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Executive Summary

Portage County RSVP is the incumbent grantee with an estimated 557 RSVP volunteers that serve our community through placement at one or more of the 85 volunteer job stations with which RSVP has memorandums of understandings.

Some of their activities will include assisting seniors and disabled adults remain in their homes by: serving as driver/escorts eliminating the barrier that transportation often present seniors wishing to remain independent, preparing and delivering hot noon meals, leading classes and programs designed to enhance the health and wellness of seniors, tutoring students who are struggling with reading proficiency and mentoring at risk students encouraging positive choices and increased school engagement.

The primary focus area of this project is Healthy Futures which will engage 265 volunteers. At the end of the three year grant it is anticipated that; more than 30 volunteer driver/escorts will assist 275 seniors and disabled adults annually with transportation; more than 400 individuals will benefit from a hot home delivered meal prepared and delivered by 140 unduplicated volunteers and 186 total volunteers contributing to this effort; Health education and evidenced based programing shall be provided by 35 RSVP volunteer instructors benefiting at least 550 participants annually. Finally, 50 volunteers will provide tutoring to 125 students annually resulting in improved academic engagement in 80% of the students as measured by school records.

The Aging and Disability Resource Center of Portage County (ADRC) is the sponsoring organization and legal applicant for Portage County RSVP. ADRC is a department of county government its mission is to support seniors, and adults with disabilities, their families, and caregivers.

Portage County RSVP is requesting \$83,644 of Federal funding annually with an additional \$75,820 from the sponsoring agency ADRC to continue meeting this challenge and provide this opportunity to our seniors and community.

Strengthening Communities

Portage County RSVP's primary focus is Healthy Futures. Portage County RSVP shall have 265 volunteers (47% of total volunteers) contributing to service in this area. Volunteer activities will include transportation, training, food collection and delivery, and companionship. Additionally RSVP shall have 130 volunteers (23% of total volunteers) serving in the CNCS focus areas of Disaster Services, Economic Opportunity, Education and Veterans and their Families. RSVP will measure outcomes in the area of Education. 12% of RSVP volunteers provide tutoring and mentoring service in

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the focus area of Education and shall have outcomes measured as part of their work plans. Lastly RSVP shall have 169 volunteers (30% of total volunteers) placed in Community Priorities. Portage County RSVP has a long history of partnering with different agencies to address unmet community needs and several of these initiatives and partnerships will continue under the focus of Community Priorities. A few examples of this service are; Volunteers in Probation, Call the Defendant, and Juvenile Detention Grandparent visitors all programs which support the legal system. Additional volunteers will be found supporting many area events such as "Portage County Cultural Fest", "Empty Bowls," "Make a Difference Day," and both county fairs.

Portage County is located in central Wisconsin. RSVP is sponsored by the Aging and Disability Resource Center, a department of county government. RSVP serves the entire county (810 square miles) which includes an urban area (city of Stevens Point, villages of Park Ridge, Plover and Whiting and Town of Hull) with a concentrated population of 47,401 and rural areas (villages and townships) with a scattered population of about 22,618. The county population is 70,785 according to the 2010 census, with persons age 18 and under making up 20.4% of the population and person's age 65+ making up 12.9% of the population. The county's population of people age 65 and older increased by over 17.9% between the 2000 and 2010 census.

According to the 2012 Portage County's (Local Indicators for Excellence) Life Report, Trade, Transportation, and Utilities (7,359 jobs), Education and Health Services (4,245 jobs) and Financial activities (3,975 jobs) sector groups account for nearly 2/3 of Portage County jobs in 2010. The median household income was \$51,456. Persons below poverty represented 12.7% of the population. The county has four public school districts: the large urban Stevens Point School District and three other rural districts: Almond-Bancroft, Tomorrow River and Rosholt School Districts. In addition, the Stevens Point Area Catholic School system operates a high school, middle school and 3 elementary schools. There is also a K-8 Lutheran school, in Stevens Point and several smaller rural parochial schools. Portage County also benefits from the presence of a four year university (UWSP) and Mid State Technical College both located in Stevens Point.

Portage County RSVP has identified Healthy Futures as its primary focus area. Because of its sponsor ADRC, RSVP is in an ideal position to monitor and assess the needs of our senior population. The RSVP Director also serves on the "Portage County Aging Population Call for Action Committee," This committee is a community response to the LIFE Report compiled in 2012 by a collaboration of community agencies. The LIFE Report identified our aging population growth and increasing need for services as a county wide call to action. This committee work again places the RSVP program in a

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position to identify and address the critical community needs facing this population and our community.

