

PART I - FACE SHEET

| APPLICATION FOR FEDERAL ASSISTANCE | | 1. TYPE OF SUBMISSION: Application <input checked="" type="checkbox"/> Non-Construction |
|---|---|---|
| Modified Standard Form 424 (Rev.02/07 to confirm to the Corporation's eGrants System) | | |
| 2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS): 10/16/12 | 3. DATE RECEIVED BY STATE: | STATE APPLICATION IDENTIFIER: |
| 2b. APPLICATION ID: 13SR144368 | 4. DATE RECEIVED BY FEDERAL AGENCY: 10/16/12 | FEDERAL IDENTIFIER: |
| 5. APPLICATION INFORMATION | | |
| LEGAL NAME: Genesee County Office For the Aging DUNS NUMBER: 199188012 | | NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Dorian S. Ely |
| ADDRESS (give street address, city, state, zip code and county): 2 Bank St Batavia NY 14020 - 2202 County: Genesee | | TELEPHONE NUMBER: (585) 343-1611 FAX NUMBER: (585) 344-8559 INTERNET E-MAIL ADDRESS: dely@co.genesee.ny.us |
| 6. EMPLOYER IDENTIFICATION NUMBER (EIN): 166002560 | | 7. TYPE OF APPLICANT: 7a. Local Government - County 7b. Area Agency on Aging |
| 8. TYPE OF APPLICATION (Check appropriate box). <input checked="" type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below): | | 9. NAME OF FEDERAL AGENCY: Corporation for National and Community Service |
| 10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002 10b. TITLE: Retired and Senior Volunteer Program | | 11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: Genesee County RSVP |
| 12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): New York Opportunity #10 Genesee County | | 11.b. CNCS PROGRAM INITIATIVE (IF ANY): |
| 13. PROPOSED PROJECT: START DATE: 04/01/13 END DATE: 03/31/16 | | 14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="NY 026"/> b.Program <input type="text" value="NY 026"/> |
| 15. ESTIMATED FUNDING: Year #: 1 | | 16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS? <input type="checkbox"/> YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON: DATE: <input checked="" type="checkbox"/> NO. PROGRAM IS NOT COVERED BY E.O. 12372 |
| a. FEDERAL | \$ 36,286.00 | 17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO |
| b. APPLICANT | \$ 42,339.00 | |
| c. STATE | \$ 9,144.00 | |
| d. LOCAL | \$ 15,503.00 | |
| e. OTHER | \$ 17,692.00 | |
| f. PROGRAM INCOME | \$ 0.00 | |
| g. TOTAL | \$ 78,625.00 | |
| 18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT, THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED. | | |
| a. TYPED NAME OF AUTHORIZED REPRESENTATIVE: Pamela Whitmore | b. TITLE: Director | c. TELEPHONE NUMBER: 585-343-1611 |
| d. SIGNATURE OF AUTHORIZED REPRESENTATIVE: | | e. DATE SIGNED: 10/16/12 |

Page is Blank

Narratives

Executive Summary

RSVP of Genesee County will support 325 RSVP volunteers; 130 will serve in the Primary Focus Area, Healthy Futures.

RSVP volunteers will: assess older adults' well-being and their environment; deliver meals; drive older adults and veterans to medical appointments; provide companionship; assist with homebound individuals' housework and yard work; help clients with correspondence; lend a hand with meal preparation; exchange library materials; conduct falls risk assessments; and assist clients with planning a budget, bill paying, balancing their checkbook, working with creditors, filing insurance forms and applying for benefits; make referrals; collect food donations; deliver donated food to centralized distribution points; organize food pantries; and, assist clients in selecting nutritionally balanced foods. This will be accomplished through a network of 8 partner agencies such as Office for the Aging, VA Western NY Healthcare System, Catholic Charities, Lifespan (human service agency for older adults), Community Action, and community faith-based organizations.

The primary focus area of this project is Healthy Futures.

At the end of the 12-month performance period: 302 homebound or older adults and individuals with disabilities will receive food, transportation, or other services that allow them to live independently; 126 homebound or older adults and individuals with disabilities who receive those services will report having increased social ties/perceived social support; and, 2500 individuals will receive emergency food from food banks, food pantries, or other nonprofit organizations.

