

# Narratives

## Executive Summary

An estimate of 300 unduplicated RSVP volunteers will serve at the Grays Harbor/Pacific County RSVP sponsored by Coastal Community Action Program. Volunteers will deliver meals as a part of the Meals on Wheels Program, provide transportation for homebound or older adults and individuals with disabilities to medical appointments and essential shopping trips, assist low income individuals with emergency food from food banks, tutor elementary students in reading and math at public schools, facilitate Chronic Disease Self Management courses, provide capacity building through American Red Cross blood drives, serve veterans through community based activities and other activities identified as community priorities. They will serve in a network of 59 volunteer stations such as food banks and food pantries, public schools, the American Red Cross, transportation programs, senior centers, nursing homes, community action programs and veteran organizations. The primary focus area of this project is Healthy Futures.

At the end of the 12-month performance period, homebound or older adults and individuals with disabilities receiving food, transportation and other services that allow them to live independently will report having increased social ties/perceived social support.

Individuals receiving emergency food from food banks, food pantries or other nonprofits will report increased food security for themselves and their children.

The number of veterans served by RSVP volunteers will be increased through community based organizations.

The capacity of the American Red Cross will increase through canteen and registration assistance at blood drives.

The CNS federal investment of \$62,840 will be supplemented by \$27,002 in non-federal resources.

## Strengthening Communities

a) Demonstrate that the community need identified in the Primary Focus Area exist in the geographic service is currently unmet.

The Retired and Senior Volunteer Program sponsored by Coastal Community Action Program (CCAP) serves two counties: Grays Harbor and Pacific.

Grays Harbor County is located midway along Washington's Pacific coastline. The county includes the incorporated cities and towns of Aberdeen, Cosmopolis, Elma, Hoquiam, McCleary, Montesano, Oakville, Ocean Shores and Westport along with many unincorporated communities. The 2010 US Census reports half of Grays Harbor County's 71,692 residents reside in the contiguous cities of

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Aberdeen, Hoquiam and Cosmopolis. The topography of the county ranges from sandy beaches on the Pacific coast to rolling hills and river valleys in the southern interior and rugged Olympic Mountain forests in the north. Nearly 90 percent of the county's 1,917 square miles is covered by renewable forests. The manufacturing base in Grays Harbor County is dominated by lumber and wood processing plants. Other significant industries include food and seafood processing and boat building.

Key demographics for the county as reported in the 2011 US Census Bureau report are: 5.8% under age 5; 21.3% under age 18; 16.9% are 65 years and over (4.2% higher than the Washington state average).

According to the Grays Harbor 2020 Environmental Scan, not only is the county growing more slowly than the state it is aging more quickly. In 1980, the county's median age was 30.91 years while the state's median age was 29.77, a difference of 1.14 years. By 2006, the median age in Grays Harbor County had reached 40.86 while the state's median age had only increased to 36.61 a difference of 4.25 years. This change has been driven by a sharp decline in the number of people between the ages of 20 and 34 and an increase in the number of people between the ages of 40 and 64. This change is likely to compound itself since the age group experiencing the greatest decline is also the age group most represented in child-bearing.

Pacific County is located strategically between two major markets of Seattle, Washington and Portland, Oregon. The county occupies 1,224 square miles and is bordered by the Columbia River, the Pacific Ocean and the Willapa Bay. Pacific County might be better known to the public for its tourism attractions such as the Long Beach Peninsula. The 2010 U.S. Census reports that Pacific County has 20,900 residents. They are an active and involved networking community with a distinctive Northwest lifestyle. The county houses major opportunities in forest/agricultural resources, retail, tourism, marine aqua/fishing and technology.

Key demographics for the county as reported in the 2011 US Census Bureau report are: 4.7% under age 5; 18.0% under age 18; 25.3% are 65 years and over (12.6% higher than the Washington state average). The population of Pacific County is considerably older than that of the state, as evidenced by the percentage in the 65 and older group. As baby boomers continue to retire to the peninsula, growth in the number of 60+ residents will continue to outpace that of the rest of the state and nation. (Olympic Area Agency on Aging 2008-2011 Planning and Service Area Profile)

RSVP is addressing local and CNCS priority issues by focusing on "Healthy Futures". RSVP will address two Healthy Future objectives 1) Aging in Place: Homebound Seniors and Disabled

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Individuals 2) Obesity and Food: Reducing Childhood Obesity and Increasing Access to Nutritious Food.

