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Executive Summary

472 RSVP volunteers will serve seniors, caregivers, veterans, and people with disabilities and at risk children. In our primary focus rural service area, limited resources, a sizable aging population, limited transportation and high unemployment make senior volunteer services essential. Shasta and Tehama Counties have a higher percentage of older adults when compared to the state of California. In 2011, the United States Department of Commerce Census Bureau reported 41,000 seniors over 65 living in Shasta and Tehama Counties. Due to lower real estate prices, recreation opportunities, and a lower cost of living, many retirees relocate to Shasta and Tehama Counties from metropolitan centers. As this segment of the population ages, it is expected that there will be an increased demand for specialized services for senior citizens. RSVP will work with local senior service programs and partners to help meet the critical community needs.

Service Activity: Meals on Wheels (MOW) Food deliveries, Adopt a Senior, homebound visiting and companionship, Elder Abuse and educational presentations and prevention, Information and Assistance, Advocacy, Support Groups and Tax programs.

Location of Services: Shasta and Tehama Counties

Outcomes: RSVP volunteers will provide social support and network, information, assistance, prevention of elder abuse and other related services in these rural communities.

Number of Stations: 472

Funding Requested: \$109,638

Non Federal funding: \$22,440 for rent and space. \$20,000 for meals. \$2,500 for recognition and supplies. \$1000 for FBI and DOJ background checks.

Strengthening Communities

DISASTER SERVICES: Rural communities of Shasta and Tehama County are subject to forest fires in the summer and flooding in the winter months. Many families and/or individuals live in these rural

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communities and sometimes are stranded and left with little and/or no contact. RSVP will partner with local Salvation Army, Red Cross, Hospitals, Fire and local law enforcement (California Highway Patrol) to bridge communication and assist with resources, information and recovery.

EDUCATION: Tehama County is a rural community with no CNCS supported mentoring programs. Volunteer mentors are needed to work with at risk students and military families to provide safe academic enrichment, homework assistance, recreation, social skills development, prevention activities and youth development. Tehama and Shasta Counties need mentors to work with at risk children in after school programs and with military families. RSVP will partner with after school programs and Veterans Affairs to provide one-one-one mentoring and tutoring to children and families at risk.

VETERANS AND MILITARY FAMILIES: Volunteers are needed to assist Military families in need while their loved ones are deployed and to help build solid relationships throughout the veterans' community for returning veterans and the reintegration process of home life. RSVP volunteers will work with senior and veteran agencies by providing resources, information and assistance to seniors, veterans and their families.

ENVIRONMENTAL STEWARDSHIP: With major budget cuts looming over our state and national parks, volunteers are needed to help reduce, reuse, recycle and preserve our parks and waterways. Volunteers can help create a safe and cleaner environment using disposable options and valuable resources. RSVP project will Adopt A Park; work with American trails and local parks, water ways and Garden Clubs to meet this community need.

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Outputs 212 Volunteers

OTHER AREAS: In our rural service area, transportation and resources are limited. With our sizable population, senior volunteer services are essential. RSVP volunteers are needed to assist with food pantries, thrift stores, hospitals, the historical society and senior centers. The services that RSVP volunteers provide are essential so that these organizations can continue to operate and serve the local community.

DESCRIBE THE COMMUNITY PT E: The RSVP of Golden Umbrella currently serves Shasta and Tehama Counties in northern California. Each of these counties has their own unique features and needs. The rural nature of the service area, limited resources, sizeable aging population, limited transportation, and high unemployment make senior volunteer services in far northern California essential. Shasta and Tehama Counties are home to nearly 242,000 individuals.

According to the Administration on Aging (AOA), in 2006, individuals 65 and older reached 37.3 million, or 12.4% of the US population (2006 report). According to AOA's 2008 'A Profile of Older Americans', 9.7% of elderly persons were below the poverty level in 2007, an increase from 2006's poverty level of 9.4%. The number is disproportionately higher for the Counties of Shasta at 13.4% and Tehama at 19.3%.

The National average for people 55 and over is 22%. California's average is 20%. The American Community Survey for 2005-2007 estimates that 27% of Shasta County's and 26% of Tehama County's population is either 55 or older, both higher than national and state averages. On a national level, by the year 2030, the Administration on Aging estimates adults 60 and older will exceed 25%

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and balloon from a mere 4.9 million in 1900 to 92.2 million by 2030. This is nearly double 2000's population of 45.8 million of those 60 and older.

