



## **Narratives**

### **Executive Summary**

An estimated 807 RSVP volunteers will serve through the planned activities of this application. They will provide a variety of activities, such as provide medical transportation, respite care, meals, and companionship to the area's frail senior population. They will also assist seniors with issues involving Medicare and issues concerning their health, safety, and well being. Services extended to the youth in the community include mentoring and advocating for them in the court system. The community at large is also served as we will find these volunteers serving with their local police departments, libraries, and providing food to the hungry. This activity will occur at 36 different locations, such as ACCESS, the local Community Action Program, Call-A-Ride medical transportation program, Food and Friends food delivery to seniors, the Medford Police Department, the CASA program, the SMART (Start Making A Reader Today) program, and the S.H.I.B.A. (Senior Health Insurance Benefits Assistance) program. The primary focus area of this project is Healthy Futures. At the end of the three three-year grant, an estimated 1,974 individuals will be served by RSVP volunteers and will report increased social ties and support. The CNCS federal investment of \$53,000 will be supplemented by \$168,085.

### **Strengthening Communities**

The RSVP of Jackson County is located in the southern third of the state bordering the state of California. The county, which encompasses 2,801 miles, or roughly the size of Delaware, is unique in its extreme variation of topography and climate. It is defined by the convergence of the Siskiyou, Cascade and Pacific Coastal Mountain ranges with numerous valleys and lakes complementing this rugged terrain. The sixth largest county in the state, it consists of eleven incorporated towns. Approximately 70% of the county's 204,822 residents live in one of these incorporated towns, the largest being Medford, Ashland, and Central Point; the remaining 30% of the population resides in rural, non-incorporated areas.

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The economy, which once heavily relied on the timber industry, has diversified. Retail, including Harry and David's mail order business, is currently the largest employment group in the county, with health care the second largest employment group. Government is the third largest employment group; this reflects the fact that the Federal government owns 47% of the land within the county's boundaries. Retail giant Harry and David suffered a downturn in the last two years, filing for Chapter 11 Bankruptcy protection resulting in several rounds of employee layoffs which added to the county's staggering 11.7% unemployment rate. Since that time, the company has seen slow, yet steady, growth helping the county's unemployment rate lower to its current rate of 10.7%.

According to a Portland State University Population Research Center study, the county's population is expanding at a rate of .8% on an annual basis, a slight drop from the past couple of years. The median income for the county is \$44,142 with 24.4% of its residents holding a Bachelor's Degree or higher. Jackson County is increasingly becoming a retirement destination for seniors, as well as those approaching retirement; the latest population survey reveals that 33.3% of the total population is above the age of 55.

Given the effect the economic downturn has had on the region, in conjunction with the growing senior population, the Service Categories identified within the Healthy Futures Focus area of this application will greatly benefit many within the service area. The planned activities that will affect the senior demographic are particularly crucial as this particular segment of the population continues annual growth. Many of these activities occur within the signature programs overseen by RSVP staff. As many of the organizations previously associated with RSVP will be graduated out of its roster, staff will meet with key staff at those organizations that remain identified in the focus areas. Both these

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station personnel and internal staff will be further trained on the six focus areas, resulting service categories, and expected outcomes. Common tools will be developed to ensure adequate and correct measurement of these activities will be performed.

National performance measures will be met through the Healthy Futures Focus Area through the following activities.

### Aging in Place (H8):

Public transportation in the county exists only in a limited area in this largely rural county, and is restricted in its hours of operation; it is not a viable option for most, even more so for seniors and the disabled. Providing transportation to medical appointments for this demographic ensures they are not only receiving necessary health care, but that it is done so in a safe and friendly manner through the door-to-door escort service provided by the volunteers. The Call-A-Ride program overseen by RSVP staff has provided this service to those in need in Jackson for 33 years.

Seniors that find themselves alone at this point of their lives also face other challenges that can be alleviated through the service of senior volunteers. RSVP has developed programs to provide friendly visiting to those who are homebound, usually with no family within the area. In many cases, it is members of the homebound senior's family that live out of the area that will request this reassuring service. Volunteers involved in the Age Wise Age Well program also visit seniors on a weekly basis, but in doing so offer peer counseling to those facing a particularly stressful time in their lives. These volunteers have received extensive training to assist clients until the time they feel they are able to successfully cope on their own. Both of these programs increase the sociability of people who have previously felt isolated or depressed because of their current living situations.