1) Aging in Place- transportation and food delivery:

Grays Harbor and Pacific County are both higher than the state average for the senior population of 65 and over. According to the Olympic Area Agency on Aging, supporting these older adults to age in place and live independently in their own homes requires an infrastructure that enables access to medical and health care and supporting services. The rugged geography and rural nature of Grays Harbor and Pacific Counties present significant challenges, including access to adequate medical care as many residents with chronic or complex medical conditions must now travel to other counties for specialized care that does not exist on the peninsula. A growing number of vulnerable residents in both counties lack access to public or private transportation. These residents are often unable to tolerate transfers and long waits to access public transit. Those unable to drive or without access to private transportation can become isolated. This includes older adults and adults with disabilities who do not drive, do not have access to a private vehicle and may be too frail to access public transportation.

As it becomes more difficult for some seniors to remain active, they may become isolated from their community. This is especially true of those who have little support from family members or friends. Home delivered meal programs, such as Meals on Wheels (MOW) provide more than just nutritious food to its clients, often times the volunteer is the only social contact for isolated seniors. RSVP volunteers decrease risk factors associated with increased institutionalization, isolation and an inability to age in place. Meals on Wheels lends tangible and instrumental support in allowing our elderly population to stay well nourished, allowing them to maintain better physical function, mobility and independence. Devoted RSVP volunteers at our Meals on Wheels work sites offer the support that the participants need to feel supported by their community as they age in place.

2) Obesity and Food- Food Distribution:

According to a 2009 Feeding America study, Grays Harbor and Pacific counties ranked the fourth and fifth worst counties in Washington in "food insecurity rates". The study showed that it's not just unemployed who are struggling. It also hits some with low-paying jobs who do not get enough hours at work. Rising costs of everything from food to gasoline make things harder. The State Health Department Chronic Disease Profile reports one in eight households in both Grays Harbor and Pacific County are experiencing food insecurity and four out of five adults do not eat enough fruits and vegetables.

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In Grays Harbor County 17% of residents live below the poverty level (4.2% higher than the state poverty average). The median household income from 2007-2011 was \$42,724 over \$16,000 less than the state median household income of \$58,890. (US Census Bureau) The Employment Security Department (July 2012) reports unemployment on the harbor has been an issue as the unemployment rate has been in double digits since December 2008. At its highest 15.7% in January and February 2010 and at its lowest 10.4% at the recessions beginning in December 2008. Lately the figure has been hovering around 13%. More often than not, the harbor has found itself with the highest rate in Western Washington.

In Pacific County, 18% of resident lives below the poverty level (5.5% higher than the state poverty average). The median household income from 2007-2011 was \$40,599 over \$18,000 less than the state median household income of \$58,890. (US Census Bureau) The Employment Security Department (June 2012) reports unemployment in the county has remained in double digits since the beginning of the recession with the June 2012 preliminary rate at 11%. While it certainly is a high rate, it is an improvement considering 2010 saw the county's rate remain near 15% for several months.

b) Plans and infrastructure to manage RSVP volunteers and their stations as highly effective means to addressing the identified community needs in the Primary Focus Area and how the service activities lead to outputs or outcomes:

With the community need of transportation, food delivery and emergency food identified RSVP responds with 64% of its volunteers in the Healthy Futures focus area. The RSVP coordinator has built strong relationships with supervisors at stations falling within the Healthy Futures area. To program for impact, RSVP involves station staff and volunteers in the planning and implementation of work plans and outcomes.

To address the need of transportation, RSVP responds with 13 volunteer drivers at two work sites. Volunteers will transport homebound seniors and those with disabilities to doctor appointments, shopping trips or other essential needs such as pharmacy stops. To collect the outcome and output of the volunteer drivers, RSVP will coordinate with the volunteer supervisors at the transportation work stations to collect the number of individuals served, number of one way trips given, number of miles traveled and number of volunteer hours served monthly. A variation of the Independent Living Survey provided by Senior Corps will be distributed by the volunteer drivers to the client to collect the outcome of the transportation volunteers.

