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Executive Summary

An estimated 675 RSVP volunteers will serve South Central SD RSVP program. They will provide services to the community as well as seniors that will allow them to live independently longer and stay healthier through a network of 137 stations.

Our program will be directing its attention to the Healthy Futures Focus Area as its Primary Focus Area as well as the requests of the community. Input will be solicited from community members that have expertise representing law enforcement agencies, government agencies, senior groups, media, schools, academic partners, and people with disabilities, youth, and FGP/SCP and faith communities. A survey of RSVP grantees will be held to evaluate and better understand our impact in communities served and evaluate strategies for outreach and collaborations by the RSVP community participation group and staff. The survey will be conducted by the advisory council includes calls to volunteers and volunteer stations and gathering input for future planning and recruitment, evaluate strategies and outreach in the communities served by the program.

Food Security volunteers will be participating in meals on wheels, school meals programs and organizing food drives. These volunteers will be providing well balanced meals to those in need as well as provide support services. Volunteers mentoring youth will provide guidance and leadership to children. These volunteers will be tutoring school children in grades K-12 and young adults in a variety of academic subjects focusing on reading and writing. Community Policing/Community Patrol volunteers increase senior awareness and knowledge about crime issues in the community to insure a safer neighborhood.

At the end of the three-year grant, over 300 seniors will still be living independently and not in nursing homes, with the help of RSVP volunteers.

The CNCS federal investment of \$71,579 will be supplemented by \$37,824.

Strengthening Communities

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The South Central SD RSVP serves four counties. Bon Homme, Clay, Davison and Yankton counties, serving the communities of Ethan, Gayville, Mitchell, Mt. Vernon, Spencer, Springfield, Tyndall, Vermillion and Yankton with a land mass of 1,932 square miles. South Dakota is one of two states where over a third of the people who are 65 are still working-this happens when jobs grow faster than the work force. Listed below is data from cities/counties in the service area utilizing the following: <http://www.census.gov/prod/cen2010>.

BON HOMME County- 100% rural (563 square miles) has a total county population of 7,070. Population, percent change, 2000 to 2010 minus 2.6%. Persons 55 years and older 2,236 and 12.5 persons per square mile. The racial makeup of the county is 89.8% White, 7.1% Native American and 1.4% from two or more races. Veterans totaled 729. Median household income \$39,485. Persons below poverty level 15.5%. The November 2011 unemployment rate 4.8%. The county has 3 school districts, 2 newspapers and 4 public libraries.

CLAY County -75% urban and 25% rural (412 square miles) total population 13,864 with 55 years and over 2,676. Thirty-three people per square mile. The county seat is Vermillion, which is also the home to the University of South Dakota. The racial makeup of the county was 91.1 White, 1.3 % Black or African American, 3.1% Native American, 1.7% Asian, persons reporting two or more races 2.3%. Veterans in the county total 1,055. The University of South Dakota, located in Vermillion, is a comprehensive liberal arts university offering undergraduate, graduate and professional programs within the South Dakota System of Higher Education. Industries providing employment, educational, health and social services 33%, arts, entertainment, recreation, accommodation and food service 12.1% and retail trade 11.8%. Types of workers: private wage or salary 60%, government 30% and self-employed 10%. Average household income \$38,421 while residents below poverty level at 23.1%. November 2011 unemployment rate at 3.1%.

DAVISON County- 78% urban and 22% rural (435 square miles) population 19,504 with person 55

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years and over 5,614. The County seat of Davison County is Mitchell population 15,254. Persons below poverty level, 13.1%. Veterans in the county total 1,695. Mitchell is home of the Corn Palace which is decorated with several colors of dried corn and grains creating murals changed yearly at fall harvest. The building itself is used for several purposes including tourism, basketball arena, trade shows and staged entertainment. The racial makeup of the county is White Non-Hispanic 94.4%, American Indian 2.5%, two or more races, 1.6% and Hispanic 1.5%. The median household income, \$41,441. The Dakota Wesleyan University and Mitchell Technical Institute are both located in Mitchell. People 25 years of age with a high school degree or higher 83.9% and people 25 years of age with a bachelor's degree or higher 20.2 percent. 93.9% of county residents working. Industries providing employment in the county: education, social services 22.3%, manufacturing 15.0%, retail trade 14.1%. Types of workers: private wage 80%, government 9%, self-employed 10% and unpaid family worker 1%. Unemployment rate at 2.7%.