The CNCS federal investment of \$36,286 will be supplemented by \$42,339.

Strengthening Communities

HEALTHY FUTURES/AGING IN PLACE NEEDS: The US is in the midst of a significant and

Narratives

challenging trend: the aging of its population. From 2005 to 2030, upstate NY expects 40% increase in number of older people -- more than twice the rate of the previous 25 years and far above the rate expected for the population under 65. As the nation and region prepare for this age shift, meeting the needs of the most vulnerable seniors -- the frail, disabled, and poor or near poor -- will become increasingly important (Federal Reserve Bank of NY, Buffalo Branch, Upstate NY Regional Review, vol.2,issue 1,2007). Genesee County at 15.6% (9,372 individuals) has more than double the percent of population age 65 years and older than the U.S. (6.8%), and a higher rate than New York State (13.5%) (2010 Census). Of these, 2,738 live alone.

Genesee County is predominately rural with New York State's highest percentage of classified farmland and three of the top 100 vegetable farms nationwide. There are very limited public transportation options in this rural county. Located in Western New York State, east of Lake Erie and south of Lake Ontario, the winters tend to be harsh with cold temperatures, ice storms and significant snow accumulation. (New York State ranks number one in the nation for average amount of snow and number of days it snows at least 0.1 inches per www.currentresults.com/Weather/US/average-snowfall-by-state.php data 1981-2010).

These significant increases in the older population, along with Genesee County's rural character and harsh winters, are strong indicators for the need for appropriate and cost effective services such as meals-on-wheels, medical transportation, companionship and financial literacy assistance, that help homebound, older adults and individuals with disabilities maintain their independence. In further support of these needs, the Genesee County Office for the Aging's 2008 Survey of Older Adults indicates the following key concerns: transportation as a barrier to receiving services (24%) and meals (18%) affirming that local older adults recognize unmet needs for their independence.

HEALTHY FUTURES/OBESITY AND FOOD: Per the 2010 US Census, 11.7% (7,029) of Genesee County's 60,079 population live below the poverty level. The New York State Kids' Well Being

Narratives

Indicators Clearinghouse (www.nyskwic.org) reports that 16.6% of local children live in poverty. These same resources note that: 16.5% of local children received food stamps in 2010 as compared to 14.5% in 2008; 37.6% received free or reduced-price school lunches in 2009/2010 compared to 34.5% in 2007/2008. Additionally, the county unemployment rate jumped from 5.6% in 2008 to 7.6% in 2010. Per the 2010 Census, the average salary in Genesee County is only \$33,820 (significantly below the US median household income of \$50,831) for those who are employed and are often just one paycheck away from poverty. In addition, local food pantries have notified RSVP that requests for emergency food assistance have increased during the last twelve months.

For individuals living in poverty or even middle-class households, the need for emergency food does not have to hinge on natural disasters, but rather loss of home, employment, an unexpected bill, or illness can create the immediate need for emergency food assistance. Unless a substantive effort is made, these children and their families will not have the resources to feed themselves during this time of great need. In an effort to meet the demand, Genesee County Churches United, a partnership of local churches, and two other area food pantries are exploring ways of galvanizing resources and streamlining services in order to feed those in need of emergency assistance. RSVP volunteers will support this collaborative effort which will provide a community 'safety net' to address this need through direct service and education.

In partnership with Office for the Aging (OFA) and the Muriel H. Marshall Fund Planning Team (includes regional foundation staff and older adults), RSVP will plan services which address the identified unmet needs of older adults who live independently in the county. At bi-annual meetings, progress will be reviewed, barriers will be explored for solutions, and arising needs will be considered for action. On a monthly basis RSVP will communicate with partner agencies to address more immediate challenges to ensure that the volunteers' efforts are put to most effective use.

Narratives

RSVP will use its close connections with area food pantries to ensure that the need for emergency food is addressed in a highly effective means. The RSVP Advisory Council includes one food pantry director and two volunteers who serve at a second pantry. The previous Advisory Council chair is a key leadership volunteer at the third pantry.