To address the need of food delivery, RSVP responds with 17 volunteers at four worksites. Volunteers

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will deliver meals to homebound seniors and those with disabilities. Food delivery participants will not only get one-third of their recommended daily food, but will feel more socially supported by their community. To collect the outcome and output of the food delivery volunteers, food delivery stations will provide the number of participants served to RSVP quarterly. Food delivery volunteers will distribute a variation of the Independent Living Survey provided by Senior Corps to the food delivery participant once per year. At the end of the performance period, RSVP will show an increase in the number of homebound or older adults and individuals with disabilities who report having increased social ties/perceived social support because of food delivery and transportation volunteers.

To address the need of food insecurity, RSVP responds with 165 volunteers providing food distribution at 13 worksites. Volunteers will sort, organize, package and distribute food to food bank and food pantry clients. To collect the outcome and output of the food distribution volunteers, RSVP's sponsoring organization CCAP houses The Emergency Food Assistance Program and will forward the number of individuals served to RSVP quarterly. RSVP will collaborate with its food distribution stations to survey food bank clients annually. At the end of the performance period, RSVP will show an increase in the number of individuals who report having increased food security for themselves and their children.

d) Program design includes significant activity in service to veterans and/or military families:

RSVP has two work sites directly servicing veterans and military families. The work stations are Veteran of Foreign War (VFW) organizations. Volunteers serving at the VFW are connecting veterans and their families with resources and benefits available to them. They assist low income veterans and veteran widows with filing claims for assistance. They complete applications and grants for veteran relief on the county level. Additionally, they honor those that have served by attending veteran funerals as honor guards and service officers. Volunteers are also serving as transportation drivers, transporting veterans to out of town doctor appointments and essential shopping trips.

RSVP collaborates with the work site supervisors to measure the number of veteran's served annually. At the end of this performance period, RSVP will show an increase in the number of veterans serving as volunteers and receiving CNCS-supported assistance.

### Recruitment and Development

a) Plan and infrastructure to create high quality volunteer assignments:

A primary goal of this program is to help volunteers achieve a sense of accomplishment. We strive for our volunteers to be constantly learning and improving themselves and their communities while being challenged by their volunteer position.

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As a formal beginning to a volunteer's term of service the RSVP coordinator meets with new potential volunteers to discuss their interests and what they hope to gain from volunteering. Once enrolled new volunteers receive an orientation on the RSVP mission, RSVP's sponsoring organization, the community they serve and the project's anticipated impact on the community.

To ensure high quality volunteer assignments, the RSVP coordinator meets with current and potential volunteer placement sites to determine the appropriate fit with RSVP guidelines; ensuring worksites are a safe working environment for volunteers and that they will utilize volunteers in a way that is meaningful to the organization and the volunteer. Once selected, a Memorandum of Understanding (MOU) is agreed to and signed by the work site supervisor and RSVP coordinator. Assignment descriptions are used by the work site and RSVP to match volunteer's experience and interest with specified volunteer assignments. Volunteer assignments are based not only on the needs of the community and the specific organization, but on the Corporation for National and Community Service's identified focus areas.

The fifty nine work stations which are part of the Grays Harbor/Pacific County RSVP program provide quality volunteer opportunities such as delivering meals, assisting clients at local food banks, assisting with local blood drives, driving elderly or disabled persons to their medical appointments, tutoring elementary students and assisting veterans. The project coordinator has successfully developed worksite relationships and impact based work plans to ensure participants have a vital and meaningful volunteer experience.

To measure our volunteer's satisfaction with RSVP, the project distributed a Volunteer Satisfaction Survey at the 2012 recognition events. Of the returned surveys, 92% felt that their membership with RSVP enhanced their volunteer experience; 44% felt being a part of a national service program that counts their hours and impact was the most valued benefit and 32% felt learning of new volunteer opportunities from RSVP was an important member benefit. RSVP will distribute a Volunteer Satisfaction Survey once per grant cycle.

b) Plan and infrastructure to ensure RSVP volunteers receive training needed to be effective in their assignments:

New volunteers meet with their work site coordinator and receive an orientation to the station purpose and the details of the volunteer assignment. Work sites are required to provide their volunteer with preliminary training on their assignment and any equipment used; often time experienced volunteers train new volunteers. Other assignments such as food delivery volunteers, require specific training. These volunteers are required to complete the Gateway Training to become a community

