

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:														
2b. APPLICATION ID: 13SR144112	4. DATE RECEIVED BY FEDERAL AGENCY: 10/18/12	FEDERAL IDENTIFIER:														
5. APPLICATION INFORMATION																
LEGAL NAME: HandsOn Volunteer Network Of The Valley DUNS NUMBER: 805016243	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Marlene Braunlich															
ADDRESS (give street address, city, state, zip code and county): 5500 Market St Suite 106 Youngstown OH 44512 - 2601 County: Mahoning	TELEPHONE NUMBER: (330) 782-5877 103 FAX NUMBER: (330) 782-5001 INTERNET E-MAIL ADDRESS: mbraunlich@hovn.org															
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 341593908	7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Volunteer Management 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 Mahoning and Trumbull Counties															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): OHIO Opportunity #5 Mahoning and Trumbull Counties OHIO	11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
13. PROPOSED PROJECT: START DATE: 04/01/13 END DATE: 03/31/16	14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="OH 006"/> b.Program <input type="text" value="OH 006"/>															
15. ESTIMATED FUNDING: Year #: 1	16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS? <input type="checkbox"/> YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON: DATE: <input checked="" type="checkbox"/> NO. PROGRAM IS NOT COVERED BY E.O. 12372															
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; border-bottom: 1px solid black;">a. FEDERAL</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 51,543.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">b. APPLICANT</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 23,457.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">c. STATE</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 3,894.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">d. LOCAL</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 11,000.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">e. OTHER</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 8,563.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">f. PROGRAM INCOME</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 0.00</td> </tr> <tr> <td style="border-bottom: 1px solid black;">g. TOTAL</td> <td style="border-bottom: 1px solid black; text-align: right;">\$ 75,000.00</td> </tr> </table>	a. FEDERAL	\$ 51,543.00	b. APPLICANT	\$ 23,457.00	c. STATE	\$ 3,894.00	d. LOCAL	\$ 11,000.00	e. OTHER	\$ 8,563.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 75,000.00	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	\$ 51,543.00															
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g. TOTAL	\$ 75,000.00															
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: Maureen A. Drummond	b. TITLE: Executive Director	c. TELEPHONE NUMBER: (330) 782-6171														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/18/12														

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Narratives

Executive Summary

During the third year of this grant, an expected 161 RSVP volunteers will participate in the various work plans of RSVP of Mahoning and Trumbull Counties, Ohio. In addition to the primary focus area of Healthy Futures, volunteers will serve populations in areas of Education- tutoring (economically disadvantaged children or those with special or exceptional needs), Economic Opportunity- tax preparation (economically disadvantaged individuals), Veterans and Military Families (veterans), Capacity Building (nonprofit organizations), and Community Priorities (individuals served outside the focus area objectives cited above).

An estimated 52 unduplicated RSVP volunteers will serve within the primary focus area of Healthy Futures. At over 32% of the total volunteers, this exceeds the required minimum by 7%. Volunteers will serve populations in two objectives: Aging in Place- Companionship (homebound or older adults or individuals with disabilities) and Reducing Childhood Obesity and Increasing Access to Nutritious Food- Long-term hunger (individuals or households experiencing low or very low food security). Service activities of volunteers will include reassurance calls or visits, all the necessary duties to sustain the daily operations of pantry food programs, and counseling as to benefits application with referrals to financial literacy and nutrition information resources.

Locations of service activities include the HOVN office and food pantries throughout the service area and involve three or more stations.

Outcomes expected from the service of RSVP volunteers: 75 of 100 will report increased social ties while 50 will report maintaining the ability to live independently; 100 of 1000 individuals will return surveys indicating increased food security of their household.

40% of unduplicated volunteers will be assigned to activities with Outcomes within the focus areas of Healthy Futures (30%) and Education (10%).

The CNCS federal investment of \$51,543 will be supplemented by \$23,457 in non-federal resources.

Narratives

Strengthening Communities

Our grant area consists of Mahoning and Trumbull counties is located in the northeast section of the State of Ohio between Cleveland and Pittsburgh. The counties' eastern borders help form Ohio's boundary with Pennsylvania. The area is referred to as the Mahoning [River] Valley. Regionally, efforts continue to bring the two counties and their major cities--Youngstown and Warren--together in developing more collaborative governance, expanding safety services, and leveraging economic development. Historically, steel production was a major industry in both counties. Today, the service industry (healthcare, communications, and tourism) and retail business are the area's largest employment sectors. The General Motors Lordstown plant is Mahoning Valley's largest single employer. Major cultural institutions include Youngstown State University and the renowned Butler Museum of American Art.

