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Executive Summary

Kenosha Area Family and Aging Services, Inc., (KAFASI) a private, not-for-profit whose mission is to promote healthy aging, healthy families and a healthy community, has sponsored RSVP of Kenosha County since 1997.

Founded in 1969, KAFASI is the largest volunteer organization in the county, with nearly 1000 volunteers providing services to over 5000 older adults annually. Its programs offer services for the elderly to age in place. Healthy Futures will be our project's Primary Focus Area.

Of 586 RSVP volunteers, 264 will serve in our Primary Focus area, delivering meals, providing respite for caregivers, and providing transportation and companionship to the frail elderly through a network of 4 volunteer programs. At the end of the 3 year grant, 560 homebound elderly will have had hot meals delivered; 50 caregivers will have been provided with respite while their loved ones received companionship and activities; 300 elderly people will have been provided with rides; 120 homebound elderly will have been provided with companionship through home visits.

50 volunteers will serve in our Other Focus Area, Education, K-12 Success, mentoring at-risk K-8 students. 158 volunteers will have served at 70 organizations including hospitals, hospice, nursing homes, jails, literacy projects, museums.

The CNCS federal investment of \$63,252 will be supplemented by \$34,090 in non-federal resources.

Strengthening Communities

Our primary focus area, Healthy Futures, addresses the needs of seniors in Kenosha County, in Southeastern Wisconsin midway between the cities of Milwaukee and Chicago. Health data provided by the Wisconsin Department of Health Services shows that older adults in Kenosha County are less healthy than older adults in neighboring Milwaukee and Racine counties and all Wisconsin counties combined. Kenosha County's overall age 65+ mortality rate for the 5 year period of 2006 to 2010 was 51.1 per 1000 population. This was the 6th highest mortality rate in the state with the 5 higher

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counties being less populated and more rural counties. In Southeastern Wisconsin, Milwaukee County had an age 65+ mortality rate of 50.2 and Racine County's rate was 47.2. The overall state age 65+ mortality rate was 47.3, 7% lower than Kenosha's rate.

Kenosha County is also worse on other health indicators such as hospitalization rates. Kenosha County's age 65+ average hospitalization rate from 2006 to 2010 was 363.4 per 1,000 population. Milwaukee County had an age 65+ average hospitalization rate of 347.8 and Racine County's rate was 362.2. The overall state age 65+ rate was 295.3, 19% lower than Kenosha's rate.

Because of a less healthy, more frail elderly population, Kenosha County has a greater need for services that support aging in place, such as home delivered meals, transportation, respite for caregivers and companionship for the isolated elderly.

Kenosha County has a comprehensive, well organized network of services for older adults. The focal point of services is the county's Aging and Disability Resource Center (ADRC). The county contracts with private not-for-profit agencies to deliver services through the center and in the larger community. Contracted services located at the ADRC include Information & Assistance, Benefit Assistance, and Adult Protective Services. ADRC contracted services provided by agencies in the community include home delivered meals, congregate meals, transportation, group respite and activities, friendly visiting, recreational activities and falls prevention.

Most of the agencies delivering services through the ADRC are current volunteer stations for RSVP. The RSVP sponsor is the largest provider of ADRC services and has the largest number of RSVP volunteers delivering services to older adults in the county. This provides a highly integrated aging services delivery system with RSVP already embedded as a key resource.

The service activities in our Primary Focus Area include: home delivered meals; transportation; group respite and activities; and friendly visiting. Nutrition is a key component of health for people of all

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ages. Weekdays, volunteers will deliver a hot meal and additional cold meal when needed to seniors unable to prepare their own meals. Frozen meals will be delivered monthly for use on weekends. Transportation to medical appointments is vital for the frail elderly to maintain or improve their health. Volunteers will use their own cars to take riders to and from doctor visits, cancer treatments, dialysis and other needed services. Caring for a person with Alzheimer's disease can become a 24/7 job. Volunteers will provide respite for caregivers on weekdays by assisting with group activities for persons in the early to mid stages of Alzheimer's in a structured, non-medical setting. Loneliness and isolation can increase in old age especially when family or friends are unavailable. Volunteers will visit frail elders in their homes at least once a week to provide companionship and reduce their sense of isolation.

RSVP volunteers will provide services that increase the level of social support for to our community's frail elderly population. These services will have a direct impact upon the health and well being of frail elders by: improving their nutritional health with home delivered meals; improving their access to needed medical services with transportation; decreasing their isolation and loneliness through home visits; and providing respite to caregivers of those suffering from Alzheimer's disease.

As part of our focus on Healthy Futures, we will contact the Kenosha County Division of Veteran's Affairs about partnering with RSVP and the larger aging services network to increase outreach to older veterans in our community. We would like to increase the number of older veterans volunteering in RSVP as well as help more older veterans access needed services.

