

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 conform 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:
2b. APPLICATION ID: 13SR144102	4. DATE RECEIVED BY FEDERAL AGENCY: 10/18/12	FEDERAL IDENTIFIER:
5. APPLICATION INFORMATION		
LEGAL NAME: Senior Services of Central Illinois DUNS NUMBER: 030573257	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Jennifer L. Phillips TELEPHONE NUMBER: (217) 528-4035 130 FAX NUMBER: (217) 528-4537 INTERNET E-MAIL ADDRESS: rsvp@ssoci.org	
ADDRESS (give street address, city, state, zip code and county): 701 W Mason St Springfield IL 62702 - 2498 County: Sangamon		
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 370895193	7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Community-Based Organization	
8. TYPE OF APPLICATION (Check appropriate box). <input checked="" type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below):		9. NAME OF FEDERAL AGENCY: 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: RSVP of Sangamon, Menard and Logan Counties 11.b. CNCS PROGRAM INITIATIVE (IF ANY):	
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): ILLINOIS Opportunity #3: Sangamon, Menard and Logan Counties		
13. PROPOSED PROJECT: START DATE: 04/01/13 END DATE: 03/31/16		14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="IL018"/> b.Program <input type="text" value="IL018"/>
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
a. FEDERAL	\$ 39,344.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO
b. APPLICANT	\$ 30,909.00	
c. STATE	\$ 25,364.00	
d. LOCAL	\$ 0.00	
e. OTHER	\$ 5,545.00	
f. PROGRAM INCOME	\$ 0.00	
g. TOTAL	\$ 70,253.00	
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: Karen D. Schainker	b. TITLE:	c. TELEPHONE NUMBER: (217) 528-4035 117
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/18/12

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Executive Summary

RSVP of Sangamon, Menard and Logan Counties is sponsored by Senior Services of Central Illinois, Inc. (SSCI). SSCI is a not-for-profit corporation that specializes in non-medical services to seniors, age 50 or better living in Sangamon, Logan, Mason and Menard counties. For 45 years, SSCI has successfully helped senior citizens maintain their independence and avoid premature institutionalization. A wide array of programming is offered at the Springfield Senior Center on a daily basis to aid in positive physical and mental health. In fiscal year 2012 alone, SSCI served over 43,266 seniors with over 270,248 units of service. SSCI has also been the local RSVP sponsoring agency for over 40 years.

Although the RSVP program has experienced a decline in volunteers during FY12 due to the impacts of the economy on our volunteers, change in Project Directors as well as the transition to the new program focus areas it is our hope that we will have at least 376 unduplicated volunteers actively serving our community at more than 60 volunteer stations. Volunteers will serve programs that support older adults, low income seniors, homebound seniors, disadvantaged youth, public school children, homeless individuals as well as veterans and military families.

Due to the many programs that SSCI has in place to keep seniors active and living independently the main focus area for RSVP will be Healthy Futures. Volunteers will deliver meals to homebound and/or older adults through the Daily Bread Nutrition program as well as the local American Red Cross' Meals on Wheels program. Other volunteers in this focus area will provide education on how to maintain gardens to provide nutritious food as well as assisting local foodbanks to collect, package and distribute food for emergency needs. All service activities in this focus area will have the goal of increasing the ability of local seniors to remain within their own homes with the same or improved quality of life for as long as possible as well as provide food security in the community during times of emergency need.

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Volunteers will also support programs in the other CNCS focus areas including Education, Veterans and Military Families, Environmental Stewardship, Economic Opportunity as well as Disaster Services. Through these initiatives, we will help to address the following needs in our community: community garden restoration, recycling projects, disaster preparedness/recovery, adult education and computer literacy, veterans and military families' programs/assistance and tutoring/mentoring. Volunteers will also support Community Needs such as the medical district, senior center programming, tourism and the arts which are all core aspects of our community.