The infrastructure is in place to manage the RSVP volunteers and their stations as a highly effective means to address the community needs in Healthy Futures. RSVP's office is located with the sponsoring agency, OFA, in a senior center. The office is fully equipped with furniture, current equipment, office supplies, and storage. As part of a county organization, RSVP participates in established systems and procedures which are subject to regular audit including purchasing, accounts payable and receivable, payroll, records retention, information technology, personnel, etc. In addition, RSVP has established systems and procedures for database management, volunteer intake, screening, referral, safety, reporting of hours, mileage reimbursement, tracking outputs and outcomes, etc.

Beyond that, RSVP has daily access and support from the entire OFA staff with their expertise in older adults; the population being served through our Healthy Futures/Aging in Place initiatives. The RSVP Advisory Council which meets monthly also lends their expertise to RSVP programming both Healthy Futures/Aging in Place and Healthy Futures/Obesity and Food; members include a food pantry director, volunteers who serve at another food pantry, a meals-on-wheels volunteer and others who assist with the new Financial Literacy Program for Older Adults.

The significant changes in the older population in our area, the rural character of the county, and the harsh weather of the area necessitate RSVP's support to promote Aging in Place and assist with Emergency Food. RSVP will recruit volunteers do the following service activities: food delivery/distribution through home delivery (includes update on client well-being, visual assessment of client's environment, 1/3 daily recommended dietary meal, referrals) and food banks (organization

Narratives

of food, assistance to clients in selecting nutritionally balanced foods); medical transportation (door to door service and pharmacy visit if needed); companionship (light housekeeping and yard work, help with correspondence, meal preparation, library materials exchange, falls risk assessment, referrals); and financial literacy (budget planning, bill paying, balance checkbook, working with creditors, filing insurance forms, applying for benefits, referrals).

Eligible clients will be evaluated by station staff for level of service from the RSVP volunteers. Those individuals who need minimal service to remain independent will receive a minimal dosage, i.e. medical transportation at 16 doses/yr, while those who need more assistance to remain independent will receive more dosages and/or multiple services, i.e. companionship at 48 doses/yr. A minimal dosage of 16/yr will be sufficient for 200 individuals to continue to live independently (H8 output target) and for a small percentage, 25% or 50 individuals, to report increased social ties/perceived social support (H9 outcome target). For 102 individuals receiving a higher dosage, i.e. 24-48 doses/yr, the service will be sufficient for them to live independently (H8 output target) and a higher percentage, 75% or 76 individuals, to report increased social ties/perceived social support (H9 outcome target) as they recognize the value of the service in promoting their independence while connecting them with other individuals and services in our community.

In addition, 2500 individuals, including older adults, children, and families, will receive emergency food (H10 output target).

RSVP has planned for significant activity in service to veterans with outputs V1 under Other Focus Area Veterans and Military Families. Currently under construction is a new Women's PTSD Residential Program on the grounds of the VA facility in Genesee County. This is one of only ten such facilities nationally. In addition to the women who will be served by the PTSD Program, the post-9/11 cohort of women Veterans are turning to the VA in increasing numbers with the likelihood that they

Narratives

will remain in the VHA system for the next 50 to 60 years. "One of the long-term goals for VA health care facilities is to ensure that every single facility is equipped to provide women Veterans both primary care as well as gender-specific care...The total population of women Veterans is expected to increase at an average rate of about 11,000 women per year for the next 20 years." (source: America's Women Veterans: Military Service History and VA Benefit Utilization Statistics. National Center for Veterans Analysis and Statistics, Department of Veterans Affairs, Washington, DC, November 2011.) In recognition of this need to service female veterans and a declining pool of volunteers serving at the local VA facility, RSVP has put several things in place to increase service in this area: collaborations, training, and a variety of job descriptions. The RSVP Director has applied to be a VAVS Representative to further strengthen our connections with the VA and facilitate service to veterans. The RSVP Director has become a board member for the Genesee Veterans Support Network, a local 501(c)3. On 9/11/12, RSVP joined with AmeriCorps and the VA PTSD program to have a ceremony of remembrance and agency information outreach for veterans, their families and the public; approximately 100 individuals participated. RSVP has secured the commitment of VA staff to assist in providing specialized training to new volunteers serving veterans and their families. This training will sensitize and educate the volunteers to topics such as: the military experience, organizational structure, military vocabulary, PTSD, working with individuals with disabilities, etc. The volunteers have an expanded list of job descriptions to choose from including community living center volunteers, healing waters fly fishing volunteers, pet therapy volunteers, medical transportation drivers, home visitors, etc. Through the service activities of our Primary Focus Area, Healthy Futures, 150 veterans' independence will be promoted. Through the service activities of the Other Focus Area, Veterans and Military Families, 75 veterans will receive support.