DESCRIBE PLANS TO MANAGE: RSVP has established an effective working tool with sites to identify both accomplishments and areas of need or concern as part of the monthly/quarterly activity logs. Each volunteer will receive a time activity log to be completed monthly/quarterly and returned to our office. The time activity log will be color coordinated to match the service category. The time activity log provides space for volunteer stations to add types of service activities completed, dates and hours. The station supervisors will have opportunity to provide input, recommendations and timelines for achieving measurable goals. Every RSVP site maintains an impact statement and job descriptions with their MOU. The Community Needs Assessment Committee (CNAC) will meet quarterly to provide input and oversee that the community needs identified in our work performance measures are being met.

DESCRIBE THE SERVICE ACTIVITIES IN THE PRIMARY FOCUS AREA THAT LEAD TO OUTPUTS OUTCOMES: RSVP volunteers will provide advocacy, information, assistance, education and prevention of elder abuse, food services, tax services, companionship and resources to the most frail and isolated seniors, people with disabilities and veterans in our rural communities, ie: Senior Legal, Health Insurance Counseling Advocacy Program (HICAP), Seniors Against Investment Fraud (SAIF), Elder Abuse, Adopt a Senior, TeleCare, Alzheimer's Support Groups, etc. RSVP will accomplish the outputs by one on one contact in the home and/or at the local senior centers/agencies working with these individuals. By providing social support through resources and education to this frail population aging in place, we will see increased social support and independent living.

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Department of Commerce Census Bureau reports 90 % of the population in Shasta and Tehama Counties are white, 1 % African American, 3% American Indian and Alaska Native, and 16% Hispanic with 24,000 veterans.

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Recruitment and Development

HIGH QUALITY VOLUNTEER ASSIGNMENTS: RSVP changed on-line volunteer job descriptions to reflect skills required rather than only duties assigned. RSVP partners reflect opportunities for highly skilled volunteers and volunteer leaders. We attract successful retired senior volunteers who want to continue to learn new skills and give back to their community. To aid our volunteers in developing their potential and ensuring success, we offer an initial orientation and training, additional training through our community stations, newsletters and up to date information on our Golden Umbrella website.

EFFECTIVE VOLUNTEER TRAINING: All RSVP volunteers participate in orientation training at Golden Umbrella and/or the Mercy Oaks Campus senior center before they began their assignment

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with their volunteer station. The orientation training provided by Senior Corps staff includes history and programs of Golden Umbrella and the Corporation for National and Community Service. In addition they also receive training on HIPAA (Health Insurance Portability and Accountability Act), Confidentiality, Boundaries, Elder and Child Abuse, prevention and reporting. Each volunteer receives a volunteer manual and CIMA insurance information and training on how to complete an Activity Time Log.

DEMOGRAPHIC AND GEOGRAPHIC RECRUITMENT: Department of Commerce Census Bureau reports 90% of the population in Shasta and Tehama Counties are white, 1 % African American, 3% American Indian and Alaska Native, 16% Hispanic with 24,000 veterans.

RSVP has ongoing recruitment efforts through the media, internet, local affiliates, and partnerships. Volunteer referrals are a significant component of Senior Corps RSVP recruitment and outreach. The most effective means of recruitment for the RSVP Program comes from word-of-mouth referrals by volunteers.

RSVP regularly engages in local senior, health, and cultural job fairs and Veterans' events. In addition, the Senior Corps staff attends weekly Greeters/Chamber of Commerce meetings in Shasta and Tehama Counties. We also distribute Senior Corps newsletters, Mercy Mission monthly newsletters and are highlighted in radio interviews and news paper articles. RSVP participates in regular community speaking engagements.

RSVP launched a web campaign directing new volunteers and baby boomers to view its online opportunities. The site currently hosts 118 volunteer job opportunities. RSVP annually attends several

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dozen events each year (cultural, health, aging, or recruitment related). The program maintains current opportunities by location, job description, and service area so that individuals have an opportunity to identify areas of interest.

All RSVP volunteer applications are reviewed by the Outreach Support Specialist for completion of personal, statistical information and activity interest. Once the application process has been completed, orientation and training dates are set and introduction made to the volunteer station.