YANKTON County-61% urban and 39% rural (522 square miles) with a population of 22,438. Persons 55 years and over 6,484. The racial makeup of the county, White 92.8%, American Indian 2.5%, Hispanic 2.7%, Black 1.5%, two or more races 1.4%. Yankton is the county seat of Yankton County population 14,454. Yankton was the original capital of Dakota Territory named for the Yankton tribe of Lakota (Sioux) Native Americans. Yankton is located on the Missouri River as is referred to as the 'River City', due to its close proximity to the Missouri River. 2,356 veterans recorded in the county. The median income for a household is \$46,028. Industries providing employment in the county: education, social services 23.2%, manufacturing 18.4% and retail trade 13.8%. Types of workers: private wage (salary) 75%, government 14%, self-employed 10% and unpaid family worker 1%. Yankton was once home to Yankton College; the first liberal arts college in the Dakota Territory. The college closed in 1984. The campus was acquired by the Federal Bureau of Prisons in 1988 for use as a minimum security Federal Prison Camp for male inmates. Unemployment rate as of November 2011

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were at 3.6 percent.

RSVP will continue to recruit community volunteers that are typically underrepresented and underserved in our city and whose voices are often not included in planning or heard on issues. In order to successfully reach underrepresented populations, RSVP will continue to build trusting relationships with members of the community and develop reliable contacts among the groups. The success of RSVP is a team sport that involves board and staff leadership giving more people a deeper understanding of critical organizational challenges. The key to our successful program is an annual project evaluation which provides formative feedback that helps guide RSVP. It provides summative data that clearly demonstrates that the program is accomplishing its stated goals and objectives set within our Healthy Futures primary focus area. In an era where resources are limited, programs that can document their success in having an impact on their participants and using resources efficiently will be at an advantage for ongoing funding.

Using Days of Service throughout the year draws attention to the success of RSVP's service plan which may include: Martin Luther King Jr. Day of Service, National Mentoring Month, Earth Day, National Volunteer Week, 9/11 National Day of Service and Remembrance and Make a Difference Day. During these days of service we will be focusing our efforts towards our Healthy Futures primary focus area. South Central SD RSVP's culture of performance is consciously planned and developed through deliberate actions to maximize program productivity. Senior management provides the leadership needed to align every process, system and resource. In order for government to meet the changing needs of its citizens, it will be necessary to move past the "business as usual" mentality and launch an innovative effort to deliver quality results to its citizens—better, faster and cheaper. Strategic planning has created an accountability framework that makes clear to the citizens what RSVP is doing. If the agency has executed well, it can improve taxpayers' perceptions of the agency and of government in

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general. Subsequently, taxpayers will be more likely to support government programs seen to be accountable.

The Healthy Futures primary focus area reaches the vast majority of the communities we serve.

Hundreds of South Central SD RSVP volunteers will continue to lead the efforts in our communities.

Food Security - An increasing number of seniors are coping with food insecurity and are the forgotten faces in the battle against hunger. Bowman, Secretary of the South Dakota Department of Social Services reports by 2025, the number of aged 65 and older will make up one-fourth of the state's population. An astonishing six million seniors are going hungry in the U.S. today, and nearly 40 percent of Americans age 65 or older live on less than \$21,000 per year. The recession has slammed millions of older Americans into near-poverty, as counted-on-retirement funds have shrunk or disappeared by President, AARP Foundation September 2010. Older adults suffer from a variety of disabilities such as severe arthritis, blindness and heart disease leaving them to frail to shop for food and physically unable to prepare their own meals. Receiving a hot meal allows clients to remain independent in their own home, eliminating or postponing the need for long-term nursing care. Well nourished seniors have longer healthier lives, fewer health complications, lower health care costs, and may avoid having to prematurely enter a long term care facility. South Dakota's Long Term Care Partnership Program report that the average private pay for a semi-private room in a South Dakota nursing home in 2011 was \$171 a day, or over \$62,000 per year. The average length of stay is 2.5 years, bringing the cost of an average stay to over \$156,000. Among those turning 65 years of age, 53 percent will need long-term care for at least one year before they die and 20 percent will need five years of care or more.

In 2010, of the 3.4 million older Americans, 7.9 percent of households with seniors were food insecure (2.3 million households) and 8.9 percent of the elderly live below the poverty line. Among all client households with at least one senior, 10.5 percent use senior bag programs and 6.6 percent receive

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home-delivered meals or meals-on-wheels. According to the study profile of Older Americans, most seniors have at least one chronic condition and may have multiple conditions which contribute to this population being homebound.

South Central SD RSVP volunteers deliver hot and nutritious meals right to the doors step of their neighbors who desperately need meals. The area Department of Social Services reports that over 33,000 home delivered meals are required to provide daily meals to identified homebound at-risk clients in the service area. RSVP volunteers are the hearts and hands of Meals-on-Wheels. The volunteers caring, dedicated and generous help turns goals into realities and efforts into accomplishments. Volunteers deliver meals, schedule to help coordinate Meals-on-Wheels deliveries, provide office and clerical help and serve as Program Advisory Committee members. Volunteers provide assistance for special events, such as fundraisers, at various times during the year and assist the local Food pantry's and bi-monthly "love feast" meals given to the homeless in the communities. Volunteers deliver meals 2 to 3 days per week for approximately 15 to 20 hours per week.

