

Narratives

Executive Summary

APPLICANT: St. Mary's Foundation **VOLUNTEERS:** 260 **# OF STATIONS:** 85

FEDERAL FUNDING: \$62,137 **NONFEDERAL RESOURCES:** \$29,395

PRIMARY FOCUS AREA: Healthy Futures: H8-H9; H11-H12; Education: ED2

COMMUNITY: St. Mary's is the area's only hospital in its 8-county service area. Our mission is to ensure quality health care in central South Dakota now and in the future. Initiated in 1995, Central SD RSVP currently supports 78 stations and 311 volunteers across 5 frontier counties.

NEEDS: Strategic planning in 2011, delineated key areas for supporting individuals from birth through elder years. Efforts are concentrated efforts in access to food, sustaining elder independence and literacy. Secondarily, local RSVP efforts support critical nonprofits struggling to fill the gap in volunteerism exacerbated by difficult economic conditions.

ACTIVITIES: Central SD RSVP will place volunteers in the following activities. Healthy Futures, Obesity and Food: 90 volunteers will increase access to food through work at the Pierre-Ft. Pierre Food Pantry, Feeding South Dakota, Winner Ministerial Association and others. Healthy Futures, Aging in Place, will provide transportation, home visits, meals and other supports to help seniors maintain their independence. Services will be provide through 80 volunteers and a network of 13 stations. Education will be supported through 60 tutors and the Reading Buddies program in three schools.

OUTCOMES: At the end of the 12-month performance period, the following outcomes will be achieved: H9: An increased number of homebound or older adults and individuals with disabilities served through the program will report having increased social ties/perceived social support. H12: An increased number of individuals served through the program will report improved food security for themselves and/or their children as a result of food pantry services.

Strengthening Communities

Narratives

Q1. NEED. The Central South Dakota RSVP (CSD RSVP) program serves Hughes, Jones, Stanley, Sully and Tripp counties which include the larger cities of Pierre, Murdo, Fort Pierre, Onida, and Winner as well as numerous small towns and communities. South Dakota's economy is driven by agriculture industries, financial services, healthcare and social service jobs, as well as service industry businesses. The service area covers approximately 5,775 square miles and is frequently referred to as "frontier" because of the vast distances and sparsely population per square mile. CSD RSVP proposes to place 140 of its 300 volunteers in its Primary Focus Area of Healthy Futures -- Obesity/Food and Aging in Place. Education is a secondary focus area.

Food insecurity is on the rise in the five targeted counties. Hughes County, the most populous, saw an 8% increase in the number of individuals who lack access to nutritionally adequate food between 2009 and 2010. Stanley County experienced an 18% increase, and Tripp County a 4% increase (<http://feedingamerica.org>). Food pantries form a critical link in the area's ability to ensure individuals and families have year round nutrition without compromising their ability to pay for housing, clothing or transportation.

Aging in place has been a long-term focus of RSVP volunteers. In the five county region, there are 4,451 individuals over 65. Of these, 1,427 (32%) live alone in their own home (U.S. Census Bureau). People prefer staying in their own homes. In 2011, AARP reported that 89 percent of adults 50 and over hoped to remain in their homes as they age, and the proportion was higher among 65+ and 75+ respondents. A strong majority reported that daily living activities were consistently doable. However, seniors cited three primary concerns that could jeopardize their ability to live independently: health problems (53%); memory problems (26%); and an inability to drive and/or get around (23%). Seniors who do require help from others receive assistance with household maintenance (20%), transportation (13%) and healthcare (8%).

K-12 education serves as CSD RSVP's second primary focus area. For the most part, students do well.

Narratives

Attendance rates are strong and graduation rates above 90% in all counties except Tripp (88.2%). However, 23% of the students score at the basic or below basic levels in reading and 21.5% at basic/below basic in math on state assessments. For economically disadvantaged students, the percentages are 34.2% and 36% indicating there are 10-15% fewer at the proficient and advanced levels. Free/Reduced lunch rates range from 27% in Sully County to 54% in Jones County. The need to provide educational support resources for these students is particularly critical.

Q2: PLANS AND INFRASTRUCTURE TO MANAGE VOLUNTEERS/STATIONS AS A MEANS OF ADDRESSING NEEDS IN PRIMARY FOCUS AREA. The CSD RSVP Advisory Council meets five times annually. Members include those knowledgeable of the human and social needs of the community, competent in the field of community service and volunteerism, and who have interest in and knowledge of the capability of older adults throughout the service area. Current members include retired school teachers, a retired bank executive, a police officer, a retired nurse, 3 current RSVP volunteers, a South Dakota Game, Fish, and Parks employee, a senior apartment manager, and a ranch owner. Together, the background and experience of the Advisory Council enables its members to identify key ways in which RSVP volunteers can serve area organizations, building internal capacity to serve the community. Council, project staff, and station leaders also participate in meetings of the St. Mary's Healthcare Center, United Way, Pierre Area Chamber of Commerce, Military Support Groups, and the Healthy Communities/ Healthy Youth Group to gain ongoing insights on critical needs.