RSVP participates in Days of Service in partnership with Foster Grandparents and AmeriCorps members. For 9/11 80 volunteers from the related programs packed 1,000 basic disaster preparedness kits for homebound, older adults and veterans in the community. All donations were solicited through the RSVP program, which included non-perishable food, safety items and basic first aid supplies. Recipients of the disaster kits were asked to pay it forward by sending a letter or card to thank an active military member for their service. For MLK Day RSVP will partner with FGP as well as the other IL RSVP programs to have a food drive for the local community foodbanks. RSVP also plans media and special events throughout Senior Corps Week to promote CNCS and all Senior Corps programs.

We are requesting \$39,344 in federal funding to carry-out our volunteer activities in Sangamon, Menard and Logan Counties. Remaining non-federal funds of \$25,364 will be provided by the Illinois Department on Aging and another \$5,545 will be raised from local donations and fundraising. In total, \$70,253 will be used to support 376 or more volunteers in the community.

Strengthening Communities

Our RSVP Project serves three counties, Sangamon, Menard and Logan Counties. All three counties have farming and Abraham Lincoln-associated tourism as major parts of the economy. With the State Capitol being in Sangamon County, many of the people of these three counties are employed by the

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state government of Illinois. As these employees have retired during the 40 years that RSVP has served this community, many have provided and continue to provide expertise gained through their State employment to the hospitals, education initiatives, senior nutrition program, tourism sites and other organizations as RSVP volunteers. This is a major community asset. The State's recently reported \$43.8 billion dollar deficit is assumed to be the worst in the nation and has caused lay-offs and furlough days for some of these state employees and created program cut-backs for many State departments, including tourism sites. This situation has made RSVP's support in the recruitment, placement and retention of volunteers even more important for our community. Senior Services of Central Illinois' Senior Transport program works closely with RSVP to eliminate transportation challenges for those who are no longer able to drive, ensuring that volunteers are able to make it to their volunteer sites. According to 2011 U.S. Census figures, Sangamon County is 868 square miles, has a population of 198,844, and has 89,893 households. The majority of the not-for-profit and government organizations that our RSVP Project serves are in this county. The Mid-Illinois Medical District based in Springfield is the next major employer after state government. RSVP partners with the Medical District's Memorial Medical Center, St. John's Hospital and other health care organizations associated with the District in making health care affordable for our community. Headquarters for 12 nationally known insurance companies and more than 165 state, regional and national associations are located here. The percentage of persons age 65 and older is 14%, 1 % over the national average. Under age 5 makes up 6.2% of the population and 23.5% are under age 18. About 84 % of the population is white, 12% black, 2% Hispanic and almost 2% Asian. Median household income is \$52,232. Over 91% are high school graduates and 31% have a Bachelor's degree or higher. In regard to the business climate, private nonfarm establishments total 5,140 and the total number of firms is 17,195. The City of Springfield is the home of several public and private elementary/high schools. The University of Illinois at Springfield, Southern Illinois University School of Medicine, Robert Morris

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University, Benedictine University, St. John's School of Nursing and Lincoln Land Community College offer students a diverse selection of higher education opportunities. There are currently over 16,000 military veterans within the county. According to 2011 U.S. Census figures, Menard County is 314 square miles and has a population of 12,703. There are 5,656 households. In this very rural county, RSVP recruits, places and helps retain living history volunteers for Lincoln's New Salem State Historic Site, volunteers for the Daily Bread senior nutrition site and individuals for Senior Services of Central Illinois' satellite office in Petersburg, the county seat. The percentage of persons age 65 and older is 15.9%. Almost 98% of the population is white and just below 1% is black. Median household income is \$56,230. Over 90% are high school graduates and 24% have a Bachelor's degree or higher. In regard to the business climate, private nonfarm establishments total 225 and the total number of firms is 1,128. There are three high schools, but no institutions of higher learning in Menard County. There are approximately 1,200 Veterans living in the county. According to 2011 U.S. Census figures, Logan County is 618 square miles and has a population of 30,140. About half of the population is based in Lincoln, the county seat. Business in Lincoln has struggled with the current economic conditions. A major employer, the State-operated Lincoln Developmental Center, was closed by the State several years ago. A Super Wal-mart on the west side, Interstate 55 access, of Lincoln is a major business attraction, but the traditional downtown square continues to have businesses close their doors. There are 12,100 households. In this county, RSVP recruits, places and helps retain volunteers for the Logan County Genealogical and Historical Society and the Abraham Lincoln Memorial Hospital (an affiliate of Memorial Medical Center that's based in Springfield in Sangamon County). The percentage of persons age 65 and older is close to 16%. About 90% of the population is white, 7.9% black and 0.7% Asian. Median household income is \$48,999. Over 85% are high school graduates and 17% have a Bachelor's degree or higher. In regard to the business climate, private nonfarm establishments total 649 and the total number of firms is 1,823. Lincoln College and Lincoln Christian