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For those homebound with difficulty obtaining nutritious food, volunteers involved in the area's Food and Friends programs faithfully deliver hot meals throughout the week. To ensure the needs of these clients are met through the weekends, they also receive frozen meals which can be reheated at their convenience. An unintended consequence of this frequent service is the bond of friendship that builds between volunteer and client, furthering their quality of life.

Volunteers involved in the Lifeline and Dogs for the Deaf programs keep seniors safe in their homes. Lifeline volunteers install devices for seniors to use in the event of a fall or other catastrophe in their home; help is sent when the senior activates the device, and in many cases averts what could have been a more serious situation. Dogs for the Deaf volunteers train service dogs which will eventually be placed with deaf persons to allow them a more independent lifestyle. Not only do these recipients endure a major disability, but many are seniors who remain in their own homes. These trained service dogs further ensure their new owners' safety in their home setting, and allow them to venture into their communities.

The Consumer Credit Counseling Services Money Management Program provides safety in another manner for seniors struggling to remain living independently in their homes. Financial matters can become confusing for quite a few as they age; the volunteers involved in this program visit regular clients on a monthly basis to assist them with their bill paying duties. For those with additional needs, these volunteers also become payee representatives and attend to the banking needs of their clients. As some of these clients had previously been prey to family members who took advantage of their finances, the volunteers serving in this program have provided more than the nuts and bolts of bill paying, they have provided peace of mind.

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Local seniors are also the beneficiaries of organizations that have developed programs for their particular needs. Among these are the Medford Senior Center, St. Vincent de Paul, and the Upper Rogue Community Center. Volunteers serve in diverse ways through these organizations to assist the seniors in their local -- and sometimes remote -- areas. Service activities can vary from day to day depending upon the need of the seniors' clients, but all share the common theme of retaining quality of life through genuine companionship for the aging in our community.

### Aging in Place (H13):

Respite care is another area that can increase the quality of life for the aging population. As family members age in place, their primary caregivers often feel overwhelmed and exhausted in what can be a very demanding role. Receiving a regular time of relief from this situation with the knowledge that their loved one is in the care of a trusted, peer volunteer is essential for their physical and mental health. Over the 26 years that this program has been coordinated by RSVP staff, it has reached to families throughout the county. Volunteers also provide respite through the Lifespan Respite program; different in that volunteers don't venture into individual homes to provide respite, but instead do so in a communal setting, the result is much the same. Exhausted caregivers receive a much needed time of relief from the strain of caring for a loved one on a daily basis.

### Obesity and Food (H10):

Hunger is a continuing issue in Jackson County as it is in the rest of the nation. With the high levels of unemployment that have been experienced in the area for the past several years, this problem has been exacerbated. Volunteers placed with ACCESS, the area's Community Action Program, serve in the organization's county-wide food pantry organizing and distributing food to those in need. The

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Gleaners program provides the opportunity for individuals to further harvest fields to ensure all food from them is secured; this food is then distributed to those in need of food boxes within the community.

Access to Care (H2):

S.H.I.B.A. volunteers are trained advocates for those dealing with issues in the Medicare system. From choosing the best supplemental policy to helping with billing problems, these volunteers extend their knowledge and expertise to all who need it. Open enrollment is particularly a busy time for this program which is coordinated by RSVP staff. Even though these volunteers maintain their own office with the larger RSVP office, additional space is warranted to them during these hectic few months to accommodate their constant appointments. A special element of this program is the outreach to those of lower income; the savings brought to them through the work of the volunteers is a certain help for their every day expenses.

Volunteers serving at Community Works not only receive and dispatch calls in regard to elder abuse, they also provide reassuring calls to homebound seniors on a regular basis. These calls ensure the safety of these seniors while giving them social connectivity. In many cases, the volunteers refer these seniors to RSVP as potential clients in the Friendly Visiting or Age Wise Age Well programs.

Area seniors also benefit from the services provided to them through the Long Term Care Ombudsman program which monitors activity at retirement facilities and adult foster care homes. The elderly and disabled receiving the services of these trained volunteers are further ensured that they will receive the care to which they are entitled. These volunteers also have the opportunity to discern if residents in these facilities could benefit from the services RSVP provides.