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member who identifies seniors who are potentially at risk or in need of assistance. The goal of this program is to educate community members to keep their eyes and ears alert for seniors at risk, particularly those who are isolated, living alone and potentially in need of some type of assistance to maintain their independence. Volunteers are trained to recognize warning signs that an elderly person 60+ may be in need of help and refer those in need to Senior Information and Assistance. Volunteer drivers are required to complete ADAPTS Passenger Assistance training, AARP Defensive Driver training and become CPR and First Aid certified. Work sites keep track of who has completed a training program and the date of completion. They will not allow volunteers to participate if their training has expired. Work site training is ongoing as it gives the organization an opportunity to share new information with its volunteers and correct any practices that are not in compliance with organizational policies and RSVP policies and procedures. During annual visits to each site the project coordinator confirms that training is current and no further training needs have been requested or are required by the volunteer. If a work site is in need of training assistance, RSVP is supportive to their needs by offering a training room at Coastal Community Action Program, assisting with scheduling trainers and printing any training materials needed.

c) Plan to recruit a diverse volunteer pool:

RSVP's sponsoring organization is dedicated to enhancing the quality of life of individuals, families, the elderly, children and youth, and people with disabilities in Grays Harbor and Pacific Counties. In agreement with CCAP's mission, RSVP will continue to recruit a diverse pool of volunteer from the following populations 1) individuals of all races, ethnicities, sexual orientation and degrees of English language proficiency; 2) volunteers with disabilities; 3) veterans and military families.

The US Census Bureau reported that in 2011 the cultural diversity of Grays Harbor County is 88.3% white (compared to 82% for the state), 1.3% black (compared to 3.8% for the state), 5.1% American Indian and Alaska Native (compared to 1.8 for the state), 1.5% Asian (compared to 7.5% for the state), 0.3% Native Hawaiian and other Pacific Islander (compared to 0.7% for the state), 3.5% reporting two or more races (compared to 4.3% for the state) and 8.9% of the population identify as Hispanic or Latino (compared to 11.6% for the state).

The cultural diversity of Pacific County is 90.9% white (compared to 82% for the state), 0.7% black (compared to 3.8% for the state), 2.7% American Indian and Alaska Native (compared to 1.8% for the state), 2.2% Asian (compared to 7.5% for the state), 0.1% Native Hawaiian and other Pacific Islander (compared to 0.7% for the state), 3.4% reporting two or more races (compared to 4.3% for the state) and 8.3% of the population identify as Hispanic or Latino (compared to 11.6% for the state). An

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average of 8.7% of the counties residents speak a language other than English, as compared to the Washington state average of 17.8% (US Census Bureau). For volunteers with limited English language skills, the sponsoring agency is supported with access to interpreters and translators.

Our plan to obtain a diverse group of volunteers is to actively recruit in places that cater to minorities such as community centers, churches and work stations that have a large number of minority clients. We have materials available and use advertisements in languages other than English. We will continue to develop partnerships with the most accessible organizations our service area.

The percentage of 65+ with disabilities is higher in Grays Harbor and Pacific Counties than the state percentage (42.3%), at 48.6% and 47.8%, respectively. The project focuses on the ability of an individual and what they can offer rather than on what they cannot do. The project has formed partnerships with work sites that are willing to make reasonable accommodations for volunteers who have a specific physical or emotional need. As with all volunteers, it comes down to finding the right person for the right position. RSVP is dedicated to analyzing and removing barriers to volunteerism and believes everyone has something to offer.

Work site staff and RSVP volunteers are a very successful recruitment avenue for the project. Our worksites understand the impact and difference RSVP volunteers make in our community. Work site staff connect new potential volunteers with RSVP staff. Our recruitment process also involves utilizing public education, mass media and mailings to advertise RSVP. We post volunteer opportunities on CCAP's website, make personal appearances at schools, senior centers, volunteer fairs and use printed materials such as brochures and flyers.