South Dakota winters can be dangerous and South Central SD RSVP would like to prepare older citizens for winter conditions. Strong winds, extreme cold, ice storms and heavy snow associated with winter storms are considered deceptive killers. Fifty percent of winter deaths related to cold exposure occur to people age 60 and over. South Central SD RSVP volunteers ensure that people, especially those over age 60, are prepared for winter conditions. Volunteers assembled and distributed 300 Winter Weather Preparedness Guides, provided by the Yankton County Emergency Management department, to Senior Center attendees, Meals on Wheels participants and Senior Companion clients. The goal is to educate this population and decrease the number of deaths related to winter storms.

School Nutrition - "Because Hunger Doesn't Take the Summer Off"...the Summer Lunch Buddy Program was instituted at Longfellow Elementary School, Mitchell, in 2004. As of September 2011, 262 students attended Longfellow Elementary with 62.8% of those children falling well below poverty

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guidelines according to Principal Childs. The goal of the program is to ensure children receive at least one nutritious and balanced meal per day when school is not in session. Children who suffer from hunger can experience serious health problems, including impaired cognitive development, growth failure, physical weakness, anemia and stunting. The percentage of children eligible for free and reduced breakfast/lunch in the school district is 46% according the Mitchell School District 17-2 District Report Card published in the fall of 2011. The Summer Lunch Buddy Program is an initiative that fulfills the pledge of America's promise to provide every child and adolescent with an on-going relationship with a caring adult over breakfast/lunch. Through this relationship, RSVP volunteers will give friendship and guidance to a child or young person.

A growing number of South Dakota children are eating through the Summer Food Service Program designed for low-income children, a trend that runs counter to what's happening in some states. South Dakota does better than the national average in feeding those children, according to a report by the national Food Research and Action Center. The state reaches about one in every five children who receives free or reduced lunches during the school year, compared to one in six children fed nationally. The free summer meals are intended to make sure children continue to get nutritious food when school is not in session. At the Mitchell Longfellow school, primarily elementary-age boys and girls filed through a serving line with RSVP volunteers filling trays. On an average, the school dishes out 350 lunches each weekday during the summer. Many of the low-income kids in the community rely on these free summer lunches but don't have access to the program due to no transportation. South Central RSVP partners with the Mitchell School District and Palace Transit so kids can ride public buses free, allowing them to get to the meals as well as the libraries and summer activities. South Central RSVP volunteers share food, fun, friendship and guidance to children, one-on-one as lunch buddies during 2 hour lunch periods Monday through Friday. Volunteers spend lunch with a child once a week for approximately one hour. Adult volunteers sit and visit with different children during

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the Summer Lunch Buddies Program.

In 2010, households with children reported food insecurity at a significantly higher rate than those without children (20.2 percent compared to 11.7 percent). 4.8 percent of all U.S. households accessed emergency food from a food pantry one or more times. Cooking classes for kids staffed by RSVP volunteers will help with the obesity rate in children by teaching them to cook healthy foods.

Health Education - Many times seniors have to decide if they are going to use their money for food or prescriptions, and many times they go without the medications to keep them healthy because they can't afford them. With the help of RSVP, volunteers work with each individual one on one to get them the prescription plan that will save them the most money. RSVP volunteers are a part of the SHIINE program which is committed to providing free, confidential and unbiased information to Medicare beneficiaries. The RSVP SHIINE counselors assist older persons (and younger disabled Medicare beneficiaries) understand their Medicare benefits and other health insurance options.

Trained volunteers provide information on Medicare (Part A & B), Medigap insurance, Medicaid and free or reduced cost health care programs.

South Central SD RSVP will continue to recruit and train individuals to be tax counselors and to understand tax regulations with the assistance of the AARP Tax-Aide program in South Dakota. This program is available free to taxpayers with low and moderate income with special attention to those 60 and older.

South Central SD RSVP volunteers also attend on-going 55 & Alive training provided by AARP as well as training provided by the County Health Nurse and Davison County Extension Services. RSVP volunteers assist with blood pressure and flu shot sessions, provide health information and are involved with the Project LifeSaver Program.

In Home Care - Over 50 million people provide care for chronically ill, disabled or aged family members during any given year, according to the U. S. Department of Health and Human Services.

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According to a study by the National Alliance for Care giving and AARP, 17 percent of family caregivers provide 40 hours or more of care a week. South Central SD RSVP volunteers assist the Department of Social Services with clients who may have no other options that need in-home health care. South Central SD RSVP volunteers assist 30 senior clients by setting up medications in their home, visiting the senior, doing follow-up visits after surgery or an illness, preparing a meal in their home, and helping with light housekeeping. The Department of Social Services provides training to the RSVP volunteers for the Activities of Daily Living volunteer assignments.

South Central SD RSVP volunteers support integrating of older adults with disabilities into regularly scheduled activities. Volunteers offer on-on-one support in the integration process including giving moral support to the clients in order to experience a new activity and serving as a role model to the client.