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University are institutions of higher learning in Logan County. One high school serves the county. Approximately 2,500 Veterans live in the county. Based on the latest census data noted above all three counties in our service area have an above average population of persons 65 years and older. Along with the current financial strains on our state and the local economy it is more important than ever to assist in providing programs to keep local seniors living independently, which is the same mission as our sponsor organization.

Our RSVP Project ensures local input in program design by annually evaluating our volunteers and volunteer stations in our three-county service area. That evaluation includes businesses, local governments, service clubs and other community organizations performed in our annual assessment performed in December 2011. Suggestions will be incorporated and changes will be made as appropriate in FY 2013. Our relationship with our community continues to grow. We have worked to bring together our volunteers and the volunteer stations we serve into more defined groupings to move toward the newly defined focus areas and performance measures. We have and will continue to add volunteer stations only when they fit into one of these focus areas. Our Primary Focus Area of Healthy Futures involves supporting senior citizens programs that help seniors maintain their independence. This service involves the provision of meals from Daily Bread, a senior nutrition program. RSVP plans to have 80 of our projected 376 unduplicated volunteers involved in the weekday delivery of meals to approximately 240 homebound seniors/older individuals. Another 15 of our unduplicated volunteers will be used to support a similar weekday meal delivery program through the American Red Cross' Meals on Wheels Program. Those volunteers will deliver to approximately 80 homebound seniors, older individuals or persons with disabilities. In total, we estimate that RSVP volunteers will deliver more than 76,800 meals throughout the year. Other volunteers in this focus area will support food security and education through community gardens and support of local foodbanks. The RSVP Project Director plans to meet with all of the volunteer stations on a quarterly

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basis to check-in and see how the program is working for each site. RSVP and the volunteer stations will work together to streamline processes and tracking when possible to accommodate both parties. The quarterly meetings with volunteer stations will provide time to review standard RSVP policies and procedures as well as time to answer any questions or concerns that the stations may have. The meetings also allow the stations to let RSVP know about any new needs that they may have. The RSVP Project Director will also run quarterly reports to check the status of the current volunteers. This is a good check to make sure that volunteers are remaining active in the community. If a volunteer has fallen off the radar it's a good time to follow-up and make sure that they are happy with their volunteer placement. In most cases we have found that some of the volunteers just need to be reminded about the monthly timesheet process and unfortunately in some cases we find that the volunteer is taking a break due to health issues. The RSVP office communicates with the volunteers through monthly emails as well as a bi-monthly newsletter. This is a great way to keep communication lines open and remind the volunteers that the RSVP office is accessible anytime they have questions or concerns. Volunteer timesheets are due for the current month by the 10th of the following month. This allows the RSVP office to track hours on a monthly basis and keep tabs on the volunteers per station. Quarterly recruitment events and public speaking engagements will ensure that new volunteers, volunteer stations and community supporters are being recruited from a variety of demographics throughout the year. Bi-monthly meetings with the RSVP Advisory Council also ensure that the RSVP program is plugged into the community and aware of any new local needs or issues. The RSVP Advisory Council is made up of a group of volunteers, station managers/staff as well as local community supporters.