Recruitment and Development

We partner with community organizations that offer volunteers high quality experiences and create opportunities for personal growth. Dorothy, who started as a walk-in tutor at the Kenosha Literacy Council is now the council's learning lab coordinator. Several volunteers at Aurora Medical Center are now managing, coordinating, and doing orientations for other volunteers. Stanley, a volunteer who

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wanted to use his career skills, served 490 hours in 3 months as project manager retro-fitting a former lumber yard into a new thrift store for St. Vincent DePaul.

Our enrollment form includes a section for assignment preferences, interests and hobbies. We interview potential volunteers, provide them with an orientation and handbook and personally introduce them to their volunteer stations. Volunteer stations provide orientation and training specific to the assignment/organization.

Volunteers in each program in our priority focus area of healthy futures are provided with program specific orientation and training to deliver meals, provide transportation and companionship for seniors, and to provide respite for caregivers. Monthly program specific volunteer meetings provide additional training and opportunities for reflection.

Our mentor program provides an orientation, matches volunteers with students, sets up a match meeting at the school for the volunteer, RSVP representative, school counselor and teacher, and hosts monthly support seminars where mentors receive further training and have the opportunity to troubleshoot, trade mentoring tips, and reflect upon their experiences. New mentors attend an Introduction to Mentoring session offered by Mentor Kenosha Racine throughout the school year. We host a Day of Mentor Awareness & Recruitment annually on Martin Luther King Day.

Recruitment strategies include: press releases, direct mail appeals; outreach presentations at service clubs, churches, and assisted living facilities; booths at community events; and word-of-mouth referrals from satisfied volunteers. We create brochures and posters with the help of our community partners. In 2011, we used funds donated by Mentor Kenosha Racine to do a community wide promotion for the mentoring program on local public radio. In 2012, we recruited volunteer mentors

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at Kenosha's Harbor Market, voted one of the best farmer's markets in America.

Our quarterly volunteer e-newsletter, Options, written in large part by volunteers, contains updates on programs and service opportunities. We do email blasts and work with local press to keep RSVP in the news. One volunteer who writes for Options also submits articles to an on-line news site for the western county, West of the I. We mail birthday postcards and call volunteers for mailings and special events. We maintain an RSVP page on Facebook. <http://www.facebook.com/RSVPKenosha> and on the KAFASI website <http://www.kafasi.org/rsvp.html>

Annual volunteer surveys provide excellent feedback, helping us to fine-tune our program. Our sponsoring agency has an outstanding annual volunteer appreciation breakfast attended by the mayor and other dignitaries. Agency staff comes up with a new theme each year and works hard to make the event truly special for all the volunteers.

Project staff attends CNCS and other training opportunities, such as the Wisconsin Volunteer Coordinators Association Conference and a local monthly series called COWS, (Creating Organizational Wellness) co-sponsored by United Way of Kenosha County and the University of Wisconsin-Extension. Staff and mentor program volunteer mentor liaison attend monthly meetings at Mentor Kenosha Racine.

Our advisory council meets quarterly and members are provided with council manuals. Staff has a policy and procedures manual. Project staff conducts site visits, meets with station supervisors, and surveys volunteer stations.

Program Management

Volunteer stations are reviewed by the RSVP director annually. Memoranda of Understanding are renegotiated every 3 years. New volunteers are personally introduced and placed at stations by either

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the RSVP director or program assistant.

We develop capacity at organizations that address unmet community needs outside of our Primary Focus Area of Healthy Futures by collaborating with them to insure volunteers receive training and ongoing support necessary to transition into management and training of community volunteers. One RSVP volunteer who began as a tutor at the Kenosha Literacy Council is now the council's learning lab coordinator. Two volunteers who began as greeters are now managing and coordinating community volunteers at Aurora Medical Center. We maintain partnerships with stations that offer skilled, short-term volunteer opportunities, such as project management, that appeal to baby boomers.

We have a transition plan for the Kenosha Literacy Council to graduate volunteers from RSVP to community with minimal disruption. Volunteers will continue to tutor adults and will be managed and trained by RSVP volunteers coordinating the literacy programs. Our project has discontinued coordinating Intergenerational Faires at Kenosha elementary and middle schools. Faire volunteers will be offered other options for working with children, such as mentoring.

The RSVP Director works with the coordinators of Meals on Wheels, Volunteer Transportation, Daybreak and Friendly Visitor to develop survey questions and generate reports on program outputs and outcomes.

KAFASI's Board of Director's Program Services Committee reviews project goals, objectives and outcome measures and reports to the board on project performance. RSVP's Advisory Council meets quarterly and receives written reports on project initiatives, including the addition of new stations and

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assignments and data on impact program outcomes from progress reports.

KAFASI uses QuickBooks Enterprise software to record and report financial information. It has been configured to break out income and expenses by program, and within each program, expenses can be further broken down and reported by subdivisions that can track by funding source. RSVP receives a budget versus actual expense report by the 15th of each month that shows the percentage of each budget line item expended and received.