Community Gardens - RSVP volunteers promote locally grown agricultural products and provide the consumer with the assurance of quality products grown in South Dakota, providing a vehicle in which the rural and urban qualities can come together in harmony. The local garden club helps clients grow healthy foods, which in return they will be eating healthier.

RSVP volunteers staff the Farmers Market in Mitchell from June through September greeting shoppers, conducting surveys, signing up new volunteers, market day activities for kids and helping with the EBT program. Nearly 300 shoppers attend the market every Saturday during the operating months with 10-16 vendors. A \$1,000 Market Grower Grant from the South Dakota Department of Agriculture assisted with advertising expenses, market expenses and t-shirts for the volunteers. The market was a place for children to try a craft, for families to spend a morning or for neighbors to reconnect. While the spin off effects associated with the Mitchell Farmers' Market are variable, there seems to be an opportunity for communities to work together to develop the market into viable community and economic development opportunities. By providing a festive market place, adding

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color and diversity to our city local merchants and townspeople alike all benefit. Volunteers will support all market vendors and working with them to ensure a successful market.

Transportation for Independent Living - As our communities age, seniors are often faced with not being able to safely transport themselves. Because of our rural geographic region, public transportation is not always an option. South Central SD RSVP volunteers assist seniors and handicapped individuals with various transportation needs such as escorting the individual on public transportation, or individualized transportation service by driving seniors to medical appointments, shopping or recreational activities.

Companionship/Outreach - Volunteers assisting seniors in various manners such as friendly visiting, follow-up visits after surgery or an illness, reading mail and writing letters, light housekeeping, medication checks and minor house repairs. RSVP volunteers prove to be a catalyst in "enhancing the capacity" by contributing an average of 121,000 hours annually through 137 workstations requesting the knowledge and skills of 675 enrolled volunteers.

Veterans and Military Families - With extensive deployed operations expected to continue for the foreseeable future, our troops will require and deserved continued support from those of us for whom they are protecting. Regardless of our position on any particular mission, these men and women are doing their duty for all Americans and our country, going in harm's way and sometimes making the ultimate sacrifice deserve our unwavering support.

South Central SD RSVP program heads up an annual project with the help from Mitchell community and collect items for deployed men and women from the communities we serve. Currently the RSVP staff and City of Mitchell employees have 8 deployed family members which is an avenue for RSVP volunteers to send care packages to a particular service member, as well as our other deployed service members. The collection points are located at the James Valley Community Center and city hall. A listing of all items needed for the care packages will be posted throughout the community.

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For all the forgettable Veteran Day sales, free meals for military veterans speak not just from the heart but the stomach. A free meal for all veterans is one way the rural community veterans feel appreciated with a hot meal and small town companionship. RSVP volunteers assist by greeting, registering serving the many honored veterans 4 times a year.

South Central RSVP volunteers also provide drivers for the Disabled American Veterans Van to medical appointments in Sioux Falls, SD. Many disabled veterans live on small fixed incomes, often many miles from the nearest VA medical facility. They must rely on other transportation for medical appointments.

Other activities will include a voucher free day for local veterans and military families at the local thrift stores for needed clothing and household items.

Recruitment and Development

South Central SD RSVP provides high quality experiences for volunteers offering opportunities such as building new skills, developing leadership potential, reflecting on the meaning of service to the community and enhancing the quality of their own lives. The Volunteer job descriptions capture the elements of a "high quality volunteer experience" and leadership. The program utilizes these job descriptions in order to provide opportunities to (1) coordinate activities; (2) facilitate smooth operations and activities of other volunteers including scheduling and assignments; (3) suggest options and take initiative; (4) participate in development of the project and its activities; (5) provide hands-on support to the project, such as assisting in the program office, recruiting other volunteers and team meetings.

Volunteers have opportunities to periodically meet and discuss their service, change volunteer assignments, problem-solve, share ideas on how to make volunteer teams stronger and more effective with staff, and through an annual volunteer satisfaction survey. Volunteers have reported volunteering has enhanced their own lives by meeting new people, having fun, exploring career

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options and developing skills. Giving back to the community and helping others is the #1 remark by volunteers.

The project continues to develop strategies to reflect on the volunteer's service experiences and documents their findings and tips to inform the project staff, advisory councils, workstations, grantee, and other partners.

The program ensures that all volunteers and workstation supervisors receive the necessary orientation and training prior to starting their service with: reviewing volunteer positions with volunteers, volunteers to sign a job description document, identifying recruitment strategies to fill the gaps in the workstation, completing an orientation process for new volunteers and new workstations, establish policy and procedures for screening of volunteers when required, volunteer grievance policy and to maintain a database of volunteers, workstations and project information utilizing "the Volunteer Reporter" software program.