Within the Primary Focus Area of Healthy Futures volunteers will provide home delivered meals to homebound seniors, older adults and/or persons with disabilities through the Daily Bread Program as well as Meals on Wheels. These nutritious meals are provided every weekday with the exception of

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holiday closures. Volunteers will be assigned a route of meals to deliver on their scheduled day of service. Some volunteers participate multiple times per week, some volunteer weekly and others monthly depending on their schedule. On average volunteers average 2-4 hours per week depending on their route. The routes and clients are tracked, so that we can calculate the number of clients served within any given time period. We will use an annual survey to our Daily Bread clients to find the outcome of this program to calculate the number of individuals who feel an increase in social ties/perceived social support due to the home delivered meals programs. Based on previous surveys to clients we believe that at least 80% of the clients are able to remain living independently based on the meals provided. We have also found that to some of the clients getting to see a familiar face each weekday is an asset as well. For some meal recipients this might be the only person that they get to see face to face for the day depending on their limitations for getting out of the house. Senior Services of Central Illinois, Inc. along with RSVP plans to hold two annual food drives each year. The first will be held throughout the month of November in order to collect food for Thanksgiving and Holiday baskets to be delivered to economically disadvantaged and/or homebound seniors that are existing clients to SSCI supported programs. This annual food drive is held with the support of the Springfield, Illinois AARP staff with a goal of 150 Thanksgiving baskets and another 150 Holiday baskets. These baskets will be delivered to seniors that may not have family in the area and/or will not have the monetary means to produce a traditional holiday meal. In most cases baskets will go to clients that normally receive meals from our Daily Bread Program. Therefore the basket will provide them with a nutritious meal during holiday closures. We have also found that some clients hold onto the baskets as emergency food to help them get through from month to month. Volunteers are used to organize the food drives, work the collection days, pack holiday baskets as well as help deliver them. An additional food drive will be held during our MLK Day of Service in conjunction with the rest of the state of Illinois RSVP groups. The collected food will be shared between SSCI and other local foodbanks.

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Volunteers will average 4-8 hours for each food drive. The number of holiday baskets and pounds of food collected will be tracked for the related events in order to provide volunteer outputs.

Volunteers are also used to help support other local non-profit food pantries. RSVP has approximately 20 volunteers assisting at Catholic Charities, Central Illinois Foodbank as well as Kumler Outreach Ministries. At these sites volunteers help organize and package the collected food donations, so that it can be distributed to the economically disadvantaged, older adults as well as the homeless during times of emergency food needs. Volunteers generally support these organizations on a weekly basis with an average of 4 hours per week. The amount of food collected as well as clients served will be provided by the organizations along with the percentage of RSVP volunteer hours, so that we can provide an outcome for these programs. Volunteers serve as Master Gardeners through the University of Illinois at Springfield Extension. To become a Master Gardener volunteers must go through training as well as 60 hours of service as an intern in the program. Volunteers will provide answers to home gardener questions from the Extension Office, assist Extension staff in planning and presenting consumer horticulture information, design and maintain demonstration gardens, serve as a resource person in community gardens at schools, parks and nursing homes as well as providing demonstrations and talks to local civic groups. This program educates the public about food safety and proper gardening techniques to grow your own nutritious food. Volunteers average approximately 10 hours of service per month depending on the time of year and activities planned. The volunteer station will provide the number of people participating in educational programs/services, so that we can track the outcome for this volunteer job.