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### Recruitment and Development

It is the intent of RSVP to provide a meaningful experience for its volunteers in their chosen service. To achieve this, it is imperative of the program to provide volunteers engaging and challenging options in which to utilize their skills and expertise. To achieve this, the program has developed a data skills bank of all participating volunteers. When volunteers register with the program, they are asked to indicate their interest and skills listed on the back of the registration form. This information is then used to offer the best volunteer opportunity in the event the volunteer doesn't have pre-conceived notions as to where they wish to volunteer. In working with staff, volunteers are also exposed to different opportunities that match their interests and expertise; often times the name of an organization does not describe what volunteer service is needed there. Only by this personal interaction is the volunteer able to aptly assess where they wish to share their talents.

It is essential that the program offer tools to its volunteers prior to their undertaking a volunteer assignment. This is a routine task for those volunteers involved in RSVP's signature programs as significant trainings are provided so they might heighten their skills; ongoing training for these volunteers is offered as well.

Volunteers involved in the Call-A-Ride program receive orientation and one-on-one training with staff as they enter the program; they are also required to take the AARP Drivers Safety driving course. A training is conducted on an annual basis for these volunteers where they learn additional techniques to assist them in their service to Call-A-Ride clients, i.e. working with dialysis patients, and sensitivity training. Respite volunteers receive individualized training with the staff coordinator prior to commencement of their duties, as well as, an orientation session with each client in their home. Staff works closely with outreach workers at Senior and Disabled Services to further assist these volunteers

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should specific situations arise. S.H.I.B.A. (Senior Health Insurance Benefits Assistance) volunteers receive on-line computer training from the state S.H.I.B.A. office; after passing a series of tests, they are required to complete a minimum of ten hours internship with a veteran S.H.I.B.A. volunteer prior to working on their own. They are also required to attend bi-monthly in-service meetings to further their knowledge. Age Wise Age Well volunteers receive a specialized training lasting 48 hours prior to their involvement in the program. They also meet weekly to share information, and receive additional assistance from the Licensed Clinical Social Worker who coordinates the program. Volunteers serving at the information booths at the Rogue Valley International Medford Airport and the Jackson County Courthouse receive on-the-job training from seasoned volunteers.

Information on the organization and volunteer opportunity are given to those volunteers placed at organizational stations; more intense training is then provided to the volunteer by the organization. It is felt the stations best conduct this training as they can provide particular nuances of the organization to the volunteer, further integrating them into the culture of the organization. This notion is ensured through communication between program and stations staff. An example of this is the C.A.S.A. (Court Appointed Special Advocate) program in which volunteers are specifically trained to prepare its volunteers with the necessary skills and tools they will need to in specialized service they will perform. RSVP annually surveys and strongly encourages its volunteers to rate satisfaction and to solicit recommendations and changes to improve the program. These suggestions have proved in many cases to be insightful, and are carefully implemented into its operation of the program.

Recruitment of volunteers for the Retired and Senior Volunteer Program is an ongoing activity and conducted in a variety of means. Program staff regularly makes presentations on the program's activities to service clubs, interested organizations, and local citizen groups. The "Medford Mail

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"Tribune", the newspaper of the largest city in the county, has donated a weekly column to R.S.V.P. to publish its latest volunteer opportunities. The program also distributes brochures, both on its signature programs and those provided by CNCS, to public areas of high traffic on a regular basis; these are also given out during public presentations by staff. As the program's sponsoring organization's flagship continuing care retirement community is located in Medford, the program encourages its residents to learn about their new community through volunteering. The project actively recruits volunteers for its signature programs on an ongoing basis; these include: Call-A-Ride medical transportation program, Respite care for seniors; S.H.I.B.A. (Senior Health Insurance Benefits Assistance) which helps individuals with matters regarding Medicare, the Friendly Visitor program, Age Wise Age Well, a senior peer counseling program, and the information booths at the county's Airport and Courthouse.

As the population of the county is overwhelmingly Caucasian (91.65%), attention has been spent in attempting to particularly attract participation by the Latino community, next largest ethnic demographic in the county (6.69%). While results to date are not as large as wished for, staff continues to work with groups such as the Hispanic Interagency Committee to reverse this situation. Recruitment within the Latino population is only one example in which the program is attempting to further its diversity, a notion the program values. The Board of Directors and Advisory Council rosters reveal members of varying age, professions, gender, and economic status, a trend the program seeks to continue and expand. The community partnerships maintained by the program also allow for inclusion of diversity for its benefit.