Stations are required to provide orientation, any necessary training, supervision, a safe working environment, necessary supplies, a written job description and reporting of volunteer hours to the RSVP program. Stations are asked to assist RSVP staff in developing a statement of the impact that volunteers are having on the organization and the community as a whole.

Recruitment is the act of identifying groups and individuals for service, and then actually asking them to volunteer. The programs broad-based recruitment strategies include: keeping a high profile with the media, strategic distribution of quality print materials, use of existing volunteer opportunities, networking with community groups and word of mouth. After securing a volunteer's support, it is important to ensure that the benefits of volunteering continue to outweigh the costs. When the programs volunteer initiatives are well managed and individuals are matched to service opportunities that are mutually beneficial to the organization and the volunteer, recruitment becomes easier.

Satisfied volunteers are strong advocates for the RSVP mission and persuasive partners on a volunteer

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recruitment team. There are many ways to foster volunteer retention. People are attracted to volunteering in the community for a multitude of reasons; the cause of people being served, their religious beliefs and the recreational aspect of volunteering. Through volunteer assessments, volunteers have shared the following successful retention strategies: career enhancement, recognition/meaningful work and personal growth and respect. Today, volunteers enrolled with the program average 5 different assignments per volunteer.

Recruiting and engaging volunteers are different from other generations of volunteers. Volunteers in our community have a different view of both retirement and volunteering than previous generations. To engage "boomers" in the program we provide unique experiences and an opportunity to volunteer with family and friends; scheduling volunteer activity to fit a busy lifestyle; developing marketing strategies that target Boomers; creating Boomer-friendly volunteer incentives; and offering episodic volunteer roles which will contribute to a larger volunteer Boomer corps with RSVP. Clearly we have found that Boomers need (and expect) to see the results and impact of their volunteer service and affiliate with the needed skills of the role.

Recruiting diverse volunteers is simple...you ask them. They are most likely to volunteer if the request comes either from someone they know personally, or from someone whom they respect in the program. Clearly the volunteer is personally qualified and not recruited for whatever makes the volunteer diverse. The program recruitment plan lets the volunteer know that RSVP has identified a gap in the community involvement and is specifically looking to include people from groups that have not been participants in the past.

Our volunteer efforts want to welcome a rainbow of participants. Our volunteer corps is "aging in place" and we need to attract younger volunteers or needing people from a wider range of economic levels. We encourage the volunteers to work in "teams" or "groups". Our concept of diversity encompasses acceptance and respect. It means understanding that each individual is unique, and

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recognizing our individual differences. It is the exploration of these differences that allow volunteers to provide on a daily basis a safe, positive and nurturing environment for participants. It is about understanding each other and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual. By mobilizing community resources, the RSVP has become the primary outlet for people seeking volunteer opportunities in South Central SD, raising awareness of the organization and enhancing its mission. By partnering with the United Way a focus is on identifying and resolving pressing community issues, as well as making measurable changes in the communities.

The RSVP in Mitchell is housed in the James Valley Community Center a facility that provides senior programs (transportation, nutrition, education, recreation), having access to over 700 members as potential volunteers. RSVP staff participates in community organizations that partner to make system changes that improve communication between other senior services and programs improving the quality of life and care for older adults in communities.

In order for South Central SD RSVP to retain volunteers, we organize supervision and management activities to support the work of the volunteers. We also understand the internal and external motivators for volunteers. By assisting staff in understanding the techniques to work effectively with volunteers, the volunteers are more likely to enjoy their volunteer work and stay with that position. Guiding volunteers consists of giving the volunteers the instructions, direction, feedback, corrections, information and freedom the need to perform their functions well.

South Central SD RSVP program will be working on a new recognition plan from past years. We will develop and implement a recognition plan that will not only thank the volunteers for all they do, but encourage and entice new volunteers to join the program. We will be holding a recognition event at the world's only Corn Palace to thank each and every one for all they do in our communities. At that event, we will take a group picture to place in the local newspaper which will accompany an article

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about what RSVP does and how they can join the RSVP volunteer team. This way the volunteers are not only recognized at the event in front of their fellow volunteers, but are also recognized by all of their friends, families and neighbors by being in the local newspaper.

Within our current volunteerism efforts, we set an environment, structure the experience and treat/recognized volunteers so that their volunteer work is personally rewarding to them. Volunteer programs must ensure volunteers feel rewarded involves decisions around the entire volunteer experiences, not just on plaques and thank you cards, although they are important too.

The project gives the participation group member's an opportunity to measure how effectively the project builds meaningful, interactive community partnerships and identifying needs in communities.

Program Management

South Central SD RSVP maintains 137 workstations and 675 volunteers who are serving over 121,000 hours annually. These volunteers have a significant impact on the citizens utilizing their skills, expertise and experience to meet the needs of the community. South Central SD RSVP guarantees that 137 volunteer stations are public or non-profit agencies or organizations and ensure compliance with program regulations annually.