RSVP volunteers will support veterans and military families with service to the Illinois National Guard Youth Program by assisting with special events and programs that help youth deal with separation from a parent during deployment. Programs will be held throughout the year to support the children of active military members and help them adapt to all phases of military life. RSVP

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volunteers will also work with the Land of Lincoln Honor Flight, which is a non-profit organization that sends veterans to Washington DC at no charge in honor of their service to see the various war memorials. Volunteers will help with fundraising, pre-flight clerical work, volunteer recruitment, transportation and public outreach for this program. Volunteers are also planned to provide clerical support to the local Veteran Affairs Center in Springfield. This local office provides counseling services to active military personnel as well as their families. Our goal is to have veteran volunteers provide support in the front office of the VAC to encourage veterans helping veterans. The RSVP program is currently reaching out to the local VFWs and American Legion to coordinate speaking engagements or other opportunities to bring in new volunteers that are veterans and/or family members. For example, we are hoping to support a local Veteran's Day event by supplying baked goods to go along with a free meal that is already provided to veterans. This would give existing volunteers the opportunity to give back to our veterans and their families as well as educate them about other opportunities on how they can help serve their community.

Recruitment and Development

RSVP assures a high quality experience for volunteers in a few different ways. New volunteers are provided with historical and current information about the local project, so that they can get a feel for what RSVP has to offer. From there new volunteers complete an application which includes a few questions to get a better understanding of their work history, skills, interests and other volunteer experience. After the application is completed the Project Director meets with the volunteer to discuss what the volunteer is looking for and where they would be a good asset for our existing programs. New volunteer orientation is scheduled quarterly for all new members and is also open to all existing volunteers. The goal is to have the Project Director and a seasoned RSVP volunteer available to answer any questions or concerns the new (and maybe existing) volunteers may have. This is a great time to talk about how volunteer assignments are working out, review the timesheet process and

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promote days of service or other group events. It is important to make sure that new volunteers are comfortable and content with their placements and always know that they can contact the RSVP Office with any issues, suggestions or concerns. In regards to building new skills and developing leadership potential, RSVP has developed strong partnerships with more than 60 various volunteer sites in our community, which provides a wide variety of opportunities to help meet local community needs. We also offer our volunteers opportunities to build new skills through a series of trainings, to develop leadership in a wide variety of roles in working with children, to reflect on the meaning of service to the community and to enhance the quality of their own lives. Allowing our volunteers to help establish new projects in our community allows them to feel a sense of ownership in the success of this program, thus delivering successful results.

The Project Director is planning to work with the RSVP Advisory Council to develop a job description format that can be used for all of the volunteer opportunities that we currently offer. This will be a one page document that explains the volunteer site, job(s)/tasks, training, time commitment, etc. These job descriptions will then be kept in resource manual, so that all new and existing volunteers have a guide to thumb through if they are interested in seeing the different types of volunteer services available. This will also allow them to have a clear understanding of the process to get started with a new volunteer job/station. The project director will have enrollment forms/applications available for the various sites on hand, if applicable. The RSVP Office is happy to send the forms directly to the site, so that the volunteer is not overwhelmed with multiple points of contact. Once the RSVP Office has made sure that any and all paperwork has been finalized they will confirm that new volunteers have an orientation or start date scheduled along with the point of contact details for their placement. A monthly report will be run to make sure that all volunteers have a station assigned within the first month of joining the program. If they have not decided on a volunteer job or station the RSVP Project Director will reach out to them to see if they need any additional assistance or information. Volunteers

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will also have the appropriate contact information for the RSVP Office should they have any questions or concerns.

Each year the RSVP Project Director will work with the RSVP Advisory Council to set a quarterly volunteer recruitment fair schedule. In order to attract volunteers throughout the geographic area covered by our program, Menard and Logan County will each host one of the fairs and Sangamon County will host the other two due to the larger population. The venue of the volunteer fairs will change from time to time to mix things up and bring in new demographics. Volunteer stations present at each event will also vary in order to allow participation from a variety of organizations and programs. The Project Director will also arrange to do speaking engagements for an assortment of groups throughout our three counties to help spread the work and efforts of RSVP to a variety of demographics including potential volunteers with disabilities. The RSVP program is currently reaching out to the local VFWs and American Legion to coordinate speaking engagements or other opportunities to bring in new volunteers that are veterans and/or family members. For example, we are hoping to support a local Veteran's Day event by supplying baked goods to go along with a free meal that is already provided to veterans. This would give existing volunteers the opportunity to give back to our veterans and their families as well as educate them about other opportunities on how they can help serve their community. For special events the Project Director reaches out to numerous media outlets with press releases and other materials in hopes of media coverage that will reach a wide array of public interest. In the past seven months we have received two nice stories on WICS News Channel 20 (local news), a print article in The State Journal Register (local Springfield newspaper) as well as the Illinois Time (another local publication). We have also received some additional coverage from in the Samaritan Star (local hospital newsletter) that reaches a few thousand local residents as well as the upcoming Fall 2012 Illinois Service Commission Newsletter that reaches over 14,000 people within the state. We hope to continue to build a strong reputation