The 2010 US Census identified 42.3 million Americans age 65 or older residing in our nation. A closer focus identifies 12.8% (8,962) of Portage County's population being of this group of citizens. From 2000 to 2010 this demographic group increased by 17.9% in Portage County, a trend expected to continue. Projections provided again by the Census Bureau estimates the fastest growing group of citizens is those over 85years old. It is widely accepted that as we age our need for services increases and our abilities to meet those needs are challenged.

In 2010 the Wisconsin Department of Health Services developed a call to action document "Healthiest Wisconsin 2020," identifying 23 focus areas to be addressed by Wisconsin communities and public health partners. Of those areas identified by the state adequate nutrition, chronic disease prevention and management, and health literacy match CNCS Healthy Futures focus area. For these reasons Portage County RSVP's primary focus is Healthy Futures.

Health Literacy is the ability of people to understand and process health information which includes medication management, choosing health insurance plans, preparing for medical procedures and maneuvering within the health care system. In Health Literacy: A Prescription to End Confusion, the Institute of Medicine (2004) reported that 90 million Americans or nearly half the adult population has difficulties in this area. Additionally certain groups seem to have greater difficulty such as the elderly, poor, and cognitively challenged. According to Healthiest Wisconsin 2020, low health literacy reportedly costs the Wisconsin economy an estimated \$3.4 to \$7.6 billion annually. Given Wisconsin's growing senior population left unaddressed it is reasonable to project the costs of low health literacy will continue to grow creating an increasingly serious fiscal problem for the state.

Portage County RSVP volunteers will directly confront this issue by serving as instructors/leaders for evidenced programs such "Medwise,"and " Walk with Ease" as well as lead classes such as "Introduction to Medicare," "Health Care Advance Directives," and "Seniors Out Speaking ." These programs and classes all share the focus of empowering seniors to make better and more informed decisions regarding their health issues.

The ADRC of Portage County completes a three year Service Plan which is submitted to the Greater Wisconsin Agency on Aging Resources (GWAAR) and serves as a roadmap for agency service and focus. As part of the process to compile this report input is gathered through surveys and community meetings. Portage County seniors expressed a strong desire to remain in their own homes, commonly referred to "Age in Place." In the ADRC's effort to address seniors' desires some of the barriers that can

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make this choice difficult were examined. Additional information was gathered and transportation was identified as the number one issue facing older adults and adults with disabilities. RSVP volunteers are a critical part of the ADRC's plan to address transportation through using volunteer drivers/escorts. Drivers are compensated for mileage, receive training and in 2012 provided 6,174 rides. Transportation for our disabled veterans is also been identified as an area where RSVP volunteers can provide service. Last year 606 rides were provided to veterans.

The last major area of service that RSVP volunteers can address under the primary focus area of Healthy Futures is nutrition. Proper nutrition is fundamental to our health and wellbeing. As a nation we are fortunate that most US households enjoy consistent, dependable access to enough food for active, healthy living. The USDA reports that 85.1% of Americans are food secure, they have access to enough food. However 14.9% are not and experience food insecurity at times during the year. The major barrier to adequate food security is money, but other issues also may contribute like health, mobility and access to transportation.

Despite the decline in the number of households overall, "Senior Hunger in America 2010: An Annual Report" prepared by the National Foundation to End Senior Hunger illuminated the disturbing fact that seniors are not experiencing the same reduction in food insecurity as other households. From 2001 to 2010 the number of seniors experiencing the threat of hunger has increased by 78% and nationally 14.85% of seniors continue to experience food insecurity during the year. Locally as part of the LIFE Report data collection process, surveys were sent to facilities and programs that served a targeted population in order to oversample for minority and low income populations. These facilities and programs were Ministry Dental, Women, Infants, and Children (WIC); ADRC, and Community Action Program (CAP) Services. Participants were asked, "Was there a time in the last 12 months that you or your family did not have enough food?" a shocking 40.7% answered yes.

Portage County RSVP has a strong commitment in this area and through partnerships with Meals on Wheels, Emergency Food Shelters and Portage County Nutrition Program 175 unduplicated RSVP volunteers are involved in the packaging and delivery of meals, collection and distribution of emergency food, and play an invaluable role in addressing this community need. Meals on Wheels provided Portage County seniors residing in the city of Stevens Point with 27,928 hot home delivered meals, and the Portage County Nutrition Program delivered an additional 21,425 meals to rural seniors.