Both counties are also overwhelmingly rural and have experienced a declining population in recent years, primarily due to the loss of employment opportunities. In 2010, the number of Mahoning County residents numbered 238,832, a decline of 7.3% since 1990. The county's largest community and county seat is Youngstown, with a 2010 population of 66,982. The county averages 580 people in each of its 412 square miles. Trumbull County covers 618 square miles with 210,312 residents, a decline of 6.6% since 1990. Warren is the county seat and the largest city with 41,557 residents in 2010 (U.S. Census Bureau: 2010).

The specific community needs addressed by our Primary Focus Area (Healthy Futures) can be linked to their corresponding objectives and performance measures.

Narratives

AGING IN PLACE H8-H9: The population age 65 and over is increasing as baby boomers age. Their percentage in our area is also increasing. Adding to the problem is our younger population seeking employment elsewhere. Putting this in perspective, Trumbull County residents age 65 and over numbered 36,617 in 2010, which was 17.4% of the County population (an increase of 3% from 1990), while the 42,702 elderly in Mahoning County constituted 17.9% of the County population. Of particular interest to our program is the number of elderly (age 65 or over) non-institutionalized householders living alone. This was 10,763 or 12.5% of Trumbull County population and 13,309 or 13.5% of the population of Mahoning County in 2010 (US Census, 2010). These 24,072 elderly residents risk the hazards of decreased mobility, isolation, and depression as their social support networks age and become less active.

Researchers found that cohabitation of those aged 65 and older is less frequent with advancing age and social isolation is frequent. A 2005 report from the United Neighborhood Houses of New York states that many factors contribute to social isolation including but not limited to overall health, socioeconomic status, the degree of social support from family and friends, mobility and access to information. Furthermore, a report in the Washington Post ("Social Isolation Growing in the U.S." June 23, 2006), stated that "a quarter of Americans say they have no one with whom they can discuss personal troubles, more than double the number who were similarly isolated in 1985."

Those at highest risk for social isolation include those who are in lower socio-economic brackets, divorced individuals and widowers. A study reported in USA Today on June 23, 2006 found that 25% of Americans have no one in whom to confide in and has linked social isolation "to mental and physical illness." According to an article from the Library of National Medicine and the National

Narratives

Institute of Health, social isolation in the elderly is a common occurrence frequently brought about due to disabilities, illnesses and loss of "social support systems due to the death of a spouse, siblings, retirement and/or relocation of residence." The World Health Organization proposes that social isolation that is associated with poorer health is one of the major issues facing the industrialized world and increases with the technological age.

Many older people are unable to rely on family members, so in order to remain at home or active and engaged in their communities, they need assistance from community services. As the need grows and dollars become stretched, agencies are finding it difficult to meet demand in Mahoning and Trumbull Counties. Existing services are limited for older adults who would benefit from companionship and meaningful activity. The local Area Agency on Aging reports a two-year wait for those on their list for in home companion services. Compounding these issues are the people who don't qualify for services, but are not able to afford fee-based out of pocket expenses. There has been documented evidence for years that for the aged, social isolation and loneliness are among contributing factors to hospitalization or nursing home placement. According to the Fifth National Survey of OAA Program Participants conducted in 2009 by Westat, Inc, companionship services also help beneficiaries avoid institutionalization. Based on these findings, the companionship services of RSVP volunteers may help at-risk elderly remain independent in their own homes longer.

Seniors age 65 or more are eligible for the Service to Seniors Reassurance Program of HOVN, a partner station and sponsor of RSVP of Mahoning and Trumbull Counties. Reassurance contacts by our RSVP volunteers offer these elderly the increased social support and companionship that helps them to live independently. Our Healthy Futures, Aging in Place Reassurance Program caller position appeals to volunteers who are visually challenged. The volunteers are trained in data collection, client

Narratives

confidentiality, and active listening strategies to detect concerns and make referrals to community resources, alert the emergency contact person, or report suspected abuse. With regular weekly contacts from RSVP reassurance volunteers, our elderly residents will report increased social ties (perceived social support) and have increased ability to remain in their own homes with the same or improved quality of life for as long as possible. This will be measured annually by a survey based upon the CNCS Senior Companion Program instrument: Senior Corps Independent Living Performance Survey.