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within our community in order to promote the great work of our existing volunteers as well as promote the program to a new group of volunteers that are also eager to make a difference in their community.

In order to keep our volunteers, volunteer stations and other community partners informed and aware of the good work the RSVP program is providing a bi-monthly newsletter is sent out to highlight new programs, review previous events/projects, list shining stars (volunteers with more than 30 hours of service in a month) and superstar volunteers (volunteers with more than 75 hours of service in a month) as well as welcome new RSVP members. This is a great tool to keep everyone up to date on what's been done and what's to come for RSVP. Each year on or around Senior Corps Week in May we host a Volunteer Recognition Dinner as a thank you to our dedicated volunteers, volunteer stations and community partners. Awards are presented to volunteers who have gone above and beyond with their service efforts based on nominations from other volunteers and volunteer stations. Volunteer hours are also being tracked for the Presidential Volunteer Service Awards, which are also presented at the annual dinner. The dinner is a great event to allow our volunteers to socialize, have a nice meal and enjoy some local entertainment. The Project Director also invites members of local government to this event to educate them about the amazing things our volunteers are doing every day in the community. Throughout the year volunteers are asked for feedback regarding the program and asked for any new suggestions or ideas. This is a great way to see if things are going well or if they can be tweaked in order to enhance the program. The Project Director runs quarterly reports to track the number of active volunteers as well as to see if anyone has fallen off the radar. By taking the time to follow-up on these reports we may find that someone needs a new volunteer placement or challenge and other times we find that volunteers just forget to turn in their timesheets. Either way it's helpful to follow through and make sure that the volunteers know that they are appreciated and needed to keep this program going strong.

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Program Management

The management of our RSVP program, volunteer stations and volunteer assignments is run by a strong team combined of the RSVP Project Director, RSVP Advisory Council and senior management staff at Senior Services of Central Illinois. For over 40 years now, this team's efforts have successfully provided high quality program management. The RSVP Advisory Council is made up of representatives from the volunteer stations, active RSVP volunteers and other community members. The Project Director also plans to meet with volunteer stations on a quarterly basis to ensure that the program is running smoothly from both ends and that the stations are adhering to program regulations and applicable laws.

This RSVP Advisory Council has several volunteers and staff members from volunteer stations that have direct involvement with priority community needs. They see first-hand the needs of our community and how our volunteer efforts have profound effects on our community. This group helps to keep us connected, focused on our mission and providing quality volunteer efforts. Volunteers have the opportunity to choose a volunteer activity that appeals to them personally, making the placement very meaningful for our community's volunteers, as it has successfully done for over 40 years. The RSVP Project Director also sits in on community meetings and networks with other organizations to ensure that RSVP is up to date on community needs and issues.

The Project Director has been very open with the Advisory Council, SSCI Management and Board of Directors regarding the changes coming to the RSVP Program. These changes have also been communicated to some of our volunteer sites and volunteers. Our plan is to address all of the parties involved in our newsletter that kicks off the FY13 federal grant cycle next April. At that time, we will also start talking to active volunteers that may need to be graduated to new stations/volunteer jobs within the RSVP Program. Our plan is to allow volunteers to stay with the current organizations that they are supporting, but offer other alternatives for additional programs that they might be interested

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in within the focus areas provided by CNCS. We will continue to share the message of the focus areas by highlighting related organizations and volunteer jobs in our volunteer emails, newsletters and volunteer fairs going forward. We hope to keep our relationships with all of our current organizations within the period of their current MOU. As non-focus area sites start to time out of the program, we will send a graduation letter explaining to the organization that we will no longer be able to actively support volunteers for that site.