RETENTION AND RECOGNITION: RSVP hosts an annual recognition event in May. Volunteers are recognized for their individual contributions as well as the hours and years they have served. Dignitaries from local congressional, assembly, and senate offices as well as locally elected officials present many of the volunteer awards of distinction and accomplishments. May is Older Americans Month and the "Proclamation from the President" is read at our event. Our theme for 2013 is "Sowing Seeds of Kindness". Senior Corps will acknowledge volunteers who have given 5, 10, 15, 20 plus years of service to their local community. Recognition is made of the volunteers' service and their stations in the form of a keepsake program and each volunteer is presented with a gift. This event is well attended by many of the volunteers, site supervisors and family. CNAC, the Advisory Council and Board Members attend and assist with the evening presentation. In addition to the annual Recognition event, a holiday party is held in December and a Summer/Fall Picnic. Movie day and other events are also utilized as recognition opportunities.

RSVP conducts site visits periodically to check on the satisfaction level of volunteers as well as our partners. RSVP has implemented a formal evaluative process that is both volunteer and community focused. The Outreach Support Specialist reported most volunteers exiting the program did so due to

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health, moving away, or had passed away. It is a rare instance when a volunteer was unhappy with their volunteer opportunity.

Senior Corps staff is experienced and trained Golden Umbrella Advocates. This knowledge comes in handy when a volunteer needs additional services, referrals and information that will help them to maintain living independently and participating in the Senior Corps program.

RSVP carefully selects community partners to ensure high-quality, meaningful, and diverse volunteer opportunities at appreciative volunteer stations. RSVP have already partnered with other agencies that are committed to helping volunteers make a lasting difference in the community while learning something new along the way.

Volunteer stations and station supervisors are provided with technical assistance opportunities through site visits and encouraged to utilize RSVP for training needs, with special emphasis on increasing volunteer recruitment, retention, and catering to baby-boomers, veterans and people with disabilities.

Program Management

MANAGEMENT OF VOLUNTEERS: RSVP Senior Corps Programs requires that all agencies requesting volunteers enter into a Memorandum of Understanding (MOU) clearly outlining the community need to be met, identifying the responsibilities designated to the site and to RSVP, the training to be provided, and any other resources or requirements of volunteering. RSVP conducts site visits throughout the year, and if appropriate, conducts volunteer management trainings to help sites develop effective volunteer positions and recruitment strategies. Site visits serve as a tool to improve volunteer station development. All volunteers receive a job description as part of their Volunteer

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Welcome package. Volunteers choose when, where, and how often they will serve. Many sites offer special training, skills building, and leadership opportunities.

All stations will be trained to complete activity logs to help with tracking data for performance measures. Activity logs will be color coordinated to service category and will record volunteers' date, time and type of service activity. At the bottom of the activity log, station supervisors will be asked to report on the community need and service provided. They will also be asked to record in-kind support provided to volunteer during the reporting month.

UNMET COMMUNITY NEED OUTSIDE PRIMARY FOCUS AREA: Golden Umbrella has been associated with many community leaders and organizations in our local area for 44 years. GU regularly attends multi-disciplinary meetings in both Shasta and Tehama Counties. Community needs are made known and ineffective volunteer stations are restructured and/ or new stations identified. These volunteer stations will follow the same protocol as previously stated in Program Management of volunteer stations.

REASSIGNMENT OF VOLUNTEERS: 118 volunteers will be graduated from the RSVP program. Many of these volunteers are working at non-reporting sites and show little interest in reporting hours and/or attendance to orientation and recognition events.

RSVP will contact each volunteer and station by letter to inform them of the new program direction in the Performance Measures. RSVP staff will continue to receive calls and support all volunteers wanting to contribute their service to the community by reassigning them to new assignments when possible.

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RSVP will host a Recognition event in the spring of 2013 inviting all the graduating stations and volunteers to attend, recognizing years of service and support to CNCS and RSVP programs.

OUTCOMES AND OUTPUTS ARE MEASURED AND MANAGED DATA: A data based management tool called Volunteer Reporter was developed specifically for RSVP programs and is used to keep information on every volunteer. This tool allows staff to track hours, stations, and other vital information needed for reports. In addition, staff uses email, the Internet, Excel, Word, Publisher, and Print Artist to handle forms, flyers, labels, letters, reports, etc. All stations will be trained to complete activity logs to help with tracking data for performance measures. Activity logs will be color coordinated to service category and will record volunteers date, time and type of service activity. At the bottom of the activity log, station supervisors will be asked to report on the community need and service provided.

ACCOUNTIBILITY: Two Accountants/Auditors provide a variety of fiscal management functions. One CPA provides direct account management for all agency programs. This position is responsible for grant tracking, general compliance, various fiscal reporting, and grant drawdown for all three Senior Corps Programs. An additional accountant, stationed at Dignity Health-MMCR provides functions related to the coordination of financials.