The RSVP Advisory Council is an active council of nine members which meets bi-monthly focusing its effort on identifying local needs, volunteer recognition, fundraising, work site development and volunteer recruitment. The advisory council is instrumental in volunteer recruitment for the project. Veterans and military family members as RSVP volunteers:

RSVP conducted a volunteer survey/questionnaire at the 2013 recognition events. Of the 105 returned surveys, 33% of Pacific County RSVP volunteers and 18% of Grays Harbor volunteers identified themselves as veterans. RSVP plans to increase the number of RSVP veteran volunteers by reaching out to community service and veteran organizations in both counties. RSVP plans to survey the veteran community on its current needs. This will help RSVP to focus its efforts and make a positive impact on its veteran community.

d) Plan and infrastructure to retain and recognize RSVP volunteers:

RSVP practices good sound management techniques that will hopefully go a long way toward

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motivating volunteers to continue serving. We understand that retaining volunteers is vitally important to building a successful volunteer program. The right types of volunteer opportunities and management of volunteers can encourage an individual to continue volunteering. The project believes that the most successful way to retain volunteers is to; 1) ensure volunteers receive a proper welcoming which includes an orientation with RSVP and their work site supervisor; 2) ensure volunteers receive proper training on their position; 3) ensure the volunteers feel their position is impactful to the community and those they serve; 4) set realistic work expectations while provide a challenging work environment; 5) recognize and reward them for their time and contribution.

### **Recognition:**

Recognition can help motivate and retain volunteers who might otherwise lose interest in their volunteer work. Volunteers are recognized at two annual recognition events that are coordinated with the help of the RSVP Advisory Council. Since Grays Harbor and Pacific County are located two hour away from one another an event is held in each county. The annual recognition events include a catered lunch, raffles donated by the community, entertainment, awards, the opportunity for volunteers to network and learn of new volunteer opportunities. Station supervisors help the RSVP coordinator nominate one volunteer from their work site that has made a valuable service contribution during the year for the "Worksite Volunteer of the Year" award. A "Worksite of the Year" award is also presented at the event. Years of service pins are presented to volunteers on their 5, 10, 15, 20 and 25 year anniversary with RSVP. The coordinator shares the number of clients served and survey results with the volunteers during the recognition event. This is an appropriate time to award volunteers and congratulate them on their impact in their community.

### **Program Management**

a) Plan and infrastructure to ensure management of volunteer stations are in compliance with RSVP program regulations, such as preventing or identifying prohibited activities.

To ensure compliance with RSVP regulations, a Memorandum of Understanding (MOU) is signed by both RSVP and its stations once every three years. The MOU is designed to clarify the roles and responsibilities of both the station and RSVP. It explains prohibited activities such as discrimination and religious and political activities and certifies that the volunteer station is a public or non-profit private organization or proprietary health care agency. The project coordinator compiles a monthly report that lists which work sites are due for an MOU renewal to ensure all volunteers are placed at stations with a signed MOU. The RSVP coordinator conducts annual site visits where project logistics and the MOUs are reviewed with station staff to ensure all components are being met by both parties.

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Site visits are crucial to identify and prevent prohibited activities, verify the work site is in compliance with RSVP program regulations and applicable laws and ensure volunteers are performing their assigned duties. To ensure volunteers are performing their assigned service activity, monthly volunteer timesheets are cross referenced with the written position description on file for each volunteer.

b) Plans and infrastructure to develop and/or oversee volunteer stations that address specified unmet community needs outside the Primary Focus Area:

Community needs outside of the Healthy Futures focus area are identified through community assessments, surveys and input from the advisory council. The project has several work plans that do not fall under the Healthy Futures focus area. Those work plans include elementary tutoring, facilitating disease prevention programs, capacity building, community based activities serving veterans and other needs identified as community priorities. All work sites follow the same procedure to becoming an RSVP work site as those in the primary focus area in terms of having an MOU in place, training on prohibited activities, annual site visits, submitting volunteer hours and assisting with the outcome/output data collection process. All work sites must cooperate in surveys or other instruments used to collect outcome results.

c) Plan and infrastructure to responsibly graduate volunteer stations to meet changing community needs. Plan to minimize disruptions to current volunteers:

The project coordinator and advisory council have and continues to have discussions around the community needs assessment completed by the council, the Corporation's new performance measure requirements and the graduating of volunteers. Annually the RSVP coordinator reviews the number of volunteers and volunteer hours for each station to determine if any stations should be graduated. If there have been no requests for volunteers, if the number of volunteer is small and the station will thrive without being an RSVP station, the coordinator will contact the work site supervisor to discuss graduating the site. Additionally, if a work site indicates an increased need the coordinator will provide volunteer recruitment support.