The program also plans to build upon its corps of volunteers serving at the Veterans Affairs' Southern Oregon Rehabilitation Center and Clinics. The veterans, or spouses of veterans, currently serving at

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this special location are an inspiration in their dedication of service to their peer veterans through the provision of medical transportation, preserving history in the Center's museum, and in the provision of companionship for those in need.

The volunteers are recognized for their efforts by the program and sites alike on a regular basis. The volunteers receive greeting cards fitting the situation, whether that be to celebrate a birthday or to share the sorrow of loss; they are highlighted in the quarterly newsletter, and are feted at a formal luncheon held annually during National Volunteer Week. The luncheon is held in the largest banquet facility in the county's largest city, and has become a mainstay to many volunteers; each year sees the facility filled to capacity with volunteers and local dignitaries alike who further the recognition they deserve. The event is highlighted by recognizing those nominated for Volunteer of the Year, culminating with the announcement of the recipient of that award. The program also nominates volunteers for service awards, locally and on the state- and nation- wide levels, a practice that will continue.

Even though the program actively recruits volunteers through the above mentioned activities, perhaps the best tool to accomplish this is through the volunteers themselves. When a volunteer has a great experience in their chosen service, they are eager to share with others. This is further demonstrated through the increase of volunteer activity after the annual recognition luncheon. At this event, the volunteers have the opportunity to meet people new to them and share stories of their experiences; this not only renews their enthusiasm for their work, but in some cases results in other volunteers joining with them in their efforts.

### **Program Management**

RSVP continually seeks the development of volunteer sites that provide both for specific community

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needs and meaningful work for the volunteers. This is accomplished through the program's established network of collaboration, as well as, recommendations provided by the members of the Board of Directors and the Advisory Council. The association is furthered through valuable technical assistance offered by CNCS and the National Senior Corps Association's (NSCA) Best Practices web page; this information is most helpful in the development of the work plans, assignment plans, and assessment tools.

The Director is responsible for the primary contact with a potential station offering a full explanation of what is required and expected of that organization. The Administrative Assistant develops the Memorandum of Understanding for the station, and works with the volunteer coordinator at that site to further understand their specific needs. Open communication between RSVP and station representatives is key to this ongoing partnership; visitation by Advisory Council members to the various stations further strengthens this tie. Staff works with station supervisors to further their knowledge in volunteer management, and in particular with the various nuances necessary with RSVP guidelines. Informational meetings called "RSVP 101" have been conducted for these individuals on a regular basis. This has proven to be good forum in which to answer questions not only in regard to RSVP, but also have open discussion in regard to issues of utilizing volunteers in their organizations.

Particular attention will be paid to strengthening the notion of the National Focus Areas and performance measures when working with organizations outside of the realm of the chosen Primary Focus Area. Many of these sites have already been identified, with the process to be an ongoing activity. ACCESS, the Community Action Program, conducts a community needs assessment survey on a regular basis; the results of this survey offer good direction as to where RSVP volunteers can

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create the most impact. Staff will utilize established relations with identified sites to develop placements for RSVP volunteers to meet determined community needs.

Those volunteer sites not categorized in the Primary Focus or other Focus Areas will be graduated out prior to the new fiscal year. A letter will be sent to these organizations followed by a personal conversation with the project director. Stations will be asked to notify RSVP if circumstances should change within the scope of their service allowing for volunteers to fall under the identifying parameters. It is felt that disruption to the volunteers themselves might be at a minimum as it was reiterated through the development of this application that many of the existing volunteers serve at multiple locations, many of which have been identified within the determined focus areas. For those volunteers that might not fall in this category, they will be offered other volunteer opportunities that could benefit from their skills and expertise that do fit into these categories.

RSVP staff will work with staff of stations identified in the work plans to coordinate the process of performance measurement. As teams, they will identify the best manner in which this information can be ascertained from their clientele. Measurement tools will be developed, and timelines established to ensure timely results for reporting requirements. The majority of the organizations that will be involved in this process currently have such procedures in place due to uniform local funding requirements. Staff will first determine if such tools are in place, and have had accurate, proven results in the past; if so, these will be a good starting point as it is the desire of the program to be as unobtrusive to these organizations as possible. The signature programs of RSVP do have such measurement tools in place that will be revisited and revised as necessary.