The program will continue to meet with community organizations/leaders in order to identify needs and outcome - based assignments for volunteer roles including a signature work plan with emphasis on the Senior Corps Focus Areas. Memorandum of Understanding's for all volunteer stations will be updated to meet basic requirements and containing the required non-discrimination commitment. We match the volunteers' skills, expertise and experience with workstation needs in "meaningful" and "self-fulfilling" volunteer assignments.

South Central SD RSVP will connect with other community partners, highlighting the importance of volunteering by older persons, and placing volunteers in ways that are valuable and needed. All communities focus on needs with child literacy, food delivery, aiding senior hunger, crimes against

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elderly, child hunger, mentoring programs and veteran assistance. Assets in our communities are considered essential for the maintenance of rural life in South Dakota. It is essential to keep, build upon and sustain for future generations. Community assets can be natural (such as the environment and water), building (physical things we build), economic (jobs), service (such as health and educational services) or they can be intangible like the work of volunteers, people skills and expertise. Assets in all our communities served include government agencies, non-government agencies and private sector businesses. The assets of these institutions are the services and programs that they provide, the meeting places they offer, the equipment and other supplies they may have, or the communications links.

The South Central SD RSVP takes action to the requests/needs of the community. Input continues to be solicited from the community and will be addressed at monthly advisory council meetings to prepare and act on a strategic plan for the program, volunteers and growth. The City of Mitchell (grantee) welcomes volunteers to help provide services and programs to its citizens in the service area with the following statement "It takes a whole community to make a community whole."

Community Partners have the responsibility to plan, make decisions and act according to its roles as advisor to and supporter of its respective National Senior Services Programs. Volunteer efforts have been successful with the recruitment and increased involvement in areas of need in the community including senior meals, literacy, community policing, veteran support and mentoring. A set of activities that expand the scale, reach, efficiency or effectiveness of programs and organizations. It achieves lasting positive outcomes.

The following efforts to address the additional 2012 CNCS Focus Areas:

Disaster Services - South Central SD RSVP will keep continued involvement with local Emergency Management to promote safer, less vulnerable communities with the capacity to cope with hazards and disasters. The public (volunteers) support voluntary organizations (Red Cross) with financial

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contributions; supporting a steady flow of important services to the people in need after a disaster.

Organizations such as Salvation Army, faith based groups; Red Cross and Humane organizations in our communities have active disaster programs and need volunteers. The Missouri River flood of 2011, volunteers along with S.D. National Guard and inmates provided assistance with 150,000 sand bags, evacuation of homes, food, temporary shelter for families and pet shelters in the Yankton SD area. The City of Mitchell provided heavy equipment to Pierre, South Dakota with city personnel with the flooding of the Missouri River.

Education - Over 95 RSVP volunteers will provide reading support work one-on-one or with small groups of students who have been identified by their teachers as having literacy skills below grade level in seven elementary schools. Volunteers guide children as they read aloud. Volunteers are matched with a student and are required to attend one 2 hours training session that covers what the students are learning in the curriculum and how it is currently being taught. On-going volunteer training offers opportunities for support and sharing.

Veterans & Military Families - The U.S. Census Bureau ranks South Dakota in the nation with 13.6% of its population being veterans. South Central SD RSVP volunteers are here to assist our veterans. Many veterans are elderly and unable to drive themselves the distance to receive their medical treatments at the nearest veteran's hospital in Sioux Falls. RSVP volunteers assist our veterans by driving the Disabled American Vets van to these medical appointments in Sioux Falls.

In honor of our veterans and military families, RSVP partners with the area thrift stores to assist in providing them with clothing and shoes. Local veterans and military families are invited to visit these thrift stores to obtain gently used clothing, coats and shoes to supplement themselves and their families at no cost.

South Central SD RSVP will continue to engage our volunteers with veterans and military families for companionship, mentoring and assisting veterans and military families with day to day needs.

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Environmental Stewardship - South Central SD RSVP partners with Keep Yankton Beautiful for recycling and restoration projects in the community. RSVP volunteers provide the manpower for Household Hazardous Waste Collections help in Yankton to collect latex and oil based paints, household cleaning products, fluorescent light bulbs, batteries, pesticides, anti-freeze and oil. Certain types of household waste have the potential to cause physical injury to sanitation workers, contaminate septic tanks or wastewater treatment systems if poured down the drains or toilets, and present hazards to children and pets if left around the house.

RSVP volunteers will assist with the collection of toys. Recycling/reusing these used toys provides toys for underprivileged families for Christmas.

The SD Human Services Center Clothing Closet in Yankton and RSVP Thrift Store in Mitchell are staffed by RSVP volunteers who collect and sort clothing and shoe donations to be recycled to families in need or who have had a fire.

Economic Opportunity - AARP Foundation Tax-Aide is the nation's largest free tax preparation and assistance service. AARP Tax-Aide is available free to taxpayers with low and moderate income, with special attention to those 60 and older. The volunteers have made a real difference in the community by contributing 722 volunteer hours last tax year and have had the satisfaction of helping 335 clients with their taxes.

