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Executive Summary

Coos County RSVP is sponsored by Tri-County Community Action Program, Inc., (TCCAP) a 501 (c) 3 private/non-profit corporation. Although TCCAP services cover three counties, the main office is in the City of Berlin within Coos County, NH. "Tri-County CAP, Inc. is dedicated to improving the lives and well-being of New Hampshire's people and communities. We provide opportunities and support for people to learn and grow in self-sufficiency, and to get involved in helping their neighbors and improving the conditions in their communities."

In addition to RSVP, TCCAP, Inc. sponsors multiple other programs under the divisions of: Energy, Housing & Community Contact, Guardianship Services, Head Start, Elder Programs, Alcohol & Other Drug Programs, Housing, Economic and Community Development and Transit. We provide services to over 44,000 individuals in the Coos, Carroll and Grafton County areas.

An estimated 330 RSVP volunteers will serve through Coos County RSVP. A minimum of 83 will make reassurance phone calls, friendly visits, deliver supplemental foods, provide transportation, advocate, facilitate classes and perform small chores through a network of at least 17 stations such as, meals programs, wellness programs, food pantries, home health services, a transportation agency and the RSVP Office. The primary focus area of this project is Healthy Futures. At the end of the 12 month performance period more than 1,000 individuals will have received services that will report have helped them maintain safe and healthy independence. The CNCS federal investment of \$ 68,572 will be supplemented by \$ 45,763 which is a combination of county support, a local grant and fund raising efforts that will exceed the 30% non-federal requirement of \$ 20,572 for this project.

Strengthening Communities

Coos County covers the entire upper portion of the state of New Hampshire with a geographic area of 1800 square miles or about 19% of the entire state. We are considered a poor (per capita income \$22,976) and rural area having only one city with a population of approximately 10,000; the counties

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total population according to the U.S. Census Bureau is estimated at 32,688. We struggle with higher unemployment rates according to the NH Employment Security statistics; the state has a 5.7% rate and Coos County has an average of 6.1-7.0% with two communities at a 10% rate. Our population is also aging as indicated by 20% being over 65, or 6,538. There are only 470 elderly subsidized housing units in our county. We were able to obtain information from 14 of the 17 complexes all indicated that they have waitlists totaling 191 elderly people looking for alternative affordable living space. More than half of these units are occupied by a single person, so we know that finances are limited and depending on their ability to socialize, isolation could be a factor as well as limited access to food and medical care. In our county the ServiceLink (a state-wide information and referral system for elderly and disabled individuals) statistics for last year indicate they gave 6,090 referrals for services that included 343 requests for Basic Needs, another 68 asked about just food services, 49 for transportation and others for companionship, advocacy and caregiver assistance. This coupled with statistics from our Meals programs who have served 1,223 people and delivered to another 565 unduplicated homebound clients, the local transportation agency that provided over 80 clients with long distance medical trips, the NH Department of Health and Human Services indicating 168 homebound clients with additional needs to remain in their homes and our own waitlist of people looking for help with errands, small chores and companionship indicates a need for the services we will provide in our Healthy Futures work plans.

Coos County RSVP sustains excellent rapport with all it's stations making it easy to call on them for regular information that will help us to monitor the progress our volunteers are making toward meeting the goals we have set in our Primary focus areas. In addition to reviewing times sheets, activity logs and conducting surveys we will make regular calls and limited (base on budget constraints) station visits to insure our stations have the assistance they need to meet the community demands for service. All of our data is stored in the Volunteer Reporter Program, updated monthly,

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and data bases we create on site when necessary.

RSVP volunteers will be assigned to stations that deliver product or services related to supplemental foods, transportation, companionship, small chore/errand running and physical exercise where they will deliver meals on wheels, commodities supplemental foods and assist people at food pantries, they will provide transportation to local and long distance medical appointments, they will perform small chores, run quick errands make reassurance phone calls and friendly visits to homebound clients and they will facilitate exercise classes through the Bone Builders program. All of their services will assist 1000 people or more to remain in their homes, save the local service providers thousands of dollars and engage a minimum of 83 volunteers (This is our required number but it will probably be more) in outcomes based community service roles.

Recruitment and Development

RSVP plans to continue to use all forms of recruitment accessible to us; newspapers, radio ads, speaking engagements, church bulletins, brochures, flyers, community partners newsletters and our favorite, currently enrolled RSVP volunteers to recruit more volunteers to fill the requests for service from our community. I have been reluctant to engage in the internet because of time commitments and the fact that our service area is technologically deprived due to its rural nature. But we are looking into internet social pages now.

For us to engage volunteers in additional meaningful roles in the community we need to inform them of the Focus Area Initiative. This hasn't happened in any depth yet due to the fact that we weren't completely sure what this was going to look like until we got information just prior to having to prepare this proposal. We have and will continue to assist stations in developing satisfying role descriptions with outcomes attached. Additionally we plan to have meetings with stations to discuss the new initiatives and how they may affect them.

We perform an orientation about RSVP with each individual that enrolls which can take from 1 hour

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or longer depending on the individual. Station supervisors train volunteers on the particulars required to perform in their agency. We check with volunteers after they have been placed for a few weeks to make sure they are comfortable and have all the information they need to carry out the requested activity. Station supervisors are asked to do follow-ups when needed.