The Executive Director and the RSVP Director approve all expenditures generated through the RSVP program before any claim request is issued. Golden Umbrella is subject to external audits as well as a single audit performed annually by an independent auditor.

RSVP maintains payroll accounting records by activity. This ensures actual time spent on fundraising

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is accounted for accordingly, by funding source. In-kind donations are supported by forms signed by donors and are included in the general ledger. Cash is counted by a minimum of two-parties and deposited through the business office through a receipts process. Golden Umbrella maintains a rigorous donation receipt policy.

Organizational Capability

CLEARLY DEFINED INTERNAL POLICY: The Executive Director and the RSVP Director each approve all expenditures generated through the RSVP program. The Senior Corps Administrative Grant Support Specialist processes all operational support through the internal processing/data collection system Concur. All transactions are viewed and approved by the RSVP Director and Executive Director.

All financial management is in compliance with, and overseen by, Golden Umbrella and Dignity Health-MMCR. The Program Director will maintain the RSVP budget, track grant funding, and prepare various reports in compliance with the guidelines set forth by Golden Umbrella, the State of California and OMB requirements. All financial records will be maintained and stored at the Golden Umbrella and/or Dignity Health-MMCR offices.

The agency's CPA provides a variety of fiscal management functions and directs the accounting activities while meeting the fiscal requirements for all programs, including RSVP. This position is responsible for grant tracking, general compliance, various fiscal reporting, and grant drawdown for the program. An additional accountant, stationed at Dignity Health- MMCR provides ancillary functions related to the coordination of financials processed from Golden Umbrella to the Dignity Health-MMCR Accounts Payable regional facility.

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CLEARLY DEFINED STAFF POSITIONS: Staff is selected based upon their experience, background, and skills related to duties of each position. Generally, a panel consisting of managers and sometimes staff working within the same functional area, provide scoring and feedback to interviewees. Selection is formalized through the Program Manager and/or Executive Director. The Clerical/Front Desk position provides general administrative and phone support to the program and is shared among all programs at Golden Umbrella.

The Executive Director maintains direct responsibility for ensuring the agency remains fiscally sound, overseeing the management team, and reporting to the agency's Board of Directors. The Executive Director provides general direction for programs and works closely with the accounting team.

Executive Director, Steve Hosler, also serves as the Vice President of Human Resources for the Dignity Health North State Service Area. This includes providing oversight to Mercy Medical Center Redding, St. Elizabeth Community Hospital and Mercy Medical Center Mt. Shasta. Mercy Medical Center Redding is one of the premier tertiary health centers of Northern California, serving a referral area that spans all of northern California, southern Oregon and western Nevada. He also has executive oversight for the Hospital's Mercy Oaks Campus, which includes Shasta Senior Nutrition Program and Golden Umbrella. Finally, Steve is a member of the Mercy Oaks Housing Board of Directors. Mercy Oaks Housing is on the Mercy Oaks Campus.

The Senior Corps Director has well over 20 years of experience working with senior services and volunteer programming. She has been with Golden Umbrella for 15 years and has worked in the Adult Day Health Care as Activity Director Certified, Advocate for Senior Services and families with Alzheimer's and Dementia, and is currently the Senior Corps Director for RSVP, FGP and SCP programs. Previous to Golden Umbrella, she worked for the Salvation Army as Business Manager at

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the Redding Corps office and as Program Director for Silvercrest Residence in Eureka, CA.

In 2011 with the authorization of CNCS, the Golden Umbrella Board made a fiscal decision to consolidate the three Senior Corps Programs under one Senior Corps Director. The transition was smooth with no interruption to day to day programming. In 2012, the Senior Corps office was restructured and new job descriptions were implemented to assure the continued success of FGP, SCP and RSVP programs.

The Senior Corps Director oversees the three Senior Corps Programs and is responsible for grant writing, reporting, and oversight of the Senior Corps staff. The Director maintains and manages the Senior Corps budgets as well as general budget accountability for the program. The Director is also engaged in various community outreach activities, committees and boards.

The Outreach Support Specialist (OSS) has over 20 years experience working with volunteer organizations and marketing public and social events. As coordinator of several major public events she has supervised as many as 300 volunteers at one time. She has experience in management, advertising, budgeting and customer service. The OSS is responsible for actively recruiting volunteers for Senior Corps Programs FGP, SCP and RSVP grants. The OSS also performs liaison services between Golden Umbrella and Volunteer Stations. The OSS assists with all stages of the program, including the application process, background checks, placements, public speaking, presentations, senior and health fairs, media and newsletters. The incumbent also monitors all phases of the grant including assessment tools, performance measures, outcomes and goals.