Our processes for assessment of project performance and impact on the community and/or client population are currently reviewed by our RSVP Advisory Council, RSVP Project Director, and the Executive Director and Board of Directors of Senior Services of Central Illinois. We further assess these accomplishments through an annual evaluation of our RSVP program by our volunteer stations. An expanded survey of community leaders in local government, business, service clubs and other community organizations was completed in December of 2011 that proved to be most beneficial to our program. It provided very relevant information on RSVP's performance, strengths and areas needed to be further developed and/or expanded. As for managing information and data, we use the Volunteer Reporter to track volunteer hours and the jobs associated with all aspects of our RSVP project. We have successfully used it in tracking concrete details involving our priority community needs. Pre and post-assessment surveys (mail, telephone and in-person interviews) are performed with many of our volunteer sites to provide relevant information as to the impact of those work plans. RSVP volunteers are involved in reviewing/tabulating different surveys.

For managing project resources, the RSVP Project Director, along with Senior Services of Central Illinois' Director of Fiscal Operations, directly handles the financial reporting and on-line funding reimbursement requests. Reports are reviewed by SSCI's Director of Development and Executive Director. The RSVP Director writes up requisitions as purchases are made and submits them for approval. The Director also collects and documents donations and sponsorships and promptly turns

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that in to the Director of Fiscal Operations. The RSVP Director and the Director of Fiscal Operations discuss all financial matters and track expenditures/income received on a monthly basis. Many checks and balances are performed to ensure accountability and efficient and effective use of available resources. In terms of securing resources, our RSVP program has had previous success in receiving donations from the monthly installation of wheels and tow ropes on recycling bins for City of Springfield and Sangamon County residents. The Project Director is currently looking for other ways to keep this effective program running now that support is currently not available from the City. RSVP also hopes to have success in obtaining funding from various other community donors for further developing new initiatives and strengthening continued ones. Our new Project Director has started working on new ideas/plans to secure in-kind and monetary donations to support the efforts of the RSVP program.

Organizational Capability

Senior Services of Central Illinois (SSCI) has an organizational chart which delineates appropriate supervision of all departments and job descriptions, which describe job activities to ensure that roles for staff are well defined and easily understood. Clear lines of authority, as well as an open-door communication policy, are implemented by Senior Services of Central Illinois. Job descriptions are regularly updated to incorporate new facets of a job and/or changing times. Each year, an annual performance review may be conducted and goals are set for the preceding year. Performance is also evaluated for the current year and an action plan is set to address any issues. Travel policies are set within the SSCI personnel policies and procedures handbook and are revisited as needed due to economic or programmatic causes. Senior Services of Central Illinois continually tries to develop avenues to receive feedback on a regular basis from all of our programs to ensure adequate facilities, equipment, supplies, purchasing procedures, personnel management and internal policies including travel guidelines. This is achieved through staff meetings, director's retreat, surveys, compliance/fiscal

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audits, senior meetings and the gathering of statistical data. It is also achieved by communicating with the RSVP Advisory Council, peers, volunteer stations, staff and volunteers. Obtaining feedback provides SSCI with the opportunity to self-assess and evaluate current situations, and to make provisions for continuous improvement. Changes are usually implemented incrementally. Senior Services of Central Illinois is working to develop a strategic plan that can be adopted within all of their departments and is also currently involved in a national accreditation process.