Recruitment and Development

RSVP of Genesee County assures a high quality experience for the volunteer by providing a variety of

Narratives

opportunities from serving on a board to delivering meals-on-wheels, from restoring land to its natural state to providing pet therapy for veterans. This variety of assignments, gives volunteers the opportunity to best share their experiences, utilize their abilities, and expand their skill set to improve themselves and our community through service.

Additionally, since we live in a closely-knit community and the project director routinely sees better than 75% of the volunteers at the RSVP offices, at partner agency locations or about the community, we are able to employ a very personalized management style. It is a simple matter to check in with the volunteers periodically to assure that the fit is right and that they feel they are making a difference. In these conversations, if the volunteers indicate that they are ready for a new challenge or the director sees that they have the right skill set, they are given the opportunity to take their activities a step further by increasing their responsibilities (RSVP will facilitate this with the stations) or by moving into a new assignment. Recently, an individual came to see the project director at the suggestion of her counselor. The individual was a new retiree and was suffering from depression. We were able to place her promptly and within three months she was back in the RSVP office to say thank you, we had saved her life, her husband was going with her to volunteer and that until she got out and started helping others, she hadn't realized that her husband was depressed too. Now they are not only key volunteers for their agency, but she also serves on a partner agency advisory board, something she has never done before.

In addition to the ongoing volunteer assignments, the increased use of RSVP volunteers to help with special projects is providing a unique opportunity to build new skills and develop leadership potential. Utilizing the RSVP database and personal knowledge of the volunteers, the director can target specific skill sets for the projects. For example, when the country converted to Digital Television (DTV), RSVP recruited an amateur radio operator to use his knowledge by helping to train and serve as a resource for a corps of volunteers. The volunteers worked in teams of two going into senior citizen homes to

Narratives

assist them in making the change to DTV. The volunteer corps learned new skills and the amateur radio operator took on a new leadership role. For the Martin Luther King Day of Service 2012, the RSVP director recruited an RSVP volunteer to lead a work project. Previously he had served in a variety of capacities, but never in a leadership role. He was able to successfully lead a small team of volunteers to complete a project and is now ready to serve in the future not only as an independent volunteer, but also as a team leader. These special projects and Days of Service offer the director the opportunity to hand-pick volunteers for particular tasks and roles thereby expanding their personal skill set, accomplishing a goal which provides an immediate sense of accomplishment, and makes a very tangible impact on the community.

Each year at the recognition event, the director summarizes the accomplishments of the volunteers over the past year, providing an opportunity to reflect on and celebrate the meaning of their service to the community. These accomplishments are published in the local daily newspaper and the Office for the Aging (OFA) newsletter annually. Several of our volunteers have been recognized by local civic organizations for their service. These occasions provide an opportunity not only for the volunteer to reflect on the impact of their service on others and themselves, but also to share the benefits of volunteerism with the community at large.

RSVP encourages and periodically facilitates volunteers serving in an episodic capacity to gather following the event/project to reflect on their activities. For instance, each year the tax volunteers gather for a celebration of their service, a review of process, and a discussion of what worked and what needs to be changed for the new year. After the death of a child from H1N1 in our community, the RSVP volunteers' service was critical in getting the vaccine deployed quickly and efficiently to all the county school children. Following that effort, the RSVP director and key RSVP volunteers were part of the Health Department's post-incident evaluation with a paid consultant. Generally agency staff are present to share a summary of statistics, accomplishments, to gather volunteer

Narratives

recommendations, and to thank the volunteers for their service. Feedback gathered is used to refine the volunteer experience in the future.

While the volunteers report that they "get more than they give" and that they do experience health benefits from volunteering, what they most appreciate is knowing the real impact they are having on the lives of others which is why we put a great deal of emphasis on that, both in individual communications with the volunteers and at group gatherings.