The Grant Support Specialist (GSS) has over 15 years of experience in the healthcare industry,

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including a thorough understanding of strategic marketing, professional networking, operations management, quality assurance and recruitment. The GSS is responsible for providing support, coordination and supervision of volunteers with the Senior Corps Programs, FGP, SCP and RSVP grants. The GSS reviews and ensures Senior Corps is in compliance with established administrative and financial policies, procedures, and sound business practices. The GSS implements and monitors all phases including in-service trainings, assessment tools, performance measures, outcomes and goals.

The Administrative Grant Support Specialist (AGSS) has over 6 years of experience in school environment, modern business practices and strong clerical and communication skills. The AGSS serves as general office and clerical support to provide essential services to Senior Corps Programs FGP, SCP and RSVP grants. The AGSS performs a wide variety of clerical and administrative duties, including data collection and tracking, reviewing documents and reports for accuracy, researching information in files and databases, consolidating information into presentation formats, monthly stipend payroll and in-kind reporting, monthly financials and month end close support, maintaining office files and records, processing correspondence, and performing duties using such software applications as e-mail, calendars, Excel spreadsheets, databases, PowerPoint and/or graphics. The AGSS also prepares travel authorizations and vouchers and performs timekeeping duties for office staff, as well as other administrative and office functions.

ORGANIZATION TRACK RECORD: Golden Umbrella (GU) was established in Shasta County in 1968 by a handful of senior volunteers. Over the years, GU has expanded its programs into five surrounding counties: Tehama, Trinity, Siskiyou, Lassen and Modoc. Golden Umbrella's mission is to provide services to seniors and people with disabilities, to promote independence and enhance the

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quality of their lives. The word "Golden" represents our years of operation, and "Umbrella" represents our multiple programs and services. GU is a subsidiary of Dignity Health (formerly Catholic Healthcare West), a system of not-for-profit hospitals and clinics serving California, Arizona and Nevada. It is the fifth largest hospital provider in the nation and the largest hospital system in California. Golden Umbrella, Shasta Senior Nutrition Programs (SSNP), Mercy Medical Center Redding (MMCR), St. Elizabeth Community Hospital (SECH) in Tehama County, and Mercy Medical Center Mt. Shasta (MMCMS) in Siskiyou County are all members of Dignity Health and collectively make up Dignity Health North State. GU and SSNP are overseen by Mercy Medical Center Redding.

Golden Umbrella serves approximately 3000 senior clients per month through the various programs they sponsor which include information and assistance, advocacy, home case/care management, representative payee, adult day health care, Alzheimer's support groups, in-home and handyman registry lists, Tele-care checking in on homebound clients and senior volunteer programs. The Retired Senior Volunteer Program (RSVP) is under the umbrella of services that are provided at GU.

The Golden Umbrella agency has proved its successful management of volunteer programs since it was founded in 1968. Golden Umbrella has been sponsoring the Foster Grandparent Program since 1973, the Senior Companion Program since 1995 and RSVP since 2005. The SCP program routinely interfaces with the Multipurpose Senior Services Program (MSSP) and Adult Day Health Care (ADHC) programs. Each of these programs is a federally sponsored program or receives federal matching funds and requires the agency report on impact-based planning. RSVP works closely with Golden Umbrella staff to also recruit and place volunteers within the agency (i.e., Advisory Council, Tax programs, TeleCare, clerical, Adult Day Health Care, entertainment, fundraising, advocacy and

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greeters to name a few). Golden Umbrella has been serving seniors and people with disabilities for 44 years. Given its history of successful management of federal programs serving these populations, the agency is often asked to assist with planning and reporting about the impact of senior service programs in our community.

DEMONSTRATING STRONG ORGANIZATIONAL INFRASTRUCTURE:

Tangible assets such as facilities, equipment and supplies: In 2000, Golden Umbrella moved into a new building with state of the art office equipment. Since then, Golden Umbrella has increased program capacity and developed improved marketing strategies. The Senior Corps office uses new and newer Dell Computers, monitors, printers and faxes, and has access to internet and telephones. The Senior Corps two offices house 4 staff comfortably. The Senior Corps Director approves all expenditures including supplies generated through the RSVP program before any claim request is issued.