A letter was sent to stations not falling within the new strategic plan that could and would persevere without the assistance of RSVP. Additionally, letters were and continue to be sent to volunteers of the graduated sites. The letter explains the purpose of graduating volunteers and provides the volunteer with the option of moving to another RSVP station. The project coordinator met face to face with many work site staff to explain the purpose and goal of the new strategic plan. Thus far, the graduating of stations and volunteers has been a smooth transition for stations and volunteers.

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d) Plan and infrastructure to assure National Performance Measure outcomes and outputs are measured and collected.

The project coordinator meets with all site supervisors to review their data collection process to ensure outcomes and outputs are being collected accurately and that data can easily be transferred to RSVP. Data collected regarding clients served is obtained from stations quarterly. Surveys are utilized to collect outcomes and are distributed by RSVP volunteers or the work station supervisor annually. The software Volunteer Reporter is used by the project as a repository for the information collected on volunteers, work sites and national performance measures. All stations are diligent in providing RSVP with the data needed to collect outputs and outcomes. The project has been very successful in measuring performance in the Primary Focus Area Healthy Futures. For the past two years over 50% of our volunteer database has been in food distribution, transportation and food delivery.

Surveying the clients we serve has been and continues to be a successful avenue for collecting outcomes. The project collaborates with its food delivery work sites to create a survey that collects outcomes valuable to both RSVP and the station. An RSVP volunteer distributes the client survey during their regular food delivery route and picks it on the next delivery day.

Volunteer drivers distribute client surveys during the actual ride and do so for a one month period during the year. Clients have time during their trip to complete the survey and return it to the volunteer driver.

A food distribution survey is distributed by both RSVP volunteers and work site staff at the food banks and food pantries for a four week period once during the year. The survey is completed by the clients and returned before leaving. The survey is always distributed in both English and Spanish.

Additionally, the project has collected the outcome of its elementary tutors in the subjects of reading and math. Outcomes are collected through teacher evaluation forms completed at the end of the school year. The evaluation form reports if the student has improved his/her standardized test scores because of time spent with an RSVP tutor. Volunteers collect the number of students they tutor during the school year and report the outputs to RSVP quarterly. The performance measurement outcomes and outputs collection process is thorough and organized. The project coordinator uses the information collected for ongoing program evaluation and improvement.

e) Plans and infrastructure to manage project resources, both financial and in-kind, to ensure accountability and efficient and effective use of available resources.

The project is successful in securing financial resources including the required CNCS match. The program matches CNCS funds through the Washington State Department of Commerce by being a

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member in good standing with the Washington State Association of RSVP Directors. The remaining matching funds are provided by RSVP's sponsoring organization CCAP.

CCAP provides the project with the systems and infrastructure needed to manage project resources including payroll and purchasing. The department manager creates and manages all RSVP budgets, receives monthly expense reports and tracks financial allocations. The RSVP coordinator is involved in budget development process including receiving monthly expense reports and tracking in-kind donations. All budgets are reconciled and updated monthly by the fiscal department and forwarded to the department manager and RSVP coordinator.

In-Kind and cash donations are solicited from local merchants on an ongoing basis by the RSVP advisory council. The council organizes fundraising and resource development in support of the project. When an in-kind donation is obtained the donor completes an in-kind donation form with the item description and cost and verifies the funds are not from other federal sources. The form is then signed by RSVP staff and the donor. RSVP properly codes the in-kind donation form and the fiscal department ensures the appropriate accounts are accredited with the in-kind value.

f) Plan and infrastructure to provide applicable costs and reimbursable expenses to volunteers such as transportation, meals and insurance, as well as plans and infrastructure to provide criminal history background checks as appropriate.

A written procedure is in place for volunteer mileage reimbursement. All RSVP volunteers may receive reimbursement for travel to and from their place of residence and approved station. Mileage incurred while volunteering at the volunteer station is not reimbursable. Volunteers must turn in mileage forms monthly signed by both the volunteer and station supervisor. The mileage form must include the date of travel and volunteer hours served on that particular day. Volunteers may receive a maximum of \$25 per month for mileage reimbursement and checks are sent to the volunteers quarterly.