In March 2011, the Council conducted a community stakeholder survey with Research Associate Betty Theiss Smith, PhD leading the process. The Council also conducted a strategic planning session in conjunction with the Government Research Bureau of the University of South Dakota. Both continue to be used to guide program planning, aligning implementation with community needs and priorities.

Narratives

RSVP partners are selected based on their impact in meeting critical community needs and their ability to lead RSVP volunteers. A working relationship is established to support and accomplish program goals for both entities. Specific goals are set forth for each partner with deadlines for project completion. Communications are maintained with partners via a monthly newsletter, email correspondence, and phone calls.

For the Healthy Futures Focus Area, the Pierre-Ft. Pierre Food Pantry operates solely through volunteers, providing critical food to more than 3,000 individuals. At least 350 children will be provided with weekend meals sent home in the student's backpack. Feeding South Dakota packs 1,100 boxes of food per month to distribute to seniors. A minimum of 90 volunteers (35%) will be placed in these activities. To maintain senior independence, volunteers follow up on referrals from social service agencies, local law enforcement, family members or the senior him/herself. RSVP volunteers assist elderly shut-ins by doing safety phone calls, stopping in person to check on their well-being, driving to appointments, and delivering meals. These services have been highly successful in keeping even isolated seniors in their homes. Eighty volunteers (31%) will be incorporated into these activities.

In the Education Focus Area, the local school districts determined that tutoring and programs like Reading Buddies support research-based methodologies for students to gain the skills necessary for academic success. Volunteers will be paired one-on-one with a student to work on improving literacy skills. Volunteers remain critical for both the school year and summer programs held at the Pierre Indian Learning Center, which is a Native American residential school located in Pierre, SD. Tutors will comprise 23% (n=60) of the total volunteers.

Q3: HOW SERVICES IN PRIMARY FOCUS AREA LEAD TO NATIONAL PERFORMANCE OUTPUTS OR OUTCOMES. To meet the Health Futures Goal, CSD RSVP will focus on two

objectives, Obesity and Food and Aging in Place. For the first, volunteers with local food pantries. CSD RSVP will measure output H11 -- the number of individuals with improved access to food and

Narratives

outcome H12 -- increased food security. The number of individuals served is tracked by each station for a total individuals served. Recipients are surveyed annually at the pantry site (by paper) to determine their perceived level of food insecurity and the food pantry's impact. For the second, volunteers also serve to keep seniors in their homes. This is achieved through Meals on Wheels, transportation to medical appointments, and in-home visiting. H8 data will be gathered by the RSVP partner station through time sheets including number of individuals served and the number/type/frequency of visits. Outcome H9 will be assessed annually or at the end of service using the Senior Corps Independent Living Performance Measure Survey. Primary Focus Area Education contributes to objective ED2. Services will be tracked by volunteer logs and surveys of the station coordinator. CSD RSVP has not paired the education output with an outcome since a direct, causal link between RSVP tutoring and increased academic performance cannot be tracked.

Q4: CONNECTING NEEDS, ACTIVITIES, AND PERFORMANCE MEASURES. 1) Food insecurity exists for an estimated 2,750 individuals in the target region (feedingamerica.org) and confirmed by the nearly 3,000 individuals accessing the Pierre-Ft. Pierre Food Pantry. RSVP volunteers form a substantial core of the staff necessary to operate this vital service. Program data will quantify the impact as well as the ability to diminish food insecurity. 2) One in three area seniors over 65 lives alone in their own home, many others live with family members. RSVP seniors create a safety net through an array of local programs to ensure these individuals maintain their independence regardless of their rurality. Volunteers provide critical services but also help seniors maintain social contacts through regular visits. Impact will be measured via survey to assess recipients' perception of well-being and socialization. 3) 30%-40% of students in local schools would benefit from additional time on task to improve reading and math skills. RSVP seniors will provide this support through Reading Buddies and tutoring in the classroom and in afterschool programs. Impact will be measured by tracking the number of students served.