RSVP volunteers will provide socially isolated elderly companionship at times mutually agreed upon between the volunteer and participant. Services provided may include: telephone reassurance, companionship, grief support, assistance with accessing community resources, running errands, reading, and accompany clients at local senior centers, health care facilities or recreational locations, and just listening and talking with the clients.

RSVP volunteers will spend at least 3 hours per week serving approximately 10 of the 100 targeted socially isolated elderly. Volunteers will be matched with clients and will work with them to develop a personalized contact schedule. RSVP volunteers will provide companionship, referral assistance, or telephone reassurance to individuals as appropriate. Participants will receive a minimum of 40 contacts per year and 75 of 100 participants will report increased social ties while 50 of 100 will report that they have maintained the ability to stay in their own home and live independently due in part to the companionship from RSVP volunteers.

OBESITY AND FOOD H11-H12: In Mahoning Valley, many seniors, families and children continue to struggle with long-term hunger every day. Feeding America's 2011 study, Map the Meal Gap starkly reveals that the number of food insecure families in Mahoning County is well above the

Narratives

national average of 21.6%, and that the number of food insecure children in the County is approximately 30%-- nearly 1 in 3 children are living in food insecure households. Recently released food insecurity studies by the USDA also reported similar findings. And according to the Food Research and Action Center's report, *Food Hardship in America 2010*, the Warren-Youngstown-Boardman area is the 3rd worst of the nation's 100 largest metropolitan areas in the U.S. for child food insecurity. Since 2006, the number of different people receiving food each year through our local Second Harvest Food Bank has risen 32% to 58,600. The national increase was only 26%. Local pantries are seeing more individuals and families who were once stable and are now asking for help to put food on their tables. The lack of food security is a huge issue in Mahoning and Trumbull counties.

According to the Second Harvest Food Bank, 63% of recipients needing emergency food assistance report incomes below the federal poverty level. Those living under the poverty level (\$22,314/year for a family four; Health and Human Services, 2011) have increased in both Mahoning and Trumbull counties to 16.6% and 15.4% respectively. The rates in the urban areas are Youngstown 32.7% and Warren 29.6%. However, poverty is not restricted to the urban areas; nearly 75% of those living below the poverty level in the two counties live outside the largest city (Youngstown)(US Census, 2010).

Unemployment, underemployment, low wages, and rising utilities, gas and food costs often make it difficult for many families to make ends meet. According to the *Hunger in America 2010* study conducted by Feeding America examining the services of member food banks, the following are sobering statistics about the people who receive food at church pantries and soup kitchens in our area: 35% report having to choose between paying for food and paying for medication, 31% have to choose between paying for food and paying their rent or mortgage, and 51% of food recipients report having to choose between paying for food and paying utility bills. The defining characteristic of very low food

Narratives

security is that, at times during the year, the food intake of household members is reduced and their normal eating patterns are disrupted because the household lacks money and other resources for food.

The increasing poverty rate reflects the effect of the on-going economic climate on more and more families who were once financially stable. According to the Congressional Budget Office, "production and employment are likely to stay well below the economy's potential for a number of years."

(Congressional Budget Office. The Budget and Economic Outlook: Fiscal Years 2011 to 2021.) The CBO expects employment to recover very slowly, which means that the need for access to vital services will continue to increase in Mahoning County, where unemployment has steadily remained near or above the national and state averages and wages declined for third consecutive year: nearly 5% over the last year alone, to an average of \$37,847, down from \$40,762 in 2007 (CBO, 2011).

Second Harvest Food Bank reports that area food pantries have noted an increase in the number of working families requesting assistance, many of whom have never needed assistance before the economic downturn. The consequence is a population of economically disadvantaged who have little knowledge of the organizations, agencies or programs available to them.

RSVP volunteers are stepping up to reach out through the network of local food pantries to help those suffering from food insecurity to gain access to food and other programs that will help alleviate their long-term hunger and prevent them from falling into intractable poverty. Partnering with the Second Harvest Food Bank, local pantries, HandsOn Volunteer Network of the Valley, and United Way's Mahoning County Financial Stability Partnership, our RSVP volunteers have the resources to provide food and counseling to assist in the application for critical supports and refer clients to a variety of nonprofits for additional services such as financial literacy and nutrition information resources.

