and able to complete the task as needed. We document this information for future reference. The RSVP staff attends the community council meetings and the United Way Community Need Committee meetings to find new ways to create service activities that meet the needs of the community outside the Primary Focus Area. Crawford County RSVP has not had to graduate any stations or volunteers yet. The current service activities fit into the new focus areas without any disruption to stations or volunteers serving. In the future we have included in our station and volunteer enrollment forms that the Volunteer station and RSVP volunteer's service activity must be aligned with the strategic plan of CNCS, and fall under the focus areas of service defined. The current stations and volunteers have been informed of the new work plans, focus areas, and objectives that will be implemented in 2013. In the future we hope to follow the Strategic plan with all stations and service activities so graduation of stations and volunteers is not necessary. A copy of the work plans will be sent to each station we serve with an explanation of the outputs and outcomes RSVP we strive to achieve. A site visit will be conducted for those stations that collaborate with the RSVP office to turn in reports, surveys, logs, and measures to be counted. The Stations will be informed on how these measurement tools are to be used and that they need to turn them in monthly. The performance measure work plans are with Stations that we currently gather reports and

Narratives

information from so only minimal changes will have to be made at this point. Crawford County RSVP will manage project resources both financial and in-kind to ensure accountability and efficient and effective use. The Executive Director and Administrative Assistant currently oversee all project resources. Crawford County RSVP has its own separate checking account and it is maintained by the Administrative Assistant. The FCCA Executive Director reviews each payment voucher and co-signs checks for all programs. Two signatures have to be present on each check. Payroll is administered by the FCCA. The Board of Directors also reviews programmatic and financial reports from Crawford County RSVP at their monthly board meetings. All In-kind is kept track of by tracking forms that are filled out by the Donor and Project Director. These forms once signed are given to the Administrative Assistant to record on the computer for the financial management system.

Organizational Capability

The Family & Community Christian Association has successfully managed volunteer programs for 98 years. Many FCCA sponsored events could not happen without the time and talents of volunteers. The FCCA has served as the grantee for the RSVP program since 1983. The FCCA is committed to collaboration among its various programs. RSVP volunteers assist with LEARN (Local Education and Resource Network) events and mailings. The FCCA holds the grant for LEARN. The FCCA is committed to impact programming. All programs are expected to be able to produce quantifiable outcomes for their participants. The FCCA is also responsible for over \$14 million in other grants and revenues which include: FCCA Twin Creeks Head Start, PA Pre-K Counts, HSSAP, and Child Care Information Services of Crawford County and Child Care Information Services of Venango County. The FCCA has a very strong board of directors which has greatly increased their capacity of knowledge and management. There are 2 attorneys, 1 CPA, a Pastor, and several members that have jobs with children programs.

Key employees at the Family & Community Christian Association are the Executive Director and the

Narratives

Administrative Assistant. The Executive Director has a Master's Degree in Business Administration and over 22 years work related experience. The Administrative Assistant has been employed by the FCCA for over 27 years and has been managing the accounting and finances of the FCCA for the same period of time. The Executive Director and Administrative Assistant currently oversee all financial management, human resources, and all operations for over \$14 million in revenues. The strength of these two employees to oversee the RSVP grant is very commendable. Our Project Director, Karrie (Whisper Romeo) brings tons of enthusiasm, education, and life to the program. She has made a significant difference in the program and the sites and volunteers always accept her with open arms. Karrie (Whisper Romeo) has been a huge asset in mobilizing community resources since she came on board in July 2009. She never hesitates to ask for assistance from anyone that she sees can help RSVP, it's volunteers, and organizations. Karrie has five years experience being an Executive Director for an after school art therapy program she developed, founded, and made into a non-profit herself in 2009.

The Volunteer Coordinator Jane Gilson has been working for the RSVP program for over 8 years. She was a retired school teacher, and brings a wealth of organization, keyboarding, and computer skills to keep the project running smoothly and efficiently. The Family & Community Christian Association has job descriptions for all staff members and personnel policies. Each employee is given a performance evaluation every year. The Executive Director's job description details the responsibilities for each granted program. The FCCA is committed to continuous improvement. All programs are encouraged to complete an annual self-assessment. All programs must meet or exceed all required regulations applicable to their program. The FCCA has an annual audit performed by McGill, Power, and Bell.