Narratives

Q5: SUPPORT TO VETERANS AND/OR MILITARY FAMILIES. In South Dakota, veterans comprise approximately 12% of the general population. This is 25% higher than the national average, reflecting the trend of more veterans living in rural communities than urban. An estimated 7,334 veterans and dependents live within the targeted counties along with an undocumented number of active military families. Approximately 18% of the veterans are disabled and 7% live below the federal poverty line. All veterans and families are naturally incorporated into RSVP's current food pantry, senior independence and tutoring activities. Their participation will be more closely tracked through the CSD RSVP's data system. Other supports are discussed in section 2a -- Community Needs.

Recruitment and Development

Volunteer recruitment will focus on securing volunteers for primary focus areas and performance measures jobs. Recruitment occurs by speaking at volunteer station meetings, public events, senior functions, service clubs, nonprofit organization, senior apartments and living centers. CSD RSVP posts volunteer opportunities on the Volunteer Match website as well as our agency's home web page. Monthly newsletters are distributed to all partner workstations as well as all RSVP volunteers, public officials and community partners as pdf email attachments and by paper copy. The same information is available on our website at www.rsvpds.org. The website also contains links to sponsoring agencies and to United Way. A Facebook page also provides RSVP information. Volunteer stations are asked to include RSVP articles for their newsletters. Information booths distribute program flyers and brochures at health and community fairs in all five counties and at the Pierre Housing Development fair. Local media releases also are utilized in these recruiting efforts. Radio stations in Pierre, Winner and Murdo are sent CNCS public service announcements as well as personal interest stories and activities involving CSD RSVP volunteers. All volunteers, Advisory Council members and station coordinators are encouraged to refer seniors to become new volunteers. Feedback from volunteers and workstations indicate these methods are successful!

Narratives

Q6: PLAN AND INFRASTRUCTURE TO CREATE HIGH QUALITY RSVP ASSIGNMENTS.

Central South Dakota has a long history of service to others. The majority of services groups (e.g., Legion Auxiliaries, St. Mary's Healthcare Center Auxiliary, and Senior Center programs) are operated and maintained by seniors. South Dakota ranks third in seniors who volunteer and 6th in residents who volunteer according to the latest Volunteering in America survey. CSD RSVP maintains work stations which meet the critical needs of the community and have a significant impact on citizenry. Additionally, CSD RSVP continues to meet with those service groups not utilizing senior volunteers. Staff share the RSVP mission and objectives and outline how volunteers can enhance the organization.

CSD RSVP ensures high quality experiences for its volunteers and offers opportunities for skill building and leadership development. Volunteer placements and jobs utilize the skills and experience of each individual to ensure success for the volunteer, the station, RSVP and the community. CSD RSVP staff meet with community organizations to identify impact-based assignments with emphasis on federal priority areas. Job descriptions are developed which accurately delineate expectations and time commitment. The service job descriptions capture elements of quality volunteer service and leadership including opportunities to: 1) coordinate activities; 2) facilitate smoother operation and activities of other volunteers (e.g., assignments, scheduling); 3) suggest alternative/expanded volunteer options and take initiative; 4) participate in the development of the project and its activities; 5) provide hands-on support to project leadership; and 6) recruit other volunteers and convene team meetings. Volunteers receive orientation, training, in-service sessions local workstation supervision and an annual assessment. CSD RSVP ensures that volunteer have opportunities to meet periodically to discuss their service, change volunteer assignments, problem-solve, and share ideas on how to make their volunteer teams stronger and more effective. Volunteers serve at an average of 3-4 assignments in differing services categories, which provide them a wide range of volunteer job

Narratives

experiences. Local veterans groups and individuals aged 55+ with family members who are veterans continue to be key targets for volunteer recruitment.

Annually, or at the end of a service assignment, all volunteers are asked about their volunteer jobs, their experiences, and to comment on areas for CSD RSVP improvement. The survey includes a Likert-type scale to assess their experiences and their contributions. RSVP staff visit volunteer worksites and ask volunteers to reflect on how their work is progressing, what the service means to them and the community, and how RSVP volunteerism enhances the quality of their own lives. Additional reflection items have been developed for those individuals in stressful placements to mitigate burnout. Their experiences and tips help inform project staff, Advisory Council, stations, and other community partners as part of the continuing improvement process.

Q7: RSVP VOLUNTEER TRAINING. CSD RSVP staff receive ongoing training, mentorship and technical assistance from our sponsoring agency, St. Mary Foundation. Training for all RSVP volunteers follows the policies and procedures in the "Volunteer Handbook" updated in March 2011. The program ensures that all volunteers receive the necessary orientation and training prior to their service assignment. Content includes information regarding time and service logs, insurance benefits, workplace and volunteer behavior expectations, and a list of volunteer opportunities. Specialized training for Reading Buddy, meal delivery, services to seniors, and Trail Patrol volunteers provides in-depth information relevant to the specific assignment. The basic orientation and training is provided monthly. Training logs are maintained for each session. If new programs or work is initiated by a workstation, appropriate training is offered to the volunteers. The Project Director and Program Coordinator participate in all trainings to answer questions and gain insights into training gaps or issues. Station supervisors are provided with an RSVP training orientation. Ongoing training and technical assistance by project staff is provided through email notices and newsletters. They cover topics from safety on the volunteer job to targeted volunteer placement.