Narratives

RSVP volunteers will perform all the necessary duties to sustain the daily operations of the pantry's food program including some or all of the following: driving or unloading deliveries, stocking shelves, packing food bags, distributing food, assessing client eligibility and tracking support, and or counseling as to benefits application with referrals to financial literacy and nutritional information resources.

Individuals will have access to food support and counseling services at least once per month. Partner stations will report on the number of individuals who receive support and services to alleviate long-term hunger (output) monthly. Adult family members receiving household food support will be surveyed to determine the level of household food security after accessing services. Survey questions will be based on the Household Food Security Survey of the US Dept. of Agriculture Food and Nutrition Service. We anticipate responses of the new survey questions will add depth and nuance beyond the results of our March 2012 survey in which 23 of 63 household representatives (representing nearly 130 individuals) agreed that the help they received at the food pantry prevented them from hunger, while 40 strongly agreed (no one disagreed) and 94% responded that because they received free pantry food, they were able to stretch their resources to pay other bills. In 2011 our pantry stations served nearly 1000 individuals.

VETERANS AND MILITARY FAMILIES: Veterans and Military Families are welcomed to serve as volunteers and or receive services through any of the RSVP of Mahoning and Trumbull Counties work plans, however we do have a work plan specific to this population. RSVP volunteers are stationed at the local VA clinic to remind veterans of their appointments in advance and serve as Honor Guards at military funerals. RSVP will also begin recruiting volunteers to mentor Veterans for the Youngstown Municipal Veterans Treatment Court as soon as the judge signs the Memorandum of Agreement. We

Narratives

currently have 30 volunteers serving in this plan, of which nearly all are veterans or family of veterans.

In our 2013 annual update of volunteer contact info we will specifically ask whether the volunteer is veteran or military (or respective family thereof) so we can track them in other focus areas. New applicants currently indicate this on our updated application form.

Recruitment and Development

RSVP of Mahoning and Trumbull Counties has been fortunate to have as its sponsor, HandsOn Volunteer Network of the Valley (HOVN). It is a national affiliate of the HandsOn Network of the Points of Light Institute which partners with CNCS on national days of service projects, other initiatives, and best practice resources for volunteer management. HOVN focus is on mobilizing volunteers through volunteer recruitment and referral while offering the tools and training for best practice volunteer management to its nonprofit partners.

The benefits of this sponsorship relationship to RSVP include the built in ability to market RSVP to HOVN's senior volunteers and nonprofit partners. RSVP of Mahoning and Trumbull Counties selects community partners based on an organization's willingness to incorporate high quality volunteer opportunities into the fabric of their mission and programs, its adherence to the Memorandum of Understanding (MOU), commitment to performance measurement and impact reporting, and its ability to meet the needs of the community in accordance with the CNCS strategic plan, particularly in our primary focus area (Healthy Futures).

The expectations of stations and the volunteers are evolving and RSVP is reaping the rewards from the commitment of both to high quality, high impact volunteer opportunities. No longer are we the classic little old ladies folding bulk mail, we are retired seasoned professionals using Facebook, Twitter, and Survey Monkey to increase and analyze program impact in our community. HOVN and RSVP are at

Narratives

the forefront of the change to keep volunteering relevant and desirable in the Mahoning Valley.

In addition to the training conducted by the station for their specific assignment, RSVP volunteers also take advantage of training offered by the program sponsor. To assist with providing training and technical assistance, HOVN launched the Center for Nonprofit Innovation and Leadership (CNIL) to work with volunteer stations, volunteers and community participation groups. CNIL training topics include: Volunteer recruitment and data management through the new HandsOn Connect data base, Volunteer Management, Lead Volunteer Training, and Nonprofit Board Member Training. These are available to volunteers and partner station staff interested in updating or increasing skills in order to enhance the quality and high level of service volunteers provide to the organizations they serve.

One of the benefits of having HOVN as a sponsor, is the access it gives RSVP to recruit from individuals and nonprofits already committed to volunteerism. RSVP posts volunteer positions on the HOVN website and has a tab for our own page on their homepage. HOVN also includes RSVP positions in its Trending opportunities column of their weekly e-blast which is sent to those who have expressed interest in volunteerism or having volunteers placed with them.