Portage County RSVP utilizes Volunteer Reporter software for its data collection which is updated yearly. This assists RSVP to maintain accurate records on all volunteers, their placements, hours,

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interests and demographic information. This software enables RSVP to maintain a current and accurate accounting of RSVP performance measure requirements and compliance. Each of the current work stations in the Healthy Futures focus area have a history of working with Portage County RSVP and providing yearly statistics using predetermined measures. Each work station providing outcome data will review their work plans and data collection instruments with RSVP staff.

In 2012 RSVP made a commitment to help identify the needs and support needed by our returning veterans and their families. The first step taken by RSVP was to gather information. RSVP staff with volunteer assistance conducted a survey of its volunteers to identify active RSVP volunteers who are veterans. RSVP identified 67 volunteers as veterans. Next the RSVP application was revised to capture this demographic. Efforts to open communication with area veteran's service organizations and groups are taking place. Meetings with VFW's, American Legion posts, the county Veterans Service Officer and interested area nonprofits have taken place. The RSVP director has joined a Veterans workgroup: current discussions are focused on the development of a "One Stop Veterans Center" to serve as an area platform from which veteran services could be provided and veterans could find assistance and camaraderie. Partnerships around this initiative are forming and RSVP intends to maintain an active role.

In an effort to provide volunteers an immediate opportunity to help veterans and their families, RSVP partnered with the Daughters of the American Revolution on their Trees from Home project. This project provided 12" Christmas trees fully decorated to service men and women deployed overseas. Volunteers decorated the trees and provided personalized notes with each tree thanking our servicemen and women for their service and wishing them a speedy, safe return. RSVP also secured the donation of nearly 1,000 Holiday cards that volunteers signed and delivered to every veteran residing in the Tomah VA and King Veterans Home ensuring they were not forgotten during the holiday season. And finally, a partnership was developed with USSA (United Special Sportsman's Association) to provide outdoor hunting and fishing adventures to disabled veterans. RSVP volunteers serve as mentors and are matched with disabled veterans ensuring a positive experience for them.

Recruitment and Development

The mission of Portage County RSVP is to promote volunteerism, targeting people age 55 and over, as a means of addressing critical community needs, and to provide a high quality experience that will enrich the lives of the volunteers. RSVP currently holds memoranda of understanding with 85 public and private nonprofit agencies and schools within the county, with volunteers serving in 77 of the agencies in 2012/13. More than 209 volunteer positions are available, which means there are a variety

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of opportunities for volunteers to develop new skills, provide leadership and enhance the quality of their lives through service.

As described earlier Portage County is located in central Wisconsin with a population just over 70,000. Portage County has a rather homogeneous population with only 5.8% representing a minority population and 94.2% being white. The average household income is \$51,456 and the average family consists of 2.39 people. Portage County exceeds both the national and state rate of home ownership at 70.1%. Adults with a high school diploma or higher represent 87.4% of the population. The average high school graduation rate for all four of Portage County's school districts was 92.7% again surpassing the state and national average. The average graduation rate for students with disabilities is 93%, again above the state average of 79%. Portage County is home to approximately 5000 veterans and their families and this number is expected to grow as we continue to withdraw our troops from Afghanistan and Iraq

Portage County RSVP takes great pride in its program and is always eager to share the RSVP experience with interested community groups, churches and organizations. The RSVP director often presents at community groups and RSVP enjoys wide county recognition as a result. Once a person expresses interest in becoming a RSVP volunteer, staff will personally meet with the potential volunteer. During this initial interview RSVP staff review the benefits enjoyed by RSVP volunteers, assess the volunteer's needs and wishes, and then work with the volunteer to make an appropriate match. During this process, staff work to develop an ongoing relationship with the volunteer. Later, if the volunteer seeks a different opportunity, they are comfortable approaching RSVP staff who can then provide information and assistance. RSVP staff providing this personalized placement and follow-up, helps to ensure success and a high quality experience for volunteers. Currently, 56% of RSVP volunteers have an email account; this number represents an increase of 20% in the past 3 years. RSVP uses e-mail as a cost effective and expedient way to maintain contact with volunteers. Monthly the RSVP director sends volunteers an e-mail update on current volunteer opportunities as well as informational updates.