Narratives

Q8: PLAN AND INFRASTRUCTURE TO RECRUIT AN RSVP VOLUNTEER POOL FROM DISPARATE POPULATIONS. A diverse group from all communities serve as RSVP leadership and volunteer workers. Sectors include education, faith-based, business, finance, medicine, law enforcement, state and local government, labor, minority populations, individuals with disabilities, nonprofits, services clubs, civic organizations, professionals, and community leaders. Utilizing the expertise and resources of these groups enables RSVP to unite individuals from diverse backgrounds in a common service goal. This same practice focuses our recruitment by providing common volunteer opportunities for residents to work jointly on a common issue.

While the majority of RSVP volunteers are white Caucasian (reflecting the region's 90% majority), RSVP has an eight-year history of working with the Pierre Indian Learning Center and regularly involves the Native American population (15%) in Tripp County. Staff work with and through Mary Ann Bear Heals McCown, a Native American whose husband is a Chief. She serves as the Disparities Coordinator for the RSVP sponsor agency and works with the Native American community and is integral to the Native American volunteer recruitment process.

More critical than ethnicity, is the linkages RSVP accomplishes given its geographic constraints. RSVP works diligently to link those that live in rural agricultural areas and micro-economic communities to services and supports available through its more urban-based partners. For example, the mayor of Ft. Pierre (Stanley County), Sam Tidball, was a six-year member of the RSVP Advisory Council. He spearheaded the establishment of a workstation providing volunteer opportunities for those with ranching and rodeo background.

Q9: PLAN AND INFRASTRUCTURE TO RETAIN, RECOGNIZE, AND APPRECIATE RSVP VOLUNTEERS. CSD RSVP retains volunteers by offering challenging service opportunities and a supportive relationship with staff. Each RSVP volunteer is recognized in his/her birthday with a card made by a fellow RSVP volunteer. Volunteers are also recognized during National Volunteer week

Narratives

and during Senior Corps week through news releases, radio stories and station events. CSD RSVP's annual volunteer recognition events (including one with a meal) are held in April of each year with approximately 300 volunteers attending. Project staff promote "Conversations of Invitation." These sessions allow volunteers to share how they use their talents and help fellow citizens. Many Baby Boomers want to "make a difference." Our Advisory Council has design projects which lend themselves to innovation and meaningfulness.

As importantly, the work stations recognize RSVP volunteers. For example, CSD RSVP developed volunteer opportunities with Feeding South Dakota, addressing hunger needs of seniors. Program volunteers are recognized annually in Pierre, Fort Pierre and Winner. CSD RSVP staff, local leaders and officials, state legislators, and US Congresspersons are invited. Many officials make their way from Aberdeen (162 miles northeast) or Sioux Falls (225 miles east) to attend. A gubernatorial proclamation is read, volunteer contributions are enumerated and volunteers are lauded.

C) NATIONAL PERFORMANCE MEASURE WORKPLANS ABOVE THE 10% MINIMUM. CSD RSVP will place 170 unduplicated volunteers (56.7%) in the Healthy Futures Priority Area; 90 (35%) will be placed in Obesity and Food (H11) and 80 (31%) will work in Aging in Place (H8). Workplans for both objectives are linked to National Performance outcome measures (H12 and H9, respectively). An additional 60 volunteers (20%) will be placed in the Education Priority Area and measured by output ED2.

Program Management

Q11. PLAN AND INFRASTRUCTURE TO ENSURE MANAGEMENT OF VOLUNTEER STATIONS. Established in 1995, CSD RSVP has maintained consistent programs and partnerships with local agencies for more than 17 years. CSD RSVP currently partners with 85 stations located throughout its five county service area. In the past year, 311 volunteers contributed 56,246 hours. During 2012, RSVP sponsor organization (St. Mary's) and local funders contributed almost \$50,000 in matching

Narratives

services and monetary contributions.

When a new partner is selected or at least annually for continuing partners, RSVP staff meet with their leadership to develop an implementation plan for the site's RSVP workplan. Tasks, timelines and responsibilities are aligned to project goals and measurable objectives. As necessary, CSD RSVP staff assist the partner organization in fine tuning its data system to capture volunteer service outputs and impact. All volunteer timesheets are submitted monthly to the RSVP office in hard copy or via the web portal. All volunteer surveys are conducted similarly. Client surveys are generally conducted by volunteers under the auspices of the partner organization with data aggregated by CSD RSVP.