The RSVP Director is experienced in mobilizing resources, including those needed to provide training so that the volunteers are effective in their assignments. Most recently, in April 2012, by securing a state training grant, the Director had the resources available to offer cutting-edge volunteer training (Coming of Age by Temple University) for volunteers and staff of community partners. RSVP is working with VAVS and the PTSD Program Manager to design and offer training for those volunteers working with veterans, their families and individuals with disabilities during 2013. Additionally, training is covered by our Memorandum of Understanding with partner agencies ensuring that they provide orientation, in-service instruction, and other trainings as appropriate to the work and needs of the volunteers.

RSVP will focus on recruiting veterans and where age-qualified, military family members, as RSVP volunteers. Recruitment of veterans will be incorporated into the overall RSVP marketing plan which includes quarterly press releases, speaking engagements to groups throughout the county, and outreach at community events (festivals, health fairs). RSVP will also draw on its wide network to recruit veterans and military family members. Particularly as a VA Representative and as a Board Member of the Genesee Veterans Support Network (GVSN), the Director is well positioned to reach out to the veteran population. Through GVSN, RSVP is connected to the Director of the Veterans

Narratives

Service Agency of Genesee County, Joint Veterans Council, Genesee Council on Alcohol and Substance Abuse, Mental Health personnel, and the Public Defender. As the veterans are recruited, RSVP will use its extensive experience and resources through the Office for the Aging, Center for Independent Living, Mental Health and other agencies to accommodate veterans with disabilities.

RSVP of Genesee County includes in its plan for Volunteer Retention, Recognition and Appreciation, review of service impact, both annually and at key points during the year. At the annual Recognition Event, the Director includes a summary of accomplishments during the previous year, i.e. number of veterans served or number of homebound individuals who reported having increased social ties as a result of the volunteers' efforts. When the volunteers are engaged in a special project such as organizing a 9/11 Event of Remembrance, the volunteers will be gathered together to review the event, look at the impact of their efforts, and make recommendations for the future. This opportunity for the volunteers to provide meaningful input has proven to be our greatest retention tool. It is also important to note that in a closely knit community such as this, the RSVP and sponsor staff often see the volunteers in the community at the grocery store, church, and community events, and take those opportunities to say thank you, strengthen the relationships which contribute significantly to retention and for the volunteers and create the feeling that their efforts are recognized and appreciated.

Infrastructure (funding, materials, community volunteers, staff, and a strong and involved Advisory Council) is in place to hold an annual Recognition Event, usually a meal served by AmeriCorps members, United Way volunteers and OFA staff. In their first year of service, volunteers receive a personal letter thanking them for volunteering through RSVP and encouraging them to contact RSVP with feedback, questions or concerns, along with a small gift. And, RSVP sends a birthday card/thank you to each volunteer annually.

Narratives

NOTE: RSVP of Genesee County will support 85 unduplicated volunteers in National Performance Measure outcome work plans. This is 26% of total unduplicated volunteers and above the required minimum of 10%.

Program Management

The basis of RSVP's management of volunteer stations is the CNCS recommended Memorandum of Understanding (MOU) which specifically prohibits the volunteer station from asking or assigning RSVP volunteers to conduct or engage in religious, sectarian, or political activities. For those stations not operating under an annual MOU (2 or 3 years), during the annual review of volunteer safety with the station staff, RSVP also asks the station to sign off on the agreement not to involve RSVP volunteers in prohibited activities using the CNCS provided wording.

In planning the development of volunteer stations outside the Primary Focus Area, the RSVP and sponsor directors have deliberately nurtured partnerships which enhance the program's efforts in identifying community needs. Through service to the community through boards, committees and a service club, the directors are involved in the identification of pressing community needs. For instance, Interagency Council, a monthly gathering of more than 40 organizations, includes in their stated objectives, "to help identify existing community issues and encourage development of resolutions." Through active involvement in such organizations, the RSVP and sponsor director are well-positioned to learn of needs as they arise and partner with volunteer stations that can best service the identified needs. The infrastructure is in place to oversee the volunteer stations through Memorandums of Understanding, an annual review process (MOU renewal or safety/prohibited activity review) and communications with station staff and volunteers (in-person, phone, email, newsletters). RSVP Reporter and Excel spreadsheets are utilized for tracking service and outputs.