A written procedure is in place for volunteer insurance. Each volunteer shall be provided with the CNCS specified minimum levels of accident, personal liability and when appropriate excess automobile liability insurance. The insurance coverage provided is in excess of and non-contributing with any other valid and collectible insurance the volunteer has. It starts where the volunteer's insurance stops. Volunteer insurance is paid annually and is based on the average number of active volunteers serving during the previous six months. The number of volunteers insured does not change greatly on a year-to-year basis.

RSVP stations placing volunteers in positions working with youth or vulnerable adults are

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responsible for their own criminal background checks in accordance with state law. This is discussed with station supervisors and agreed to in the MOU.

Best practices and policies are in place for the volunteers, station supervisor and RSVP to follow and exceed. RSVP of Grays Harbor and Pacific County was found in compliance with RSVP program regulations and applicable laws as of April 2012 during a Corporation for National and Community Service compliance monitor. The compliance visit was very helpful and insightful. The Grays Harbor/Pacific County RSVP is "stronger than ever" as described by Catherine Koehn the Corporation of National and Community Service monitor specialist.

### Organizational Capability

a) Plans and infrastructure to provide sound programmatic and fiscal oversight, day-to-day operational support and annual data collection, to include clearly defined internal policies and clearly defined positions:

CCAP has an established organizational structure that defines the roles of both staff and administrators. The CCAP Board of Directors includes 12 directors drawn from the public, low income and private sectors of the population. Each sector comprises one third of the board. They serve as the policy making and legal authority of the agency and meet monthly to monitor all activities.

The CEO is responsible for directing, administering and coordinating the activities of the organization in accordance with policies and goals. The current CEO appointed in September 2010 served as CCAP's CFO for 12 years. The CEO maintains corporate compliance with local, state and federal regulations governing CCAP.

The Department Manager is responsible for all aspects of the program including fiscal oversight, assurance and compliance with all applicable grant regulations and requirements. She conducts monthly debriefings with the CFO in regards to budgeting travel, equipment and supplies. The Department Manager is responsible for hiring and supervising RSVP staff.

The project has a full time RSVP director, organizationally known as the RSVP coordinator, whose focus is to administer the day-to-day operations of the project. Daily tasks include recruitment and maintenance of volunteers, formalize and maintain partnerships with work sites (evaluating site effectiveness, safety and program regulations), maintain a volunteer database of hours served, prepare all required reports and grants, collect evaluation data from stations, manage public relations for the project and collaborate with the department manager to ensure grant, budget and organizational compliance. The RSVP director plans and hosts all recognition events and attends RSVP meetings, conferences and trainings.

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b) Plan and infrastructure to assure National Performance Measures outcomes and outputs are measured and collected.

The RSVP coordinator collects output data from work sites on a quarterly basis to assess if progress is being made during the course of the year. As new sites are added they will meet with the RSVP coordinator to discuss data collection requirements for the program.

The project has been effectively measuring performance in the primary focus area Healthy Futures. The following are examples of current performance measure outcomes:

Transportation: In 2012 RSVP had 10 volunteer drivers at two work sites transporting homebound elderly and disabled individuals to doctor appointments, essential needs shopping trips and social gathering. As reported by the transportation coordinator, volunteer drivers transported 67 unduplicated seniors, fulfilled 148 one way trips and traveled 14,065 miles. RSVP conducts and will continue to conduct an annual client survey distributed by the volunteer drivers. The most current survey will show if the client has increased social ties/perceived social support to remain living independently because of RSVP volunteer drivers. The 2012 client survey results were a 100% yes from the clients. They whole heartedly agreed their social ties/perceived social support had been increased because of RSVP volunteers.

Food Delivery: In 2012 RSVP had 15 volunteers at three work sites serving to increasing seniors ability to remain living in their own homes through improved access to food. To collect outcomes and outputs of food delivery volunteers, RSVP coordinated with the meal distribution stations to track the number of individuals served quarterly and the number of RSVP volunteer hours served monthly. In 2012, RSVP volunteers improved food access to 336 homebound seniors in Grays Harbor and Pacific County through food delivery programs. A survey was conducted by an RSVP volunteer and distributed to the food delivery recipient. The survey identified 95% if the homebound or older adults enrolled in the food delivery programs reported acquiring and/or maintaining a healthy diet because of the senior meal program.