Performance measures have consistently met all national RSVP requirements with an average of 2/3 of unduplicated volunteers placed in outcome/impact-based programs.

The RSVP Project Director and the RSVP Program Coordinator meet weekly to review programming issues. If follow-up is required, it can be quickly identified and addressed. The St. Mary Foundation Board receives a monthly report on RSVP activities. CSD RSVP Advisory Council reviews similar reports five times each year. The Council also reviews programming for impact workplans on an annual basis to ensure appropriate volunteer placement and "staffing." The Council ensures that no site is using RSVP volunteers which contradict the workplan or CNCS policies. As part of St. Mary's Continuous Quality Improvement Process, the Advisory Council conducts a comprehensive Annual Assessment, including partner surveys. Results of the assessment are compiled by the RSVP Director and serve as the basis for future planning.

Q12: PLAN AND INFRASTRUCTURE TO DEVELOP AND/OR OVERSEE VOLUNTEER STATIONS THAT ADDRESS SPECIFIED COMMUNITY NEEDS OUTSIDE THE PRIMARY FOCUS AREA. As discussed in Section 1, CSD RSVP will place 60 volunteers in Reading Buddies and tutoring stations which include schools in Blunt, Pierre, Ft. Pierre, and Winner, and the Pierre Indian Learning Center. While Education is a Primary Focus Area, we have made it secondary to Health Futures.

Narratives

Community-specific needs are wide ranging. At least 30 volunteers will be placed in an array of community nonprofits to sustain critical services. If RSVP volunteers are not available, many of the organizations or project will downsize or disappear. A few examples of current community needs are provided below.

1. Most critical is the local thrift store. Sponsored by Hospice, volunteers donate over 1,000 hours each month. Similar to the need for emergency food, local economic conditions and significant flooding in the past two years have devastated many families. The thrift store supplements basic clothing and household goods for the area's most vulnerable.

2. CSD RSVP assists with the annual military family appreciation event. This free day offers a meal, activities for families and children, and a celebration of veteran service. In 2012, RSVP volunteers assembled items for displaced veterans which enabled them to set up apartments.

3. CSD RSVP develops opportunities for the "Boomer" cohort by working with Habitat for Humanity. RSVP volunteers use their business skills to benefit the organization's many committee assignment needs. Another opportunity that appeals to Boomers is the RSVP Trail Patrol Program, which offers volunteers the opportunity to bike and walk the trails in Pierre and Ft. Pierre patrolling and offering support to local law enforcement regarding policing issues and reporting trail damage to the Parks and Recreation department.

4. RSVP volunteers also serve as docents at several, local nonprofit museums.

5. In response to emergencies, CSD RSVP works with local partners to fill volunteer gaps. During the devastating floods of 2011, CSD RSVP recruited, trained, and worked with NCCC teams to clean up towns and neighborhoods.

6. RSVP volunteers assisted 569 Medicare beneficiaries in 2011 in the 5 county service area. Volunteers help educate, and assist consumers about Medicare and related health information. Small town nonprofits frequently operate with minimal paid staff. Volunteers are their lifeline. If we

Narratives

believe that nonprofits shape the character of our communities, then the placement of 30 RSVP volunteers (11% of our total) helps ensure central South Dakota nonprofits can deliver the services prioritized by our citizens.

Q13: PLAN AND INFRASTRUCTURE TO GRADUATE VOLUNTEER STATIONS TO MEET CHANGING COMMUNITY NEEDS. CSD RSVP will graduate approximately 40 of its current volunteers from community programs to accommodate the new National Performance Measures. These positions currently serve several area churches and represent decreased allocations. While the congregations still need assistance to provide various social services and outreach they represent lower priority community needs. Affected volunteers placed at the impacted stations that will be provided an opportunity to serve at other service stations or referred to volunteer opportunities outside the program. Volunteers, of course, may choose to continue serving the churches but not under the auspices of RSVP.

Q14: PLAN AND INFRASTRUCTURE TO ASSURE THAT NATIONAL PERFORMANCE MEASURE OUTCOMES AND OUTPUTS ARE MEASURED AND COLLECTED.

The Progress Report is used to monitor project performance and ensure that project goals, objectives, outputs and outcomes are met. The sponsor (St. Mary's Executive Director) meets monthly with the Project Director to review work progress and evaluate which objectives are being met and data captured. The Project Director meets weekly with the Program Coordinator to ensure day-to-day operations are on track for success.