As stated previously, RSVP also works with local partners (United Way Volunteer Center and University of Wisconsin-Stevens Point Student Involvement Office) to promote a web-based recruitment program at www.volunteersrock.org. As part of that initiative, RSVP and the local partners offer training to community agencies at least annually to optimize use of the website. RSVP reaches out to volunteers who do not have internet/email access with recruitment phone calls, weekly volunteer opportunities published in both the Stevens Point Journal (circulation 9,500) and Portage

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County Gazette (circulation 6,000), and 2 RSVP newsletters per year. RSVP staff contributes articles to the sponsor newsletter taht is distributed free every quarter in the local shopper newspaper with a circulation of over 22,000. This use of technology combined with traditional methods of staying in touch with volunteers contributes to recruitment and retention of volunteers demonstrated by statistics that show a stable number of active volunteers year-to-year.

RSVP has built a training and reflection process into all its signature intergenerational programs. The "Learn for Life" reading tutors, BABES presenters, juvenile detention and alternative high school volunteers and "Volunteers in Probation" mentors, meet several times a year to share experiences and receive training and recognition. RSVP staff work with sites to encourage this type of ongoing volunteer training. Portage County RSVP's primary focus Healthy Futures also uses this training and reflection process developed in our intergenerational programs. Worksite supervisors meet with volunteers and training is provided when volunteers begin their new assignments and then several times throughout the year. Volunteers are also provided opportunities to participate in training offered by outside agencies at no cost to the volunteer. Examples of these are most apparent in our evidenced based programing where state training is often required. Additionally volunteer drivers also participate in training provided by AARP, worksite supervisors and the Veterans Administration. And finally volunteers may also be encouraged to complete web based training when available and appropriate.

The RSVP alternative high school workshop program is an award winning model for developing a corps of volunteers and promoting volunteer leadership. In this program, volunteer leaders work closely with RSVP staff in recruitment and training of new volunteers as well as with the school principal to coordinate the budget, supervise inventory, schedule weekly volunteers and match the students with volunteers. Their close involvement and ownership of the program ensures its success and continuation as they are enthusiastic recruiters. In 2004, the school was renamed for the RSVP volunteer who initiated the program. In 2006, the program received the Wisconsin Governor's Service Award in the Community Service Outstanding Impact Award category, and in 2012 the same volunteer that initiated this program was named and awarded mentor of the decade by National Association of Area Agencies on Aging and Met Life.

The RSVP Advisory Council annually conducts a survey on some aspect of the RSVP program to gain perspective and input. This years' survey was developed to look at volunteer satisfaction and will include volunteer satisfaction with training as it is being provided. This information will be used to first ensure training is being provided and secondly volunteers feel confident they can adequately perform their volunteer assignments. RSVP project staff participate in volunteer management training

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annually ensuring they are up-to-date on issues and trends in the field. The director attends the annual CNCS state office training each year. All RSVP staff attend the 2 day Wisconsin Volunteer Coordinators Association conference offered annually. In addition, staffs participate in sponsor training as available and online seminars offered through CNCS.

New members of the RSVP Advisory Council receive an orientation to the council prior to their first meeting. The orientation includes background information on CNCS, RSVP and the sponsor as well as information on community collaboration and the role of advisory council members. Meetings are held quarterly and at each meeting, a community agency is invited to give a brief presentation on their agency, how it operates, the population served and how they involve RSVP volunteers. As mentioned above, volunteers in all RSVP signature intergenerational programs meet annually for training, reflection and recognition. Also as mentioned above, RSVP collaborates with its web-based recruitment partners to offer training to volunteer station supervisors.

RSVP offers an annual recognition breakfast event which volunteers can attend anytime between 7:30 a.m. and 10:30 a.m. that day This informal format provides time for RSVP staff, advisory council members, site staff and local legislators to walk around and visit with the volunteers, thanking them for their service. And it provides those attending with an opportunity to visit with other volunteers and recognize the impact of volunteer service in the community.

Many of the work stations also provide recognition events or activities for volunteers.

Program Management

RSVP develops new stations and manages ongoing stations utilizing the memorandum of understanding (MOU) process and written position descriptions. As required by CNCS regulations, the MOU's are updated every three years. As noted earlier, RSVP currently holds MOU's with 85 public and private nonprofit agencies and schools within the county. RSVP continues to work with stations to develop challenging opportunities as volunteers seek more meaningful roles in the community. The RSVP position description form requires that stations state the anticipated impact of the volunteer assignment so that volunteers have an expectation of the results of their service. RSVP works with agencies as community needs change to develop position descriptions that reflect the needs of the position; Program experience indicates "if you build it they will come" as some of the most challenging positions have attracted the most dedicated volunteers. New job descriptions recently developed include; Smoke alarm installers (4 volunteers recruited), Car Fit Technician (3 volunteers recruited), and "Med Wise" class leaders (2 volunteers recruited).