Likewise RSVP is visible through the monthly HOVN columns in the Vindicator (Youngstown's largest newspaper) and the Metro Monthly (the region's cultural magazine). And, RSVP is currently tweaking its new Facebook page prior to public roll out.

All programs of HOVN work to mobilize and bring together people of diverse backgrounds by offering trainings and projects in often under-served or marginalized communities. Sponsor and RSVP staff serve on various community boards and committees comprised of a diverse representation of the

Narratives

communities in which we recruit and serve. Most RSVP volunteers work side by side with people of different ages, ethnic backgrounds, and socioeconomic levels.

Major efforts will be made to expand volunteerism and the number of our partnerships relevant to our primary focus area work plans in Healthy Futures. Through HOVN contacts with Second Harvest Food Bank, RSVP will acquire the full list of their 78 partner food pantries and contact those in Mahoning and Trumbull Counties to recruit as volunteer stations. Churches and community groups are the main sponsors of food pantries and their members and neighborhoods will be targeted for volunteer recruitment personally and through church bulletins and local newspapers. New partnerships with local food pantries (with or without Food Bank affiliation) across both counties will give volunteers greater flexibility in station assignment and the ability to serve in neighborhoods closer to their own. This will aid in recruiting a volunteer pool reflective of the demographics of the geographic communities served.

New volunteers are assimilated into the RSVP program via orientation, trained in the requirements of impact reporting, offered additional training and volunteer opportunities and honored for their service. Current plans include an awards brunch and a Senior Corps week event, although specific recognition event plans will vary from year to year based upon volunteer interest. At an RSVP recognition lunch last year, volunteers received Presidential Awards for lifetime service, Presidential Gold, Silver or Bronze Awards based on hours of service that year, plus milestone years of service pins. Our members enjoy these special recognitions. Extending recognition and thanks to volunteers throughout the year inspires team building and retention; individual notes of thanks and appreciation, and visits to station sites to see volunteers in action shows personal and program support of our RSVP volunteers. The RSVP page on the HOVN website and new RSVP Facebook page will have a column to highlight

Narratives

senior volunteers and the impact of their service (think a digital Volunteer Wall of Fame) in addition to posting RSVP opportunities and news. HOVN also recognizes the exemplary service of an RSVP volunteer with the Virginia Leskanic Navigator Award, named in honor of a former HOVN director. It is presented at the annual HOVN Volunteer Awards Dinner.

Program Management

A new Program Director was hired two years ago and the multitude of changes to the RSVP program by CNCS since, our RSVP program has undergone a complete overhaul. HandsOn Volunteer Network, the sponsor of RSVP of Mahoning and Trumbull Counties is proud to report the recent upgrade to its RSVP volunteer recruitment, placement, orientation/training and recognition documents and procedures. Following the last monitoring visit in December, 2011, no written concerns or findings were issued to the program.

RSVP of Mahoning and Trumbull Counties selects community partners based on an organization's willingness to incorporate volunteers into the fabric of their mission and programs, their adherence to the Memorandum of Understanding (MOU), commitment to performance measurement and impact reporting, and its ability to meet the needs of the community in accordance with the CNCS strategic plan. As community needs and volunteer interests change, and the new RSVP program evolves, it will be possible to create work plans and recruit stations and volunteers for additional focus area work plans.

In order to receive volunteers, partner organizations need to demonstrate a structured volunteer program and the ability to manage the skills and talents of RSVP volunteers on a long-term basis. Partner organizations (station of placement) are responsible for providing training and support to RSVP volunteers, reporting output and outcome data, promoting RSVP and HOVN to their networks,

Narratives

and participating in community trainings.

It is critical to the success of RSVP and the station of placement, that the skills and talents of the volunteers are utilized effectively to create sustained service with measurable impact. Both the partner organization and the volunteer are oriented to the role and impact of the RSVP volunteer; and that the partner station supports leadership roles for volunteers to assist with service satisfaction.

Currently, each RSVP placement is documented through a checklist of criteria that the organization of placement must have in order to receive volunteers. If the criterion cannot be met, HOVN staff will work with the organization to build needed structure, ensuring volunteer satisfaction, impact, and retention. The goal is to place volunteers where they will be happy, supported and contributing to strategic impact areas, while partner station resources will be maximized to the organization, the community, and funders.