Information is managed by monitoring volunteer activities through monthly timesheets. The data from the timesheets is entered in the Volunteer Reporter Software program. (Volunteers can utilize the web-based reporting program to submit their timesheets electronically. The system is available through a website link on the RSVP web page. The electronic submission is password protected and signatures are electronically verified with the Reporter program.) These data are then used to generate

Narratives

a variety of monthly reports. Data include the number of service hours, types of volunteer activities, number of individuals assisted, and volunteer stations served. Performance measures (outcomes) are gathered from both stations and volunteers for documentation on workplan efficacy, program success, and community reports. Volunteer survey data is already included in this reporting process through an online system. Client survey data for changes in social supports and food security will be added and provide the basis for reporting on H9 and H12.

Q15. PLAN AND INFRASTRUCTURE TO MANAGE PROJECT RESOURCES.

The sponsor (St. Mary's Foundation) has an accounting system managed by Catholic Health Initiatives Foundation, located in Englewood, Colorado. Financial oversight and grants management is provided by the CFO and his accounting staff. The foundation regularly manages large federal and foundation grants. All federal funds are accounted for separately and individually from other revenue sources. The grantee (St. Mary) provides for all accounting, including a tracking system for how the project receives, expends and accounts for all federal and non-federal cash resources. St. Mary's and the Project Director use the payment management system to manage the electronic draw down of funds. Reports are submitted to the HHS Payment Management System in compliance with the reporting guidelines of the Federal Financial Reports. St. Mary's conducts a financial review annually. This information is submitted to the Federal Audit Clearinghouse, Bureau of the Census. Financial auditing and review is provided by Ronald Tedrow, CPA, of Pierre, SD. St. Mary's Foundation Executive Director, Ellen Lee, oversees all procedures along with her Administrative Assistant. In-kind resources are documented and substantiated by the donor and authorized by RSVP Project Director, Kathleen Nagle, and the Program Coordinator Ann Rohlf. St. Mary's and the Project Director continuously seek out supplemental funds from sources such as United Way and local community foundations. Relationships with community members and organizations are maintained through staff outreach and the Advisory Council. Both encourage community support with in-kind

Narratives

and cash donations.

Organizational Capability

Q 16: PLANS AND INFRASTRUCTURE TO PROVIDE SOUND PROGRAMMATIC AND FISCAL OVERSIGHT, OPERATIONAL SUPPORT, DATA COLLECTION, AND INTERNAL POLICIES. St. Mary's Foundation was founded in 1983 to ensure quality healthcare in central South Dakota. Much of the foundation's work focuses on providing health and well-being for seniors and, in turn, encouraging the involvement, civic responsibility, and volunteer opportunities for those over age 55. To this end, St. Mary's spearheaded the development of the five-county CSD RSVP program in 1995. St. Mary's capabilities and standing in the community have been key to operationalizing CSD RSVP for long-term sustainability. St. Mary's Foundation oversees the hospital's Comprehensive Cancer Program, All Women Count, Disparities Outreach, Healthy Community Youth, and Medicare Part D. Community initiatives include administrating the Turner Foundation grant awards to area youth, managing the Lee Johannsen fund for ambulance services and medical equipment, acquiring and placing over 80 Automated External Defibrillators, and many more. The result is a well-recognized, well-respected organization which enhances the RSVP program and services. Policies and procedures covering all aspects of St. Mary's Foundation operation are reviewed annually by the Board of Directors. They intentionally meld with those of St. Mary's Healthcare Center and align with Catholic Health Initiatives' national standards.

Q 17: DESCRIPTIONS OF PAID STAFF POSITIONS AND HOW THEY WILL BE SUSTAINED. The Grantee Representative is Ellen Lee. Ms. Lee serves as the Executive Director of the St. Mary's Foundation, is Vice President of Outreach at St. Mary's Healthcare Center, and a director on the St. Mary's Foundation board. As iterated in other sections, Ms. Lee provides program oversight, fiscal monitoring, and serves as a catalyst for community building. As a community facilitator, she has gathered the community to address teen suicides and build teen assets. Today, this group continues as

Narratives

Healthy Communities/Healthy Youth. Ms. Lee is a former Chamber Director, school board president, and is a certified fundraiser. Her salary is funded through the foundation and the time devoted to the RSVP project is provided in-kind.

Project Director Kathleen Nagle has principal responsibility for project development, implementation, and evaluation. She has held this position for 14 years. Her experience in grants management and resource development have been critical to the growth and support of geographic expansion throughout central South Dakota. Ms. Nagle has a BA degree in Family and Consumer Sciences, a certificate in "Capturing Experience: How People 50+ Can Help Your Organization," and a Certificate of Volunteer Leadership from the Minnesota Association of Volunteer Leaders. Ms. Nagle was recently appointed by Governor Duugaard to serve on the newly created State Service Commission for the Corporation for National and Community Service. Her position is partially funded through the RSVP grant and partially through community share fundraising.