Challenging economic conditions have affected many volunteer stations. Funding has tightened for

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many area non-profits resulting in agencies increasing their reliance on and need for volunteers. When a new volunteer need is identified, RSVP staff work closely with the agency to ensure the position is not the result of laid off staff and that it will not displace a paid staff person. Agencies have been very cooperative. The RSVP Advisory Council takes the lead in conducting annual program evaluations. Each year the council members discuss what aspect of the RSVP program they would like to review and the council develops a survey to be used to accomplish their goal. In the past, council members have visited work stations as part of the evaluation process.

The RSVP director develops program goals during an annual review process with the sponsor director and then presents those goals to the Advisory Council for their input and approval.

The RSVP director meets monthly with the sponsors' director to discuss progress toward achieving goals as well as other program accomplishments, concerns and challenges, and weekly with RSVP staff to ensure open communication and program efficiency. At the beginning of each calendar year, the director updates the Portage County RSVP fact sheet for use as an educational tool throughout the year. The information is shared with legislators and others during presentations. The fact sheet includes funding information, specific accomplishments and impacts volunteers have had during the preceding year. The statistical information for the report is gathered using PPR data as well as data from Volunteer Reporter, the data collection software that RSVP uses. Volunteer Reporter provides detailed reports in a variety of formats. The RSVP director also submits impact information for inclusion in the agency and county's annual volunteer report. The RSVP director works closely with the sponsor's accounting staff to ensure proper fiscal accountability. An account specialist prepares monthly and quarterly reports for submission to state and federal grantors. In addition to the sponsors' director, budget oversight is provided by the Commission on Aging/Aging and Disability Resource Center Board (sponsor governing board), the human services division business manager from the county finance department and the Portage County Board of Supervisors. The RSVP director has direct access to the general accounting menu on the sponsor network. This allows the director to print monthly revenue and expense reports when needed. The sponsor governing board also receives a monthly report on revenue and expenses. The Portage County Board of supervisors has the final approval for the annual budget.

The Portage County RSVP program is regarded as the county expert on volunteer management and as such has been involved in the county's development of their volunteer program. This process has included the policy development, data collection and continued management of volunteers. An important part of the county's volunteer policy was that all volunteers over the age of 55 be referred to

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RSVP for inclusion in their program. While this policy assisted in maintaining an active group of volunteers, continuing this broad unregulated flow of volunteers will make compliance with CNCS performance measures and focus areas very difficult to achieve and maintain.

Portage County RSVP currently has 557 volunteers that have performed hours of service in 2013, and of this group approximately 50 volunteers will need to be graduated to focus area placements to achieve compliance with the CNCS requirements. The RSVP director has had meetings and discussions with his Advisory Council, ADRC Director, County Executive and select work stations around the development of a strategic plan for achieving compliance and maintaining that compliance with the CNCS required focus areas and volunteer placements. RSVP shall employ a strategy which will involve several steps. The first of which shall be to address the flow of volunteers to RSVP. RSVP has worked with the Portage County Executives' office to rewrite the county's volunteer policy removing the requirement that all volunteers over 55 years of age be referred to RSVP. This rewrite has been finalized and is currently awaiting County Board approval. Once approved it will allow RSVP to conduct targeted recruitment soliciting volunteers for those areas of focus and need. Any volunteers interested in volunteer opportunities with the county but not in a focus area will still be encouraged to enroll but will enroll as county volunteers rather than RSVP. Volunteers with the county program will enjoy many of the same benefits that RSVP volunteers enjoy with the exception of the recognition breakfast held annually, and mileage reimbursement.

The next step will involve presentations to senior center and ADRC volunteers explaining the changes in the RSVP program, the opportunities to volunteer in focus areas, and the process of graduating out of the RSVP program to the county volunteer program. This group of volunteers represents the largest concentration of RSVP volunteers who fall outside RSVP focus. This is also the group which we believe will be most easily reached, and transitioned into focus area volunteer placements. Additionally RSVP will meet with St. Michael's Hospital Volunteer Coordinator to explore options to graduate hospital volunteers out of RSVP solely to the hospital program where again the volunteers should experience little noticeable change in support or benefits. And finally, throughout this entire process RSVP will be pursuing partnerships, and opportunities with organizations which fall in one of the six CNCS focus areas.