HOVN works diligently to build public awareness and support of the RSVP program through the work of the HOVN board, partnerships with community initiatives, local media, civic groups, fraternal organizations, government, and foundations that serve as funders, advocates, and champions for the program. In 2005, HOVN entered into an agreement with the only locally owned television station serving the Youngstown/Warren market to provide support to recruitment through PSAs and stories about volunteers positively impacting the Mahoning Valley. Additionally, HOVN and its programs benefit from a monthly recruitment column in the areas largest newspaper, The Vindicator and a regional magazine, The Metro Monthly. HOVN also utilizes weekly e-blasts to communicate opportunities to media outlets, members of the Regional Chamber of Commerce, partner organizations and initiatives and over 5000 individuals who have signed up to receive e-newsletters.

Narratives

RSVP staff and volunteers of the program participate in speaking engagements and other public events where engagement opportunities occur.

Recruitment plans to build a larger corps of RSVP volunteers include strengthening relationships with area food pantries and churches, schools and parent teacher organizations, neighborhood watches and associations, various associations of retired professionals, groups such as AARP, local senior centers and other civic groups. The new HandsOn Connect gives us an on-line volunteer recruitment and management tool, and allows potential volunteers to register an interest in specific volunteer opportunity or station. This will help identify RSVP candidates and assist in their speedy placement into RSVP work plans. Current volunteers are surveyed as to interest in additional volunteer opportunities, most notably in positions consistent with the CNCS strategic plan.

Recruitment plans for focus areas outside the primary focus area includes the following: Tutor recruitment occurs year round, but increases over the summer to prepare for a quick fall start after initial student assessments are completed. The local retired teacher association will be contacted for recruitment of tutors. Recruitment for financial counselors and tax preparers ramps up September to January so volunteers are on board before tax season starts; AARP and association of retired financial planners and accountants will be recruitment targets. Recruitment for veterans mentoring veterans will begin as soon as the Veteran's Treatment Court returns the MOU; volunteers will be sought from the VFW and other veterans groups. It is hoped this program can be added to the grant as the station submits the MOU and volunteers are recruited.

As community needs change, and stations are graduated, volunteers will be offered alternate placement in focus area positions. If they decline and choose to become community volunteers, they

Narratives

will be removed from RSVP but may continue to be supported by our sponsor, HandsOn Volunteer Network of the Valley. Through HOVN, they can still be valued community volunteers, self report and track their own volunteer hours and be eligible for HOVN recognition awards as a community volunteer.

Although our primary focus area, Healthy Futures, provides performance measures under two objectives (Aging in Place-Companionship and Long-term hunger- Providing Services), the focus area of Education (Literacy Tutoring) provides a performance measure as well. Output measures are collected for Economic Opportunity, Veterans/Military, Capacity Building and Community Priorities. At 40%, RSVP of Trumbull and Mahoning Counties will exceed the 10% performance measure outcome requirement by 30%. RSVP will work closely with performance outcome partners to assist where necessary to design procedures, surveys, or assist in data collection and analysis for output and outcome measures. Stations in the remaining focus areas will report output measures according to requirements and designated in their work plans; assistance will be rendered to any partner as necessary for compliance with RSVP requirements and reporting.

Station and volunteer data is collected and recorded in an electronic database administered by the HOVN in addition to an online database of opportunities and reporting tools provided by the CNCS, United Way and HandsOn Network. Collected data is reported both by individual programs and collectively depending on the funding source. Data is never duplicated across funding reporting. All resources utilized to support the RSVP program are developed and utilized according to the goals and requirements of funders. With the recent economic crisis, two funding sources that provided funding to RSVP were cut on the state level resulting in no funding to the program. This, along with the rising costs of doing business effectively has prompted HOVN to raise additional monies through fundraisers and grant writing to support the initiatives and growth of the organization and RSVP. All programs of

Narratives

HOVN utilize a cash match and no in-kind matches are required to balance budgets. The submitted budget meets the required 30% match but this does not signify a lack of awareness of the need for program expansion. RSVP Program expansion will be matched by cash from other sources as growth occurs.