Senior Services of Central Illinois hired a new RSVP Project Director in mid-March 2012. The new RSVP Project Director (Jennifer Phillips) has 10 years of management experience and is currently working towards completion of a Bachelor's of Business Administration Degree in Management and Organizational Behavior. She also has 13 years of public service, customer service and marketing experience. The Executive Director (Karen Schainker) for SSCI has served 12 years in her position. She has a Bachelor's degree in Education, a Master of Public Administration degree and has over 22 years of public service experience. The Director of Development (Angela Bertoni), who oversees SSCI's grants and budget, has served in this capacity for almost 14 years, has a Bachelor of Business Management degree and a Master of Public Administration degree and has over 20 years of management experience. The Executive Director, Director of Development, RSVP Project Director along with the fiscal office ensures that the program is managed well and meets volunteer needs in our communities as well as program requirements. The Director of Fiscal Operations (Debby Murphy) maintains fiscal oversight of the RSVP program. She has a Bachelor of Business Administration degree and has over 22 years of accounting experience. She utilizes a chart of accounts system and ensures that an account is kept for each individual grant. Key management staff is cross-trained on the many facets of the RSVP Program in order to ensure a smooth transition if the RSVP Project Director retires/leaves for new employment and a new director is being hired and trained.

Senior Services of Central Illinois (SSCI) incorporated in 1966 and has successfully provided a wide

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variety of services to senior citizens for over 45 years. SSCI has successfully managed the Retired and Senior Volunteer Program (RSVP) since its inception in this community in 1973. Last fiscal year (2012), SSCI served over 43,266 seniors with 270,248 units of service. SSCI prides itself on our ability to plan, implement, manage and evaluate our programs on a consistent basis to ensure that all of our programs are correctly completed per our funding agencies and are meeting the needs/demands of our local senior citizens. Per the National Service directives, SSCI looks at our local community to serve the needs important to both the national office and our local areas. Our RSVP staff ensures that the program is well known throughout our county areas to ensure that there are volunteer stations and volunteers in our entire demographic area. If a gap is detected, it is immediately addressed and a station is created and/or volunteers recruited. SSCI's involvement with seniors and impact-based programming has been unsurpassable. Almost all of our grant resources require outcome/impact based performance to be reported and documented to ensure quality and quantitative performance. SSCI also conducts self-assessments through surveys, senior citizen meetings and the gathering of statistical data. SSCI has successfully provided sound programmatic oversight of the RSVP since 1973. The RSVP program helps to strengthen SSCI's mission. RSVP has flourished as an entity of this comprehensive facility.

During fiscal year 2011, SSCI successfully managed \$602,513 in federal funds. Approximately, that same amount was managed during fiscal year 2012 (audited results still in progress). RSVP completes financial reporting by submitting funding reimbursement requests on-line after the RSVP Director compares the fiscal account records with her receipts to ensure complete accuracy. An inventory is also kept by the Director of Fiscal Operations to ensure that the equipment and property of each department is maintained. The Director of Fiscal Operations also maintains a record/agreement of all in-kind donations between Senior Services of Central Illinois and each individual department. SSCI has accounting and business professionals on its Board of Directors who help ensure that all finances

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are correctly administered. Senior Services of Central Illinois has annual compliance reviews conducted by grant funding agencies. SSCI also has a yearly audit performed by an independent accounting firm to ensure that the organization is fiscally sound. There have been no findings since 2001 (over 10 years). The RSVP Project Director meets weekly with the management team of SSCI and monthly with SSCI's Board of Directors. SSCI's Board as well as the RSVP Advisory Council offers support, guidance and oversight of all our agency programs. RSVP updates and disseminates new or changed information in the Volunteer Handbook through the RSVP newsletter that is mailed out quarterly to all volunteers and volunteer stations. New volunteers are given this information upon signing up for the program. Volunteers can also pick up the information at the RSVP office at any time.

The RSVP program currently receives most of the non-federal share through a state grant provided by the Illinois Department on Aging. This has been a constant support throughout the program, which currently supplies more than 60% in matching funds to the federal share. Additional funds are achieved through program donations and fundraisers. SSCI has successfully met the non-federal share requirements for more than 40 years.

Other

Not Applicable

PNS Amendment (if applicable)

Not Applicable