Since South Central SD RSVP is a previous grantee, we will need to graduate volunteer stations to meet the changing community needs as well as the new CNCS guidelines. We will graduate approximately 18 stations that currently have volunteer opportunities that no longer align with the new performance measures of CNCS. The volunteers may continue to serve in those stations, but their services will no longer constitute as an RSVP activity. The volunteers serving at these graduated locations will be presented and trained on new opportunities available at other locations, or may become a volunteer manager for the current station, which will fall under the Capacity Building work

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plans. This will allow the volunteers a choice in service as well as their personal priority. The stations will also have an opportunity to provide more information about what is needed at their location and whether a new service opportunity may exist that would fall under our proposed work plans. If they do have a service opportunity that would fit into our work plans, we would have them sign a new Memorandum of Understanding with the new service activity listed. Therefore, out of the 675 volunteers, this will only affect approximately 150 and we anticipate that 50% of those will select a new volunteer opportunity.

To assure that the National Performance Measures outcome and outputs are measured and collected, we will have surveys to be completed by the volunteers, clients and client's families. This survey will then be used to calculate if the outcomes were met.

The City of Mitchell Finance Officer, Marilyn Wilson, supervises the City of Mitchell's accounting system. The accounting system utilized by the City of Mitchell is capable of accurately accounting for and allocating federal funds. The City of Mitchell Finance Department has separate accounting records for non-federal and federal dollars, maintaining project cost accounts separately from all other city departments, providing a tracking system as to how the project receives, expands and accounts for all non-federal cash resources and in-kind. The City of Mitchell Finance Department separates accounting to departments bookkeeping functions (bank deposits, check preparation/signature and statement reconciliation) among grantee/project personnel. (Standard Operating Procedures for Accounting updated 2010). Senior Services Administrative Assistant Shannon Foster provides RSVP with balanced books to prepare all reports. July 13, 2010 a Compliance Monitoring Site Visit was conducted by Jeffery Montgomery (FFMC) no financial findings were cited.

The Advisory Council is part of the budget process which includes United Way applications, City of Mitchell budget and budget hearings, cash and in-kind contributions and the CNCS grant application. The City of Mitchell city council approves the annual RSVP budget along with monthly expenditures.

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Advisory Council to seek out cash funding sources to expand/maintain program operations (i.e. federal, state, county, and city governments, grantee, workstations, grants, South Dakota Foundations and local service organizations).

Organizational Capability

Mitchell is the county seat of Davison County, South Dakota, with a population of 15,254 according to the 2010 census. The Mayor of the City of Mitchell is the Chief Executive Officer of the City of Mitchell and is responsible for executing and implementing official legislative decisions and policies established by eight elected City Council Members.

The operations of the city are organized into eight departments' and each department has an executive manager/director who is an appointed officer of the city. A single person may serve as the director of more than one department, assign the position and duties of all full time and part time personnel of the department, make necessary and appropriate rules for the operational governance of the department, be responsible for the conduct and discipline of the personnel of the department and be responsible for the care, maintenance and the condition of the property of the city assigned to the department. The RSVP has been part of the City of Mitchell's Senior Services Department for more than thirty years.

The Finance Department of the City of Mitchell is charged with the duty and obligation of controlling and maintaining the municipality's accounting system for all departments and offices of the municipality in accordance with the recommendations of the state department of legislative audit (SDCL 9-14-19). The duties of the Finance Officer are set out in various sections of the South Dakota Codified Law. The City of Mitchell's 2012 budget is projected at \$31,388,011.00 with fiscal year running from January 1-December 31. The City of Mitchell (1-8-2) Code of conduct under Federal Grants-the purpose of this code is to ensure the efficient, fair and professional administration of federal grants funds in compliance with the Federal Office of Management and Budget (OMB)

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Circular A-102, and other applicable federal and state standards, regulations and laws. The City of Mitchell budget includes the General Fund, Special Revenue Funds-Parks and Recreation, Entertainment Tax, E-911, Special Assessment Revolving Fund, RSVP, Nutrition and Library Fines Fund, Debt Service Funds, Capital Project Funds, Enterprise Funds, Water, Sewer, Airport, Sanitation, Corn Palace, Golf Course and Internal Service Funds-Health Insurance.