Organizational Capability

HandsOn Volunteer Network of the Valley is an independent 501 (c) 3 nonprofit organization operating in the state of Ohio under the governance of an 18 member Board of Directors representing the geographic, cultural and economic sectors of the Mahoning Valley. Incorporated in 1984 as Volunteer Services Agency, HandsOn Volunteer Network changed its name in 2008 as a result of the national merger of the Points of Light Foundation and the HandsOn Network. It is the only volunteer connector organization in Mahoning and Trumbull Counties and houses the only center for nonprofit capacity building and technical assistance services in a four county region known as Lake [Erie] to River [Ohio]. HOVN engages 21st century volunteers to improve civic health and social conditions by reaching out to volunteers to raise awareness and inspire them to make a difference; provides people with access to projects and other opportunities to learn new skills and engage in work to improve their communities; and mobilizes people to use their time, talent, money and voice to create community change.

HOVN is driven the by:

- The organization's mission;
- A strong strategic plan;
- A constantly updated business plan for the Center for Nonprofit Innovation and Leadership;
- Strong organizational policies reviewed every six months;
- Quarterly fiscal monitoring and oversight provided by members of the board Finance Committee;

Narratives

- Consistent measurement of outcomes across programs and initiatives;
- Strong programmatic goals and outcomes.

The HOVN Board of Directors meets 6 times per year and committees meet on the off months of the board meeting or more frequently as need dictates. The Executive Committee meets monthly to ensure the health and sustainability and to resolve issues that arise in between board meetings.

Program staff meet monthly to report outcomes and monitor individual and programmatic goals; and to ensure adherence to the organization direction provided by program and strategic plans. Program volunteers supporting the RSVP program meet with the Executive Director and Project Director or project staff as needed and average 12 -- 14 meetings per year.

The HOVN Executive Director is a full time position with oversight of all administrative functions. In 2013, the board will add two additional positions to support partnership development and financial resource development.

Currently, HandsOn Volunteer Network of the Valley operates with three full time staff, two part time staff, one Title 5 position, one to two interns per semester and cadre of 6 administrative and program volunteers. The Executive Director of the organization has 27 years (17 with HOVN) of nonprofit experience in administrative responsibilities, developing and administering programs, fundraising and as a national consultant driving growth in faith based and community organizations. The ED recently rotated off the state commission on Volunteering and Service after 8 successful years of service. She has been affiliated with the programs of the Corporation for National and Community Service for 17 years.

Narratives

RSVP Project staff includes the RSVP Project Director who has 20 plus years of managerial and executive experience with national and local volunteer based organizations and comes to the agency with documented experience in grants management and outcome based performance measures. The PD began her service on October 18, 2010.

The Fiscal Manager has been with the organization since 1991. The Fiscal Manager ensures compliance to all funding sources and reporting for fiscal portions of grants. This position works most directly with the ED in establishing and monitoring budgets, tracking donations and working with the Finance committee of the board to ensure clean audits and monitoring processes. The Fiscal Manager reports directly to the Executive Director, board Treasurer and Finance Committee of the board. Together they ensure that fiscal policies remain strong and responsive to the organization and

Other staff positions supporting this grant are the Project Assistant responsible for recruitment in Mahoning and Trumbull Counties and the Database administrator responsible for data collection, reporting, and analysis. Each of these staff members has at least 10 years in volunteer management or database/web administration and executive support.

Managing volunteers and volunteer resources is the core of the HandsOn Volunteer Network mission. From its beginnings as the Faith in Action Volunteer Service to Seniors program, the organization has maintained a focus of engaging and serving seniors throughout its 28 year history; and continues to involve those considered seniors in all aspects of governance, programming, advocacy and recognition.

HOVN volunteers have been active in the primary focus area (Healthy Futures) objectives of Food

Narratives

Pantry support and Companionship (Reassurance Calls/visits) since 1984 when the organization was known as Volunteer Services Agency and has always had significant programming that addressed the needs of senior populations while also managing volunteers and measuring performance.

HOVN is the Mahoning Valley's resource for expertise in volunteer management practices. Internal practices model and showcase best practices and the HOVN Center for Nonprofit Innovation and Leadership assists regional nonprofits in developing stronger practices and structures; as well as managing volunteer programs on behalf of organizations.