Narratives

RSVP began the process of graduating volunteer stations when the Kennedy Serve America Act was passed in 2009. With the subsequent CNCS Strategic Plan for 2011-2015, RSVP was able to review community priority areas, look for alignment with national priorities, and begin evaluating those remaining local service areas. For more than a dozen stations, RSVP has been able to do a soft graduation - as volunteers aged out, resigned, or moved into other assignments, RSVP did not renew the MOU with the station. For other stations, beginning in 2013, RSVP will agree to provide only a small number of volunteers to allow for a scale-down of RSVP volunteers over the grant period to bring those numbers into alignment (less than 30% of unduplicated volunteers). Additionally, RSVP will actively try to move those volunteers serving in those Community Priorities which are less impactful to the Primary Focus Area and/or service to veterans and military families by sharing with them the pressing need in these areas and working to find a good fit. For those volunteers with a strong loyalty to the station, RSVP will work with the volunteers and the station to move key volunteers into capacity building roles such as recruiting and managing community volunteers on behalf of the station.

Under the Memorandum of Understanding, stations agree to provide data to RSVP when requested. RSVP in collaboration with the stations has verified that the outcomes and outputs are measurable and that they are in alignment with the national standards. The outcome and output data will be: collected annually through surveys by volunteers and station staff under the administration of RSVP utilizing national performance measure standardized language, tabulated using excel spreadsheets, and retained under records management guidelines.

RSVP is structured to ensure accountability and efficient and effective use of available resources. The Sponsor Executive provides financial oversight. The Office for the Aging (OFA) accounting staff

Narratives

process invoices, payroll, etc. All RSVP financial transactions are approved by the Sponsor Executive and Project Director to ensure accountability. The RSVP Advisory Council assists in planning the use of resources. For instance, with their help, RSVP has become very skilled at "stretching a dollar" running annual recognition events for a number of years for as little as \$5 to \$7.50 per volunteer for food expenses. With the strong collaborations RSVP has built in the community, organizations recognize the value of the volunteers' service and are willing to help by providing space, materials, gift certificates, staff and community volunteers to help the program and recognize the volunteers.

Organizational Capability

RSVP is sponsored by the Genesee County Office for the Aging (OFA), a county governmental agency with full transparency, subject to government policy and procedures which include checks and balances and regular audits by multiple funders, thereby ensuring sound programmatic and fiscal oversight, day-to-day operational support and data collection, and clearly defined internal policies. With a staff of 16, OFA has clear job descriptions, reporting lines, and operational support. The RSVP Reporter program, OFA Peerplace database and Excel spreadsheets are used for data collection. Policies and procedures are written, reviewed and revised frequently, usually annually, and retained electronically and in hard copy for ease of access.

The RSVP DIRECTOR position has been held by Dorian Ely since 2001. Previously, Dorian was Coordinator of Volunteers at The Art Museum, Princeton University with responsibility for special events planning (dinners, receptions, trips, reunion weekend, etc.), the Docent Association, and the Friends of The Art Museum (fundraising organization). Dorian also worked in Development Offices at Princeton University and Monmouth University during successful capital campaigns. She has a strong background in volunteer management, development office administration and special events planning. Pamela Whitmore is the SPONSOR EXECUTIVE. She provides administrative oversight

Narratives

and collaborates with the RSVP Director on grant and budget development, program management and planning, and provides technical assistance. Pam has been in this position for eighteen years and has expertise in operating a wide range of programs related to senior needs. Both of these positions are funded by a variety of funding streams so that as priorities and resources change, the positions remain stable.

The RSVP sponsor organization, the Genesee County Office for the Aging (OFA), has a proven track record managing volunteers in the Primary Focus Area, Healthy Futures. As the Area Agency on Aging, OFA has utilized volunteers for over 20 years to deliver meals-on-wheels to the homebound and provide medical transportation for older adults. With the use of volunteers and part-time staff, the meals-on-wheels program is able to provide needed nutritional, safety check, and referral service to an average of 150 individuals at any given time. The medical transportation program provides service to an average of 50 individuals annually entirely with volunteers. OFA designated staff are responsible for interviewing, training, scheduling, and recognizing the volunteers. Additionally, OFA annually administers a survey of the clients utilizing these services to measure client satisfaction, quality of life improvement, and staff/volunteer performance. The language used has been similar to the National Performance Measures and will be changed in 2013 to meet that standard.