RSVP staff is part of the Senior Services Department which is one of the eight departments within the City of Mitchell. Key position for RSVP program management is Program Director, Jessica Pickett, who holds a Bachelors Degree and has over 7 years of experience. Pickett's RSVP position is part-time and the justification for a part-time has been approved by the CSO and is on file. The Mitchell Coordinator Amy Hurt was hired in 2009 and her qualifications include 20 years as Assistant Manager and Human Resource Director with a major national retailer. Her previous experience brings good customer based skills in working with the public and volunteers. The Yankton Coordinator has been Deb Overseth since 2001 with previous experience with the South Dakota Human Services Center, Yankton as Volunteer Coordinator and previous 4-H Program management. The City of Mitchell maintains job descriptions on each employee position. This description establishes the minimum required levels of education and experience necessary to qualify for employment. Each description may also detail required skills or qualifications, which are preferred by the City of Mitchell and will be given foremost consideration. Selection to fill a job vacancy is made on the basis of knowledge, skills, education, experience and ability to perform the duties of the specific position. All selections are to be made without regard to age, race, color, religion, creed, national origin, sex, marital status, disability, veteran status, pregnancy, gender, ancestry, medical conditions, sexual preference, and any other protected group status. Both the verbal and written offers of employment are conditional offers inasmuch as they are contingent on the City's verification of reference information and completion of any background check as the submission of satisfactory employment-

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eligibility documentation required by federal law as well as any offer examinations which may be required.

The City of Mitchell is committed to providing training and development opportunities for all staff. The city's Human Resources department administers the compensation plan along with benefit administration.

The City of Mitchell's Annual Employee Performance Appraisal gathers feedback from the employee on his/her own effectiveness on the job. The importance of the Performance Appraisal lies in how much it reveals about the unique, personal perceptions of the individual staff member-perceptions that others in the department may not be aware of but that can offer valuable insight to HR staff as they conduct the annual performance management process. The Performance Appraisal comprises a series of questions relating to how the staff member feels he/she performed during a set time period. Questions will differ depending on the job function but may include areas such as; Goal completion, coworker relations, willingness to learn new skills/take on new challenges, problem-solving abilities, work attendance record, leadership abilities, and sponsor activities. The Employee Performance Appraisal displays a multiple choice rating scale after each question to express the level of success the employee feels he/she has attained-for example "needs improvement", "meets expectations" and "exceeds expectations". The City of Mitchell annual Employee Performance Appraisal includes self-appraisals assisting the department to identify where there's need for employee development and how best to implement it within the city.

The RSVP staff is trained in many computer programs and staff efficiently utilizes Volunteer Reporter Software for all volunteers reporting data for federal reporting and local data for funding sources. RSVP Compliance Monitoring Site visit conducted in July 13, 2010 reported no financial findings. The South Central SD RSVP has always been strong in the area of Healthy Futures with almost half of the 675 volunteers helping seniors in their own homes and out of nursing homes. In the past we have

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always met our performance measures and have tracked them with surveys.

The City of Mitchell provides adequate offices for the RSVP staff in the James Valley Community Center that is home to other senior programs within the Senior Services Department. The City of Mitchell owns the facility and annually budgets funds to pay utilities and maintenance. The program has equipment and supplies that are purchased through the city and like all other city departments follow all purchasing procedures through the Finance Department. Group purchasing through the city is available for supplies, computers and other line items. All expenditures are vouched and approved by the City Council for payment.

The RSVP staff with the advisory council is responsible for preparing the annual department's budget with final approval from the Mitchell City Council. The staff is also responsible for all reports, to balance with the City's Finance Department centralized fiscal financial system at the end of the month and all other financial statements authorized by the Mayor of the City.

All staff has complete knowledge of program operations trained and competent in the continuation of the program with regard to federal and state funding shortfalls in 2011 of nearly \$30,000.00.

The following details the administrative goals and objectives of the South Central's RSVP Program: (1) To supplement and compliment existing citywide volunteer programs, extend services and initiate new and innovative programs that could not be otherwise provided; (2) Enable volunteers to gain public awareness of how a public agency actually operates; (3) Enable the public and advisory council to provide more input in the development of their community, provide positive opportunities for the volunteers to utilize their talents in a constructive manner while fulfilling some of their own needs and giving the volunteer a chance to provide interesting and skilled service to the community; (4) Enable the volunteers to gain knowledge, experience and recognition for future employment; (5) Develop a greater understanding and appreciation between City staff and volunteers giving all volunteers a sense of pride and purpose. The following outlines our Advisory Council's bylaws: (1) A statement of

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purpose; (2) Job descriptions that include responsibilities and expectations (3) Description of the structure/size/composition of the council and terms of service; (4) Number and length of meetings; (5) Officers, including duties; (6) Criteria for membership and selection process; (7) Relationships to governing board and/or staff and clearly defined "Advisory "status. The grantee (City of Mitchell) representative is very active with the advisory council and attends meetings.

Volunteers touch a community in many ways and open avenues for better communication between city government and its residents. Today, more than ever, communities rely on the willingness of citizens to work together to enhance public services. The RSVP provides an avenue by which the community and its citizens can work together achieving the goals and objectives set in the outcome based assignments as detailed in the application. Volunteerism also allows residents to contribute time and skills in various ways to the community enriching their lives as well as the lives of others.

Other

N/A

PNS Amendment (if applicable)

N/A