HOVN has supported the continuing efforts of RSVP to establish measures and track performance. Prior to the national recompetition guidelines, the Program Manager was active in the committee to create state-wide models of work plans with performance measures, an effort supported by the Ohio CNCS state office. However, the state-wide endeavor faded as CNCS measures began to evolve. Since then this RSVP program has striven to keep up, amending procedures, forms and measures of the current grant at each request. For example, we have been working closely with the Youngstown City School District for over a year to determine best practice, training, measures and data collection logistics for continued RSVP involvement in the tutoring project. Each discussion considered the changing requirements of both CNCS and the State Academic Distress Commission at that point in time. We are quite confident now that the stated literacy measures in this new grant will accurately and truly measure student achievement and progress, and that RSVP will have access to those results.

HandsOn Volunteer Network of the Valley has been in existence as an independent 501 c 3 organization since 1984. HOVN has been renting space in the same building for the past 20 years;

Narratives

and recently (in 2011) moved its offices from two single offices to a more adequate suite of offices that allows for all staff to be in one place and volunteers to gather for training. It also allows for Lead Volunteers to utilize space with resources of staff at hand to work with organizations to build capacity. This move was made in order to create a more professional atmosphere; increase communication among staff and ensure that all staff and volunteers understand program planning and implementation. The organization maintains a bank of networked computers operating with Windows 7 and a full service website supported on a Salesforce platform and linked to the national HandsOn Network.

The HOVN Board of Directors ensures that all policies and documentation meet local, state and national funding requirements in addition to reviewing and updating personnel, fiscal and operating policies that govern the day to day operations of the organization. The organization undergoes a financial audit every year to ensure transparency and adherence to fiscal standards established by the Internal Revenue Service, State of Ohio, other governing agencies, and our various funding sources.

The HandsOn Volunteer Network Advisory Council takes a proactive approach to ensuring its diversity and composition is reflective of the Mahoning Valley community. The Council has supported a more active role for representative volunteers of all ages reflective of community composition to work more directly with the Project Director and program staff to ensure the RSVP program is responsive to community and partner agency need. This structure also provides increased opportunities for recruitment of RSVP volunteers by encouraging equitable recruitment and placement practices in the program.

The HandsOn Volunteer Network of the Valley Board of Directors maintains a focus on ensuring that

Narratives

all programming and funding drives the mission and fundamental philosophy of the organization. Since receiving the RSVP grant in the early 1990's, HOVN (then Volunteer Services Agency, Inc.) has ensured that the RSVP program operates within federal, state and local standards and mandate. The program has never relied on in-kind donations to meet the required match and has benefitted from strong community support based on the reputation and performance of the program, sponsor, its board and staff. As part of the fiscal policies governing the organization, HOVN is subject to a yearly audit to include all programs of the agency. Should the agency need to utilize in-kind donations to support the RSVP program, all information will be documented by direction of Fiscal Policies, management and board committee oversight. All committees of the board of directors establish yearly goals and maintain oversight practices in adherence with policy and the organization's strategic plan.

The organization has been managing federal funds for this program and other programs for over 20 years. In all programs, transparency, frugality, and adherence to the federal, state and local guidelines in fiscal administration is a priority for the Board of Directors, Executive Director, and staff. The Board of Directors takes a primary role in establishing funding parameters, fundraising and monitoring funds in addition to establishing all policy, financial policies and procedures ensuring a clean audit, adhering to the guidelines of funding and protecting the tax exempt status of the organization. In the last four years, under the direction of the board and executive director, the organization has maintained a positive bank balance without withdrawing funds from the agency's reserves. The board of directors takes a firm stance on focusing on the mission of the organization and advocates funding that supports that specific mission.

HOVN has a robust record of accomplishment in providing recruitment, placement, training and

Narratives

technical assistance for organizations and community initiatives requesting volunteer support. Volunteer and nonprofit capacity building services are offered on every level from governance volunteers to those wishing to participate in done in a day projects. Over the last 10 years, the agency expanded its portfolio of programming and services to regionally covering 16 -- 18 counties with several state funded initiatives (Lead organization for Ohio Citizen Corps and The Governor's Office of Faith based and Community Initiatives -- Community Engagement Partnership). HOVN has also worked with a federally funded program in the City of Warren, Ohio in Trumbull County under a grant to provide training, technical assistance and volunteer resources for organizations serving Warren. Over the last five years, the organization has realized the need to focus on capacity building. In 2008 when then Volunteer Services Agency changed its name and adopted a stronger mission, bold strategic plan, new brand and re-aligned programs, it was in response to the tools and services demanded by the community and based on our track record of providing quality volunteers and support to organizations.

Other

n/a

PNS Amendment (if applicable)

n/a