Project Coordinator, Ann Rohlf, supervises the project's day-to-day operations. She conducts volunteer trainings, matches volunteers to projects, and helps troubleshoot workstation and data system glitches. Coordinator Rohlf has two decades of experience as a Certified Occupational Therapy assistant with much of her work focused on the geriatric population. She also has extensive volunteer experience and is a recent small business owner. Her position (0.5 FTE) will be funded through CNCS funds. Past budget cuts from both state and federal resources provided the Advisory Council the opportunity to right size the work that RSVP provides thru the auspices of the Federal grant requirements?

Q18. EXAMPLES OF SPONSOR ORGANIZATION'S TRACK RECORD MANAGING VOLUNTEERS IN PRIMARY FOCUS AREAS.

St. Mary's has a long history of managing volunteers. The RSVP project has been under its auspices for 17 years. This includes volunteers in food pantries, home companionship and tutoring. In that

Narratives

time, the program has grown from 10 stations to 84 and from 60 volunteers to 311. Of these 218 are in Primary Focus areas. The success of the Reading Buddy Program has led to more classrooms requesting volunteers to read and tutor in the schools. The sponsor, St. Mary's Foundation, also serves as fiscal agent coordinating oversight and volunteers for the Health Communities/Healthy Youth Initiative as well as a program to provide Healthy Futures to students in the elementary schools. CSD RSVP has done an outstanding job of meeting performance measurement requirements on previous progress reports submitted to CNCS.

Q19. STRONG ORGANIZATIONAL INFRASTRUCTURE.

RSVP benefits from St. Mary's Foundation and Healthcare Center resources. Office space and equipment are provide through the hospital's Plant Operations Director. Technology equipment is maintained by St. Mary's Healthcare Center's information technology staff. Requests for computer repaired are submitted to an online help desk and service tickets issues. Trouble shooting or repairs are implemented until the issue is resolved. RSVP program supplies and purchasing support are facilitated by the foundation's administrative assistant. Personnel management, internal policies and travel policy support are provided by the hospital's Human Resources Vice President and the foundation's Executive Director.

As previously mentioned, St. Mary's is a member of Catholic Health Initiatives (CHI), one of the nation's largest, nonprofit healthcare organizations. CHI provides systems for staff education which are delivered by webinars and onsite trainings. Personnel evaluations are conducted annually on all staff. The CHI Foundation provides a variety of services including grants management, grants development, financial accounting, gift processing, direct mail coordination, and donor record keeping as well as plays a supervisory role, assists with board relations and state board governance for the foundations affiliated with CHI's hospitals. CHI Foundation staff oversee all grants management and fiscal reporting for its member hospitals. Current federal grants include funding from NIH, OVW,

Narratives

National Cancer Center, HRSA and others. Each grant is tracked separately through a sophisticated accounting system. Grant expenditures for the RSVP project will be similarly tracked. Revenues and expenditures will be aggregated and reported monthly by the Project Director and reviewed by the St. Mary's Foundation Executive Director and board. St. Mary's has successfully managed the region's RSVP grant for 17 years.

St. Mary's Foundation, as the RSVP sponsor and grantee, selects or appoints members for the RSVP Advisory Council. The Council meets five times per year. Current members include retired school teachers, a retired bank executive, a police officer, a retired nurse, three current RSVP volunteers, a South Dakota Game, Fish, and Parks employee, a senior apartment manager, and a ranch owner. Together, the background and experience of the Advisory Council enables its members to identify key ways in which RSVP volunteers can serve area organizations, building internal capacity to serve the community. The St. Mary's Foundation, itself, is intrinsically involved in a multitude of community projects, particularly in Hughes County. This facilitates targeting critical needs and partners. In Jones County, RSVP works with the Emergency Management office. This office helps identify county needs and links volunteers to meaningful placements. The City of Fort Pierre has been a key partner in Stanley County. The Mayor, Sam Tidball, was a six-year member of the RSVP Advisory Council and has spearheaded new RSVP workstations in his county. In Sully County, the Agar-Blunt-Onida School District links RSVP volunteers at the Blunt Senior Center with all elementary school students. In Tripp County, the key partner is the South Dakota Cooperative Extension office. The Extension offices provides free meeting and gathering space for RSVP volunteer meetings, trainings and recognition events. The Winner business partner is Pamida, a key local retailer and provider of meeting space and volunteers.