Food security: In 2012 RSVP had 120 volunteers at 13 work sites serving to increase food security. To collect the outcomes and outputs of food distribution, RSVP distributed a food security survey at two RSVP worksites. The survey reported that 86% of individuals receiving free food assistance stated they were able to use money saved on food to pay other bills at least once; and 86% stated they were better able to provide a more nutritionally balanced diet for themselves and their families because of RSVP volunteers at food banks and food pantries. Future surveys will be used to gauge whether or not the client reports having increased food security for themselves and their children. RSVP is

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dedicated to increasing food security for our community.

c) Demonstration of organizational infrastructure of tangible assets; governance structure and operations such as internal policies, purchasing procedures and personnel management. Including the role of the Advisory Council:

CCAP values the RSVP project as an integral part of its organizational vision and operation and has successfully sponsored the Grays Harbor/Pacific County RSVP project since the 1970's. CCAP currently administers 170 fund accounts and has over 180 employees. The 2012 annual budget was 8.5 million with 90% of its revenues from federal, state and county government grants. The financial management department has consistently received clean annual audits that meet OMB A-133 regulations. CCAP provides RSVP with the systems and infrastructure needed to: 1) manage project resources; 2) ensure accountability and effectiveness of program efforts; and 3) monitor project management logistics according to CNCS compliance regulations, state and federal laws. CCAP utilizes the Microix Workflow Module for purchasing, accounts payable, receipting and budget requisition. The project is supported with budgeting, accounts payable and employee services.

CCAP has internal policies and operating procedures in place. RSVP purchases equipment and supplies in accordance with CCAP's purchase policy. CCAP ensures the RSVP project has access to adequate equipment, supplies and facilities. A purchase order is completed by the project coordinator for all purchases and must be approved by the department manager prior to procurement. CCAP effectively maintains tangible assets such as facilities and equipment through regular maintenance schedule and conscientious use of facilities and equipment to prolong their useful life. All departments utilize their supply budgets in a way that is cost effective and stretches their resources.

All financial processes are performed in accordance with a system of internal controls that are documented and reviewed annually through a state mandated independent audit. Specifically, cash receipting is handled by the fiscal department with segregation of duties between initial receipts and deposits/reconciliations. Additional controls are implemented by department managers to ensure proper coding. Similar controls are in place for the expenditure of funds, including management approval of expenditures and monthly review of expenditure reports.

When traveling an approval form is completed by the employee prior to travel and must be approved by the department manager. Travel per Diem reimbursement is based the U.S. General Services Administration's Meals and Incidental Expenses Breakdown.

e) Program evaluation

Program evaluation is completed by the RSVP coordinator through a collection of assessments to

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ensure volunteers and stations are supported and that the project is meeting goals and expectations. Project assessments include station supervisor interviews, an annual RSVP self-assessment checklist, an advisory council self-assessment and a collection of work plan surveys. These assessments provide a means for indicating strengths and weaknesses for overall program improvement. A description of program assessment tools utilized by the project are as follows:

RSVP Project Self-Assessment Checklist: Completed once per year by the RSVP coordinator. It indicates strengths and weaknesses of the program in regards to programming for impact/performance measurements, reporting accomplishments and outcomes and volunteer recruitment.

Advisory Council self-assessment: RSVP recruits and maintains an active Advisory Council of at least ten members that include RSVP volunteers, volunteer station representatives and representatives from public and private agencies. The Advisory Council follows by-laws and meets bi-monthly focusing its efforts on the following tasks: identifying local needs, volunteer recognition, fundraising, recruitment of new volunteers and work site partners. The council completes an annual self-assessment to evaluate the overall strength and weaknesses of the council. The assessment reviews recruitment/orientation, conduct/behavior and council operation. These reviews ensure RSVP volunteers and stations are supported and that the project is meeting goals and expectations.

Outcome surveys: The project utilizes several client surveys used to collect national performance measures and analyze work plan success.

Volunteer Satisfaction Survey: This survey has been and will continue to be distributed at two volunteer recognition events once per grant cycle. The survey is designed to provide feedback from volunteers on the benefits of being an RSVP volunteer, ways the project has enhanced their volunteer experience and why volunteers find RSVP important to their overall volunteer experience.

### Other

N/A

### PNS Amendment (if applicable)

N/A