Financial Management

The Family & Community Christian Association has a total budget of over \$14 million. In addition to

Narratives

serving as the grantee for the RSVP program of Crawford County, the FCCA serves as the grantee for the federally funded Twin Creeks Head Start program in Crawford and Venango Counties; the state funded Child Care Information Services of Crawford County and Child Care Information Services of Venango County, Pre-K Counts, Head Start Supplemental, and Early Care and Education Grant for Crawford County. The FCCA Executive Director supervises the Program Directors of each grant program. She reviews all financial and programmatic reports. She arranges for the annual fiscal audit that follows OMB A-133 guidelines. Each program maintains its own separate checking account. The FCCA Executive Director reviews each payment voucher and co-signs checks for all programs. Payroll is administered by the FCCA. The Board of Directors also reviews programmatic and financial reports from the various programs at their monthly board meetings.

Track Record

The Family & Community Christian Association has successfully managed the Crawford County RSVP Program since 1983. The program has utilized the service of over 400 unduplicated volunteers for years.

The RSVP program has had a very strong impact in the community for many years. The reputation of the program and its volunteers is very positive. Many organizations know they can comfortably come to RSVP and request volunteers and the staff will match the best available volunteers for their project.

The impact of the program has includes the following in past years, as well as experience in the Healthy Futures Primary Focus Area, senior service, managing volunteers, and using performance measures:

- * Increasing the ability of non-profit agencies to provide stronger and more sustainable services to the community. Volunteers help with fundraisers, special events, serve on boards, and provide office support to help provide stronger and more sustainable services to the community.
- * Assisting the Crawford County READ Program to increase adult literacy by insuring that people

Narratives

improve their overall functional reading, writing, and math competencies so they may better meet and cope with adult responsibilities.

* Successful operations at the Conneaut Valley Historical Society, the Crawford County Historical Society, and the David Mead Log Cabin to provide cultural heritage to area residents. RSVP volunteers have served as greeters, hostesses, and docents. They have oriented the visitors; assisted them with index searches, genealogy queries and cemetery records. They also have helped with inventory, logging books in the library, and helping with special events.

* Monitoring the water quality at designated sites along French Creek for the Crawford County Conservation District. This helps to protect the creek from non-point source pollution. The information is entered into a statewide database that the DEP and other watershed conservation agencies can use to find pollution problems along the creek. Volunteers helped raise public awareness about the value of French Creek. They helped preserve habitat, maintain biological diversity and protect the stream's threatened and endangered species from its biggest threat, non-point pollution.

* Serviced the PA Game Commission by helping to process antlerless deer licenses for the Crawford County Treasurer. Therefore the task has been completed annually in the time period established by the PA Game Commission.

* Assisted the PA Career Link jobseekers with enrollment on the Career Link website by assisting with special projects and job fairs. The volunteer's assistance helps Career Link to provide quality service to the people of PA.

* Assisted the Crawford County Humane Society, the Center for Family Services, and Associated Charities to provide clothing and other items for low income families. Volunteers helped sort, organize, and display donations, and clean the stores.

* Assisted Community Health Services (CHS), American Cancer Society, and Veterans Affairs medical Center by transporting over 900 clients each month to their medical appointments. Volunteers have

Narratives

driven over 500,000 each year to assist these patients.

* Over 35 volunteers have provided over 600 hours to help prepare and serve hot, nutritious meals for low income individuals and clean up for the Meadville Community Soup Kitchen.

* Volunteers have helped the Meadville Housing Authority and the Titusville Housing Authority by planning activities and fundraisers, helping residents with grocery shopping, cleaning, laundry, errands, and meals so the residents can remain independent.

* Volunteers have helped the Crawford County School Districts by participating in their reading program. The volunteers have promoted reading, tutored, and helped with field trips and science and art projects. Helping these students have enabled them to understand the senior population and bridged communications and fostered respect between generations. They have also provided a warm caring environment for the exchange of life experiences, thoughts, feelings, ideas, and affection. Students have improved in their reading skills, class participation, behavior, and grades.