Hard copy files of in-kind contributions are maintained by the RSVP Program Assistant and copies are given to KAFASI's bookkeeper. The RSVP Director submits written reports of program donations, grants, and in-kind support to the RSVP Advisory Council annually.

RSVP operates a daytime, all-volunteer bingo at the local Moose 2 to 3 times each month to raise funds; this activity generates approximately \$6,000 per year.

We receive in-kind donations from volunteer stations such as Aurora Medical Center. The Volunteer Transportation program provides mileage reimbursement to volunteers, 80% of whom are RSVP members. Mileage, an allowable volunteer expense for RSVP, results in an additional \$9,000 of in-kind match per year. The RSVP Mentor Program has received grants and donations from local organizations totaling \$5,000 in 2011.

KAFASI has several annual fund raising events: The Ione Kreamer Walk for Senior Services (named in honor of a volunteer who served over 25 years), a bingo tent at the Kenosha County Fair, Bowls n' Bakers (soup tasting contest.) Volunteers are being trained to take a leadership role in coordinating these events. Working under the guidance of the RSVP director, volunteers located in the far western part of the county have formed a team to coordinate the annual bingo tent. The Meals on Wheels

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program is forming a focus group to include volunteers in the annual Bowls n' Bakers fund raising event. Proceeds from these events help support agency programs, including RSVP.

Organizational Capability

KAFASI has the largest network of volunteers in Kenosha County and it has depended upon volunteers to deliver services since its founding in 1969. The agency involves nearly 900 volunteers per year through RSVP and other agency programs for the elderly including home delivered meals, congregate meals, friendly visitors, volunteer drivers, group respite, recreational activities, information and assistance, outreach and benefit assistance. 78% of all agency volunteers are 55 or older. KAFASI has 55 paid employees, six with volunteer management duties comprising more than 50% of their work time. KAFASI is also the largest provider of senior services in Kenosha County, serving over 5,000 senior citizens per year.

Key staff positions include KAFASI Executive Director, Gary Brown, who has a master's degree in psychology and extensive experience with RSVP. He was director of RSVP in Champaign County, Illinois from 1978 to 1988, and has supervised an RSVP project since 1997 at KAFASI.

Darleen Coleman has been KAFASI's RSVP Director since July, 2003. She has a BFA degree and prior experience as a volunteer manager for The Anti-Cruelty Society in Chicago, Illinois.

Rose Cerda-Perez is the RSVP Program Assistant and has been with the program since 1988. Rose is bi-lingual, English/Spanish, and has an Associate's Degree in Administrative Assistance and Information Processing.

KAFASI has an annual budget of \$3.0 million. 75% of its funding comes from local, state and federal

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government sources. KAFASI does extensive program and fiscal reporting for RSVP, several Older American Act funded services, and several child welfare programs. KAFASI is also a United Way funded agency and receives Community Development Block Grant funding from the City of Kenosha. It must go through a rigorous application process each year and it provides outcome data for all programs.

KAFASI employs a full-time bookkeeper and a ½ time administrative assistant to handle all accounting and personnel services.

KAFASI was founded by a group of community volunteers in 1969 to provide homemaker and personal care services for elderly patients being discharged from the hospital. Today it is Kenosha County's largest service provider for the elderly, serving over 5,000 older adults per year. We started our community's Meals on Wheels program in 1973 utilizing volunteers to deliver meals to the homebound elderly and disabled. We have grown from 10 volunteers per week delivering meals in 1973 to 150 per week in 2012. We began Volunteer Transportation Services in 2001 and have grown from 9 to 80 volunteers providing transportation to 250 riders annually. The Daybreak program began in Bristol (near-western part of the county) providing respite for 2 caregivers a day. In 2002, we added a site in the city of Kenosha and in 2007 added a site in Twin Lakes in the far western part of the county. These sites are currently providing respite for 40 caregivers and activities for 40 persons with early to mid Alzheimer's Disease. The Friendly Visitor program began in 1998. Volunteers in this program are now visiting 70 isolated frail seniors each month; the program has a list of clients waiting to be matched with friendly visitor volunteers.

KAFASI purchased a 5,000 square foot office building in 1996. It has office space, meeting rooms,

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office equipment and supplies for use by RSVP.

KAFASI has written job descriptions for all agency positions and an employee handbook with agency policies and procedures, including those for travel reimbursement. The agency has quarterly all-staff meetings, monthly manager's meetings, and monthly meetings for directors of aging services programs, including RSVP. KAFASI also has an Employee Advisory Committee with staff representatives from all programs.

The annual volunteer appreciation event is planned by staff representing all the agency's aging programs, including RSVP

The board of directors and the executive director are responsible for ensuring that the agency and its programs provide the best quality of service to the community. The board seeks feedback from employees, volunteers, consumers and funders through satisfaction surveys, face-to-face meetings and advisory committee reports regarding the performance of agency services.

Other

NA

PNS Amendment (if applicable)

NA