The program is fortunate to have built a good base of local funding to support its activities. The

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program has historically received grant awards from the city of Ashland, the city of Medford, and the United Way of Jackson County for operational monies. The signature programs offered by RSVP receive funding from Jackson County, Rogue Valley Council of Governments, and Oregon's Department of Transportation to support the services they provide; the program recently received funding from foundation new to its resource pool to benefit the Age Wise Age Well program. The sponsor holds a book fair on a bi-annual basis for the benefit of the program, as well as, an annual golf tournament of which the program receives a portion of the proceeds. The program also benefits from in-kind services provided by the sponsoring organization's professional departments. As reduced funding levels become more prevalent, the Board of Directors and Advisory Council continue to be a valuable resource in reaching into the community for additional funding sources.

All monetary duties, including banking, are completed by the Accounting Department of Pacific Retirement Services. This procedure is further explained within the Organizational Capacity section of this Narrative.

### **Organizational Capability**

RSVP of Jackson County currently consists of four employees, one of whom is the director. All RSVP staff report to the director, while the director reports to Brian McLemore, the CEO/President of Pacific Retirement Services. His knowledge and expertise have proved to be invaluable to the program with different perspectives and insights offered in its direction as he has worked with the local senior population for 26 years. He has also taken a keen interest in the financial course of the program as local funding sources are decreasing, offering ideas and plans to offset the situation. As Rogue Valley Manor Community Services is separately incorporated, it has a governing Board of Directors which meets on a quarterly basis; the program also maintains an Advisory Council that meets bi-monthly.

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RSVP has been assigned a staff member of the sponsoring organization's accounting department to develop monthly financial statements and provide guidance in the development of the annual budget. The project director works closely with this staff person to ensure the program is receiving planned financial resources as expected, and that expenditures are on target to annualized budget. These financial statements are provided to the sponsor liaison on a monthly basis, and to the Board of Directors for their review and approval at their quarterly meetings. Accounting staff also works closely with staff of the firm which conducts RSVP's annual financial audit.

The project's current director, Becky Snyder, first began her service with Rogue Valley Manor Community Services as director of the RSVP in 1992; she was given the additional duties of directing the Foster Grandparent Program in 2003. During that time she has developed many community relationships while furthering the programs, and has developed impactful signature programs utilizing RSVP volunteers. She oversees the daily and long term operation, and works with PRS management to ensure its viability. Becky graduated with a Bachelor of Arts degree from the University of Puget Sound, and has lived in Medford since 1981 learning about her new community through volunteering with various non-profits, which she continues to do. She is immediate past president of the state's Senior Corps association, Seniors Serving Oregon Coalition, sits on the Governor's Commission on Voluntary Action and Service, and participates as a Board member of the National Senior Corps Association (NSCA).

The program's assistant director, Kristi Jensen, is also involved with the operation of the Foster Grandparent Program of Southern Oregon. Within RSVP, she attends to many of the details of day-to-day operations of the programs, as well as coordinating the volunteers at the Rogue Valley International Medford Airport. Kristi is a graduate of the University of Oregon, and has widespread

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experience in volunteering herself. Prior to coming to RSVP in 2011, Kristi worked at a local television station as a sales assistant.

The program utilizes an administrative assistant who has initial contact with the volunteers and is a support to them in their placement; she also tracks the activities of the volunteers, and is responsible for the development of the program's monthly payables system. This staff person also coordinates the activities of RSVP's S.H.I.B.A. program. Cristy Harms has served as Administrative Assistant of the program for the last seven years; prior to that she was employed by the affiliated Rogue Valley Manor, and attended classes at Southern Oregon University's PROMPT (prepared and Ready Office Medical Procedure Training) classes.

The fourth staff member oversees and coordinates the Call-A-Ride and Respite programs; her responsibilities include matching volunteer to client, training of new volunteers, and preparation of required monthly funding reports. Jenny Knotz returned to the RSVP staff in 2010. She first came to RSVP in 1993 as coordinator of the Call-A-Ride medical transportation program, then served in the capacity of the Foster Grandparent Program Assistant Director until 1997. She left the program for a number of years, but returned to the RSVP staff in 2010.

The program currently utilizes a retired Licensed Clinical Social Worker and intern from Southern Oregon University to oversee the Age Wise Age Well program. A grant award was recently received to assist in allowing the program to hire a paid staff person for these duties. The person will be responsible for recruitment and training of volunteers, completing initial assessment intake of potential clients, matching client to volunteer, and following the progress of clients with their assigned volunteers on a regular basis.