* Volunteers have helped in the Red Ribbon Safety Monitor program with the Titusville and Meadville Housing Authorities. Volunteers performed a daily check on senior residents to help anyone in need. Lives have been saved because of these visits.

* Helped the American Red Cross and the Central Blood Bank of Pittsburgh with blood drives by registering blood donors, calling donors, assisting in the canteen area, and helping with the public relations efforts of the blood drives.

* Helped the American Red Cross, Women's Services, and the Center for Family Services by handcrafting tie quilts and distributing blankets to low income families in need due to poverty, victims of disaster, or domestic violence.

* Assisted the American Red Cross on the Red Cross Disaster Action Team (DAT). DAT responds immediately to disasters including fires, floods, tornadoes, ice storms, hazardous material spills, transportation accidents, explosions, and other natural and man-made disasters.

Narratives

* Assisted the Meadville Medical Center and Titusville Area Hospital to operate more effectively and provide quality health care that meets the needs of the communities. The volunteers provided clerical assistance, transportation in the hospital, mail and flower delivery, food and water to patients, family notifications, children's health fair, and assistance in the gift and coffee shops.

* Assisted the residents in Crawford County area nursing homes, assisted living facilities and personal care homes. The volunteers helped the residents by visiting them on a regular basis, helping with activities, delivering mail, handing out newspapers, reading, writing, feeding, sewing, entertaining, transportation, singing, and activities. These activities helped eliminate loneliness, helplessness, and boredom. The lives of the residents have been enriched by our volunteers.

* Assisted the Meadville Medical Center Free Clinic by providing clerical support, staffing hotlines, appointment scheduling, and nursing assistance.

* Assisted the Center for Family Services by distributing surplus food to families below the 150% poverty level or to families in an emergency situation.

The RSVP Grant has been held by the Family & Community Christian Association for over 28 years, therefore the facilities, equipment, supplies, purchasing procedures, personnel, roles, and internal policies have been set in place for many years. Each category has been analyzed and updated over the years to accommodate rules and regulations of the grant and the organization. The organizational capacity of the Family & Community Christian Association is getting stronger each day. A portion of the facilities are an in-kind donation from the FCCA and the Crawford County Commissioners. The facilities are accommodating to the organizations and the volunteers that we network with. The building is centrally located in the community and accessible to everyone. The FCCA managed the budget very well in order to keep RSVP in operation during the past year, due to the budget cuts to CNCS and the Senior Core Programs. RSVP equipment and supplies are plenty to accommodate the requirements of the Grant. If there is an issue with the equipment or a shortage in supplies, the

Narratives

grantee agency's equipment and supplies are used. All purchasing procedures require the signature of the RSVP Director and the FCCA Executive Director or a board member. All large purchases require the approval of the board.

All personnel requirements and roles are outlined in the personnel policies. The organization is now in the process of updating all personnel policies to strengthen the organization and to assure compliance with all grants and laws. All internal policies are also outlined in the personnel policies. The Family & Community Christian Association has been improving all aspects of the business and each grant that it is responsible for monitoring and assessing. Direct communication with each director is ongoing. Each director must submit a report to the board of directors each month to address issues, concerns, personnel, finance, operations, along with how the requirements of the grant are being met. The board of directors and the Executive director assess and evaluate each report and grant. If the board sees a need for improvement, it is addressed with the RSVP Director. RSVP Advisory Council manages and secures resources by contacting area business for in-kind donations and asks them to purchase ad space in the volunteer recognition program. All in-kind donations are used for the purposes they were intended. The program is distributed at the volunteer recognition lunch. The advisory council conducts fundraisers throughout the year. Meals are provided for the volunteers at most of the workstations. Mileage reimbursement is provided for the medical transportation volunteer drivers. The Crawford County Commissioners provide funds toward our office space. Family & Community Christian Association provides in-kind towards office space, utilities, phone, and office supplies. The community donates supplies for many of our projects. Community Resources Local businesses, the Crawford County Commissioners, and churches have provided resources to the program. The Crawford County Commissioners provide funds toward RSVP office space. Family & Community Christian Association provides our office space. The community donates supplies for many of our projects. The United Way assists with printing of the newsletter and any other bulk printing needs we may have.