As we are a program that has been around for over thirty years, we already have a pool of volunteers that reflect our demographics. We are a county of 96% white individuals but that hasn't stopped us from enrolling people of color and those with disabilities. We do not ask about sexual orientation and we have yet to encounter a language barrier associated with enrolling a person as a volunteer. We are associated with a non-profit organization that has strict policies regarding discrimination, we don't do it.

We know that we have veterans volunteering for us now but we're not sure how many; we plan to revise our intake forms to capture this information for future reporting. We will also add questions that will be geared toward the new initiatives.

Through our ability to screen and place volunteers at the most appropriate sites for their skills and interests we have done exceptionally well over the years at retaining volunteers. We will continue our practices of in depth interviewing and requesting detail oriented request so ensure we retain our volunteers. Recognition can also play a key role in retention but due to budget restraints we can no longer hold our annual volunteer recognition or recognize volunteers on their birthdays. We are using the newspapers more to shine lights on the volunteer accomplishments and encourage the stations to do as much as they can to show their appreciation for the volunteer service(s) they receive. We always look for ways we can acknowledge volunteers service within our budget limitations like submitting their names for local and state volunteerism awards.

Program Management

This office will review all Memorandums of Understanding and update them with the stations input

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as needed to ensure both the station and our office are in compliance with regard to volunteer management.

We are very connected in our community, we attend regular service provider meetings have access to information through our sponsoring agency and monitor the local news to keep informed about community needs. When we are approached or if we see a need where volunteers can make a difference, after some research and determining whether the volunteer activity can be counted in our work plans, we will educate the potential station to the rules and policies governing our services and engage them with a MOU, then provide orientation on volunteer management and supervision, documentation requirements, safe environments particularly as they apply to ADA, etc.

We will craft a letter to be sent to the station supervisors explaining the new initiatives and their guidelines. Together we will determine if the station can move into a capacity building role or if they no longer match our criteria. If we have to sever our partnership we will work with the station to inform volunteers in a way to preserve the corps of volunteers at that station and maintain their value within the community.

If needed we will change forms, utilizing CNCS resources, that include tested forms and evaluation tools. We will continue to use the stations information tracking systems when appropriate and we will monitor volunteer information monthly to determine that we are on track to meeting our outcomes and rectify situations that may cause a negative outcome.

The Project Director receives monthly revenue and expense statements to keep track of financial matters. Because our budgets have been cut so drastically in the past two years we have become exceptionally frugal, there is no waste in this office right down to saving every piece of paper to cut up and use for notes, to saving all giveaways at trainings we and co-workers attend to use either in the office or as prizes at our fundraisers. We have forms to fill out and give receipts to those who make donations of both dollars and material items. All donations are recorded on a cash receipts log or in

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our in-kind database. We use every contribution as intended and report the use to our benefactors through formal reporting and thank you cards.

Organizational Capability

The Project Director receives monthly financial statements from the fiscal department to review and correct as needed. This gives her the opportunity to examine budget line items and make sure they align with the initial budget. The director and coordinator set goals monthly and then meet daily to make sure we are staying on track to accomplish the task that will help us meet our goals. Stations are required to submit documentation on volunteer's time served and activities provided on a monthly basis, this also helps in monitoring and meeting goals. We have both sponsor and program policies in the office available to staff and volunteers.

The two positions in this office are that of the Program Director and the Program Coordinator. The sponsor developed the initial job descriptions for these positions which have been modified with direction from the staff to better reflect all duties and responsibilities of each position. Sponsor's staff that provides services to this program also has clear and accurate job descriptions on file. The RSVP staff positions are funded primarily through the CNCS grant. As mentioned there is a director and coordinator and they are both full-time employees.

Tri-County CAP, Inc our sponsoring agency has been in existence since 1965. It is governed by a Board of Director made of a mixture of 1/3 professionals, 1/3 public employees and 1/3 of those that are economically disadvantaged. They oversee a Chief Executive Officer and his staff of a Chief Operational Officer, a Chief Financial Officer and their supporting staff of six full time employees. Division Directors and various supporting staff make up the total of 270 employees. Tri-County CAP is headquartered in Berlin, NH in a building owned by the agency. It also owns several other building that house Head Start, Alcohol & other Drug Programs, Transportation, Guardianship Services, Meal sites and Adult Day Care Center, a Dental Center, Weatherization Programs and more. All programs

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are equipped with office and other equipment to perform their duties. The Board of Directors meets monthly when they are informed of all pertinent program business, they set agency policies, hire and fire key personnel and vote to accept all contracts, grants, capital donations, etc. Our agencies purchasing policies are tied to division budgets. Each division Director is responsible to purchase only required materials to complete their obligations under contract(s). Although some programs have advances to purchase materials needed for there departments while others have to purchase and submit for reimbursement. The Fiscal Officer is responsible to monitor financial activities in all programs and report any concerns to the CEO. Open positions within the agency are first offered to in-house personnel, if no one meets the qualifications the job is posted to the general public. New employees receive an orientation from their division director or their agent and the quasi HR department for benefits information.

RSVP utilizes the Androscoggin Valley Community Partners made up of people from education, religion, mental health, social services, municipal, health and legal backgrounds in combination with surveying the station supervisors or volunteers yearly for input about the program.

Tri-County CAP is currently managing over 19 million dollars in grants and has been responsible for as much as 24million in other years. We rate high in monitoring in all divisions and haven't had a management letter in the past two years from our audits. The Agency is audited yearly and the auditing service is bid out every three years. We have no findings or defaults.

Other

n/a

PNS Amendment (if applicable)

n/a