Governance structure and operations, such as internal policies, purchasing procedures, and personnel management. The Executive Director or the RSVP Director each approve all expenditures generated through the RSVP program before any claim request is issued. Golden Umbrella is subject to external audits as well as a single audit performed annually by an independent auditor. Senior Corp passed the 2012 audit without any findings.

Dignity Health-MMCR Human Resources Department provides personnel support to Golden Umbrella staff. In addition, the organization encourages Golden Umbrella to tap into their resources and collaborate with Dignity Health-MMCR programs to help strengthen Golden Umbrella programs. In 2009 Golden Umbrella Human Resource policy manual was revised to align to Dignity Health-

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MMCR personnel policies and procedures. Each employee is given a well-defined personnel policy manual that addresses all pertinent issues of employment and management including travel, purchasing procedures, evaluations, self-assessment and personal improvement. Staff roles are defined by their respective job descriptions.

The role of the community participation group, such as RSVP Advisory Council, to ensure input from the community. Senior Corps has a Community Needs Assessment Committee (CNAC) that partner to address the needs and target goals. These partners work together to make sure outcomes are attainable and our project is reaching its goals. CNAC meets quarterly in Tehama County and represents both service areas of Shasta and Tehama Counties. CNAC members review grants, reports, and participate in Senior Corps surveys. They attend and participate in recognition and trainings events. With the support and input from CNAC members from each service category, RSVP anticipates success in recruitment, placement and retention of much needed volunteers.

CNAC Committee members serve all three Seniors Corps Programs. The Foster Grandparent Program (FGP), Senior Companion Program (SCP) and the Retired and Senior Volunteer Program (RSVP). These members are selected based on their background, expertise, the area they live, and other factors that ensure a balanced representation of the community and our programs. By utilization of individuals in our outer rural county areas as our community partners, we continue to work towards a greater affiliation with the individuals who are skeptical of outsiders. In our communities, which so lack social and demographic diversity, it continues to be of upmost importance to exploit the fullest potential of our community partners and to select partners as diverse as our areas allow.

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The existence of robust management systems and past experience managing federal grant funds. Throughout its 44-year history, Golden Umbrella has worked collaboratively with other agencies to maximize resources of delivery of services to seniors. Golden Umbrella began in 1968 with project FIND (Friendless, Isolated, Needy and Dependent). Advocates have been providing in-home and in-office assistance continuously since that time. Project FIND was followed by Title IIB Case Management services, under the Older American Act and Older Californians Act. Information and Referral Services has been the support of a number of Golden Umbrella programs, including Representative payee, Multi-Purpose Senior Service Program (MSSP), Adult Day Health Care (ADHC), Retired and Senior Volunteer Program (RSVP), Foster Grandparent Program (FGP) Senior Companion Program (SCP), TeleCare, Adopt a Senior, Power to Seniors and Registry List. Golden Umbrella is one of the core members of the Older Adult Policy Council (OAPC) in Shasta County. Members of this Council shape the methodology of service delivery and address emerging issues that impact this population.

Golden Umbrella staff is actively involved in preventing and ameliorating the effects of elder abuse. We attend monthly Multi-Disciplinary Team meetings in Tehama and Shasta Counties and work closely with Adult Protective Services.

Golden Umbrella has been sponsoring the Foster Grandparent Program since 1973 and the Senior Companion Program since 1995. Bringing the Retired and Senior Volunteer Program to become a part of the Senior Corps Golden Umbrella team in 2007 has been a successful transition because of the similarities between all three Senior Corps programs.

SUSTAIN REQUIRED NON-FEDERAL SHARE: RSVP has drafted a fund development plan to meet

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the program's 30% match requirement after a significant decline in donations and in-kind occurred due to the current economic downtrend in California, especially to senior services. In 2010, RSVP began utilizing the Club House of a Property Owners Association for various recruitment activities which garners an estimated \$18,000 of annual in-kind match. In 2009, RSVP moved its Tehama office to a rent free location better aligned with its service mission at a Dignity Health affiliate location, St. Elizabeth Home Health & Hospice. Starting in 2013, all RSVP stations will provide documentation of in-kind resources provided to RSVP volunteers through their site and will be recorded on the activity logs by the station supervisor. These measures have been necessary as in-kind resources have shrunk from previous levels. All in-kind reports meet financial requirements addressed in the CNCS Financial Management trainings provided by the Corporation.

Other

None

PNS Amendment (if applicable)

N/A