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Track record in Primary Focus Area, Senior Service, Managing Volunteers and Performance Measurement

RSVP is fortunate to have a managing partner that has been involved in senior issues in southern Oregon for more than 50 years. As the managing entity of Continuing Care Retirement Communities, Pacific Retirement Services' (PRS) sole mission revolves around improving the lives of seniors, and is very much in alignment with the mission statement of RVM Community Services: "Rogue Valley Manor Community Services provides meaningful volunteer opportunities for seniors to enrich the lives of people in their communities." As such, PRS has encouraged RSVP to explore the needs of seniors in our community, and find creative solutions in addressing those needs. Many of the programs described in the Healthy Futures Focus Area are programs developed and directly overseen by RSVP with the enthusiastic approval of PRS.

As RSVP was first established in Jackson County in 1976, it has a proven track record of volunteer management and strong relationships with community partners. Longevity of staff has also been a benefit in both working with the volunteers and staff at the organizations where volunteers are placed. This has opened the door for beneficial communication between all parties, strengthening the experience both for the volunteer and its recipient organization.

Measurement of program outcomes is a priority to ensure effectiveness. All local funding entities adopted outcomes evaluation grant applications in 1996, leaving the program well versed in measuring all types of volunteer activity. Evaluation of the program through required reporting submitted to funding entities, many on a monthly basis, allows for valuable self assessment of its activities and effectiveness. The program also takes advantage of assessments provided to it by outside

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entities, i.e. United Way, to improve delivery of services and ensure it is in alignment with emerging community needs.

As part of Rogue Valley Manor Community Services, RSVP is fortunate to be able to take advantage of assets shared with the Foster Grandparent Program. The cost of items such as computers used by the director and assistant director are shared between RSVP and FGP since both work within the two programs; the same applies to equipment and supplies that can be shared by all staff, i.e. fax machine, and stationery. The Rogue Valley Manor Foundation maintains a fund for the program available to it when necessary; these requests are reviewed by the Foundation's Board of Directors before being granted. Historically, the program has been the recipient of items such as copy machine through this avenue.

Rogue Valley Manor Community Services is currently housed in a building also occupied by the Pacific Retirement Services' Human Resources Department. Board and Advisory Council meetings are held within this space, as well volunteer meetings as dictated, i.e. S.H.I.B.A. and Age Wise Age Well. This will change in the future as PRS has publicly announced its intent to build office space in downtown Medford to house all of its affiliated departments, including RSVP and FGP.

RSVP follows all policies and procedures set forth by Pacific Retirement Services. As such, the program draws upon the expertise of its various departments, i.e. Human Resources, Legal, Information and Technology, Media Services, and Accounting. RSVP also maintains its own set of policies and procedures to further define the aspects specific to it and its overall operation.

Both RSVP and the Foster Grandparent Program of Southern Oregon benefit from the Rogue Valley

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Manor Community Services Advisory Council and Board of Directors. The nine member Council meets on a bi-monthly basis, while the Board meets quarterly. The members represent a variety of segments within the community, including the business and non-profit sectors, and community volunteers. The members of both groups met together in June, 2010 to develop a comprehensive strategic plan for the program; the progress on this plan is re-evaluated at both the Board and Advisory Council meetings, and is furthered in its scope on an ongoing basis as a result.

Pacific Retirement Services has accumulated twenty-six years of experience in managing federal grants; this oversight began in 1986 with the sponsorship of the Foster Grandparent Program and RSVP and expanded with the development of Rogue Valley Manor Community Housing, which now boasts 25 affordable housing retirement centers for seniors nationwide. Aside from the previously mentioned compliance systems, Rogue Valley Manor Community Services receives an A-133 audit on a regular basis from a reputable accounting firm to ensure transparency and accuracy in the management of these grant awards.

Since its arrival to Jackson County in 1976, RSVP had developed strong relationships with community partners in meeting needs through the utilization of its volunteers; included in these relationships are those of funding organizations. Not only has RSVP successfully worked with these entities, it has demonstrated its worth within the community through building a solid reputation of committing to the common good. With this knowledge, local sources are more favorably inclined to include the program in their funding decisions. To supplement these sources, the Rogue Valley Manor Foundation sponsors an annual golf tournament designating RSVP as one of the beneficiaries. New to the program this year is a proposed fund-raising event planned by Pacific Retirement Services that includes the Chamber of Commerce as a partnering agency.