Q21: PLAN AND INFRASTRUCTURE TO PROVIDE COSTS AND REIMBURSABLE EXPENSES TO VOLUNTEERS PLUS PROVIDE CRIMINAL BACKGROUND CHECKS.

Narratives

CSD RSVP provides insurance to cover all volunteers in the program. The insurance company is CIMA and is the entity recommended by CNCS. Any volunteer requesting assistance with transportation costs is accommodated with either mileage reimbursement or a transit punch ticket with the local transit company. As the employer for CSD RSVP staff, St. Mary's Healthcare Center conducts background checks in accordance with its hospital policies. This generally includes fingerprinting and a background search through the SD Division of Criminal Investigation. For volunteers, stations cover the cost if background checks are necessary. For instance, per school district and SD Department of Education policies, all tutors are fingerprinted, checked through the SD Division of Criminal Investigation and the sexual offender database.

Q22: ADEQUACY AND REASONABLENESS OF THE BUDGET.

Volunteer Support Expenses: CNCS funding is requested to help support the personnel costs affiliated with the CSD RSVP project. The Project Director devotes 100% of her time to the RSVP project. Her salary is \$20.48/hour = \$42,598/year. CNCS funding will cover 90% of that amount (\$38,338). The Project Coordinator is 0.5 FTE at \$11/hour. 100% of this amount (\$11,440) is requested from CNCS. Benefits will be paid proportionally from CNCS and community funds. Benefit rates are calculated as follows: FICA, 7.65%; health insurance, 9.65%; retirement, 6% (3.5% by CNCS and 2.5% from the community); worker's compensation, 1.4%; dental disability, 1.2%; misc. other, 1.4% (19.65% total). Salary and benefit funds not paid for through CNCS will be derived from community resources.

Q23: ADEQUACY AND REASONABLENESS OF NON-FEDERAL FUNDS.

CSD RSVP staff have worked diligently to ensure adequate, diverse funding streams to maintain this long time program. The applicant, St. Mary's, will contribute \$3,624 in cash and an additional \$7,871 in in-kind services. Other cash donors include Capital Area United Way (\$13,000), City of Fort Pierre (\$1,500), City of Winner (\$1,000), Tripp County (\$500), City of Pierre (\$500), Zonta Service Club

Narratives

(\$400), and RSVP Fundraisers (Bake Sale and restaurant fundraiser - \$1,000). Total donations equal \$17,900 in addition to the applicant funds.

1) Volunteer Support Expenses: Funds from the community will provide 10% of the annual salary for the Project Director (\$4,260) plus \$2,394 in benefits. The community share also supports the following:

*Travel for staff within the service area for volunteer recruitment and station development: 500 miles at \$0.555/mile = \$278

*Travel to the annual Senior Corps training (20 hours) in Rapid City, SD. Funding allocates \$77/night for 3 nights plus \$51/day for meals and incidentals, and mileage at 350 miles round trip @ \$0.555/mile. Total = \$578

*Supplies include paper, copies, toner, etc. used in the processing volunteer applications, copying timesheets, and printing the newsletter. Costs are allocated at \$90/month = \$1080

*A Volunteer Coordinator will be hired for Winner, SD on a contract basis. He/she will be paid \$10/hour for 528 hours = \$5,280

*Phone, internet and postage enable ongoing contact with volunteers, stations, and the public. Postage will be used to mail newsletters, time sheets, announcements, and the newsletter. Costs are calculated at \$200/month for phone and \$75/month for postage = \$3,300

St. Mary's provides the following in-kind services:

*Processing of staff payroll and taxes plus accounts receivable/payable is provided in-kind by St. Mary's (applicant). The donation is valued at \$400/month = \$4,800

*Information technology (St. Mary's IT Department) to support data collection, surveys, outcome measures, volunteer time sheets and station data is allocated at 1% of the grant award. Total = \$671

*Office space, desks, chairs, filing cabinets, etc. are provided in-kind by St. Mary's = \$2,400

2) Volunteer Expenses: Supplemental insurance will be provided for volunteers and paid for through

Narratives

community contributions. Costs per volunteer are: \$1.50 (accident) + \$1.15 (personal liability) for 260 volunteers + \$5.50 (excess auto liability) for 80 volunteers + \$15 SD state surplus tax = \$1,250. A recognition event is held annually for volunteers. Food and recognition costs are \$10.00 per persons for 260 volunteers and 40 sponsors, staff, station partners = \$3,000.

PROJECT TOTALS: CNCS: \$62,137; Applicant: \$10,655 (\$2,784 cash; \$7,871 in-kind);

Community: \$17,900 (cash); Total Project: \$90,692.

Other

N/A

PNS Amendment (if applicable)

Not applicable