The sponsoring agency is part of the larger county government which has extensive facilities, equipment, supplies, as well as established policies and procedures regarding purchasing, personnel, travel, etc. The policies and procedures are maintained in both hard copy and electronic form and are reviewed periodically, usually annually, for effectiveness and efficiency.

The RSVP Advisory Council serves an important role in maintaining high quality program management and ensuring input from the community. They meet on a monthly basis and provide

Narratives

oversight and support for RSVP staff. Additionally, they meet in smaller committees of three or four to assist with specific areas such as planning and organization, programming for impact and evaluation, fund-raising and recognition, recruitment and marketing. The members of the RSVP Advisory Council are selected to include people knowledgeable about human and social needs of the community (i.e. food pantry director); competent in the field of community service and volunteerism (i.e. hospital volunteer coordinator); capable of helping the sponsor meet its administrative and program responsibilities (i.e. grant writer, computer science teacher); with an interest in and knowledge of the capability of older adults (i.e. older adults); and of a diverse composition that reflects the demographics of our county (while Genesee County is predominately white, 96%, lower middle class, median salary \$33,820, we recruit members to assure diversity of geography-urban/rural, economy-upper/lower income, and life experience-machinist, teacher, prison guard, etc.)

As an area office on aging within a county government framework, the sponsor has robust financial management systems and extensive experience managing federal grant funds, including: Older Americans Act - Title III-B Supportive Services, Title III C-1 Congregate Nutrition Services, Title III C-2 Home Delivered Nutrition Services, Title III D Disease Prevention & Health Promotion, Title III-E Elder Caregiver Support; and other federal programs - Senior Community Service Employment Program and Long Term Care Systems Integration. Policies, procedures and systems for all aspects of record keeping and financial management are in place and reviewed and audited regularly.

Additionally, OFA has a large staff including a records specialist, a senior financial clerk and others who are available to the RSVP Director for support.

ADDITIONAL INFO ON COST EFFECTIVENESS/BUDGET ADEQUACY

Genesee County RSVP's budget plan reflects strong financial support for providing and maintaining RSVP volunteer service as outlined in this grant application. With 46% of RSVP grant costs coming

Narratives

from the anticipated federal RSVP CNCS grant, the remaining 54% is provided by a combination of State, Local and Private Grant funds which are in line with RSVP's mission and Healthy Futures work plan. These funds strengthen the ability of RSVP to provide a full-time RSVP Director whose time is invested in overseeing RSVP services and carrying out the work plan. A full-time RSVP Director position allows time to focus considerable effort on volunteer recruitment; support to volunteers and the agencies in which they serve; as well as insuring an annual recognition event and regular contact through a variety of methods that give personal attention and thoughtful reinforcement to RSVP volunteers.

The budget also provides funds to cover important volunteer support expenditures such as an annual volunteer recognition event; volunteer mileage for those who could not volunteer without this support; excess liability insurance coverage for incidents related to volunteer service; and training programs to equip volunteers for service, in collaboration with volunteer stations.

At this point, full criminal background checks are not required for any of our volunteer assignments; and our RSVP Director has been grandfathered in since she is long-standing RSVP Director. However Genesee County Office for the Aging would provide additional funds to pay for a criminal background check if a new Director would be hired in the future. Also, should it become necessary, RSVP Director would work with the volunteer station(s) and Genesee County Office for the Aging Director to work out a system to provide affordable background checks. There are two alternatives. Genesee County has the ability to perform the background checks and a level of reimbursement would need to be determined. Another alternative is the National Association of Area Agencies on Aging (n4a) who recently entered into an n4a/LexisNexis Partnership to provide affordable background checks, available to Genesee County Office for the Aging as a member agency. Current standard procedure is

Narratives

for the RSVP Director to check the NYS Sex Offender Registry; ask about felony criminal history on the RSVP Volunteer Application; a one on one interview with prospective volunteers to determine appropriate volunteer assignment; and reference checks.

The cost per volunteer, based on the projected 325 volunteers, is \$242.

Other

N/A

PNS Amendment (if applicable)

N/A