RSVP believes that if we build new volunteer placements and opportunities for RSVP volunteers to find meaningful service with in focus areas, and follow the before mentioned plan RSVP will be able to achieve and maintain compliance with CNCS requirements.

Strong partnership already exists within the primary focus area of Healthy Futures with 47% (265

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volunteers) currently placed and engaged in activities in this area. Contact between RSVP staff and Portage County Mobility Director, Nutrition Director, Lincoln Center Director, and Meals on Wheels Director occur at least monthly and help to ensure needs are being addressed and there is an expedient response if needed. Data collection and impact measurement is also more easily achieved because of this mutually beneficial relationship. Outputs measuring volunteer involvement and service will be tracked in all Healthy Futures work plans.

Organizational Capability

The mission of the Aging and Disability Resource Center (ADRC) of Portage County, the RSVP sponsor, is to support seniors, adults with disabilities and their families and caregivers by offering easy access to services and by fostering a caring community that values lifelong contributions, maximum independence and individual dignity. For more than thirty years the agency has served as the central resource agency for older adults and more recently, adults with disabilities. As such it is the ideal agency to sponsor Senior Corps programs. The agency facilities include a very active senior center, providing a consistent and growing group from which to recruit. The sponsor also works with RSVP to identify volunteer opportunities that address the needs of older adults and adults with disabilities.

Portage County RSVP is managed by experienced staff. The director has served Portage County for 26 years as a social worker before becoming the RSVP director in 2011. His background includes an undergraduate degree in Psychology and Sociology, service with several non-profits as a board member including officer positions, and a lifelong commitment to volunteer service dating back to his first service project as a boy scout. The Intergenerational Coordinator has a master's degree in nutritional sciences, and has been part of the RSVP team since February 2009. The RSVP Program Assistant has her bachelor's degree in Anthropology and History and joined the RSVP team July 2013. Her prior employment was as the volunteer coordinator at the Marathon County Library. She also has extensive computer skills including expertise with various data entry programs and additional training on volunteer management issues through conferences. Utilizing their complementary skills, the RSVP team administers a comprehensive and successful program. RSVP has an effective organizational setup (developing and sustaining relationships with 85 community agencies) and consistent funding. Many agencies RSVP works with report that the program is a responsive community resource when it comes to providing volunteers. RSVP is the only agency in the community with the capacity to consistently recruit volunteers for one-time and ongoing opportunities. The presence of 557 active RSVP volunteers throughout the county enhances the capacity of schools and agencies to address significant community concerns.

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The sponsor has a proven track record of successfully administering a budget of more than \$2.7 million from various sources such as federal Older American's Act and state Department of Transportation funding and United Way. Each year program staff write federal, state and local grants to fund services such as transportation, nutrition, home delivered meals, adult day center, information and assistance, RSVP and FGP. Most of these grants require measurable outcomes. The financial system for the sponsor is set up so that all reimbursements require bills or receipts and internal documentation with signatures prior to payments being issued. Internal audits of expense accounts and donation procedures are routinely conducted. All bills are reviewed by the Accounting Clerk and approved by the Director prior to the internal voucher run and prior to payment by the County Finance Department. All vouchers are also reviewed by the County Executive and those over \$25,000 require county executive approval. Bills are scanned into the county accounting system to maintain a permanent record of payments. Fiscal reports are reviewed monthly by both program staff and the governing board. An external audit is conducted annually by an independent CPA firm.

As a recipient of Older American's Act (OAA) funding, the sponsor has a long history of managing volunteer programs. The OAA and the Wisconsin Elders Act mandate that the sponsor work to ensure that all older adults, regardless of income, have access to information, services and opportunities. The OAA also mandates that the sponsor work to identify and publicize gaps in services and provide leadership in developing services and programs, including recruitment and training of volunteers. Since 1998 the sponsor has received state funding to operate an Aging and Disability Resource Center. This has increased outreach to people with disabilities and resulted in an increase in volunteers with disabilities enrolling in RSVP. An annual assessment by the Area Agency on Aging ensures that the ADRC is meeting the goals outlined in its Aging Services Plan which is the primary document the sponsor uses for self-assessment, evaluation and continuous improvement. This plan is mandated by the state and completed every three years and requires measurable outcomes. The process requires input from service recipients. This is accomplished through the sponsor governing board, advisory councils, senior center instructors and participants and public hearings. All sponsor staff, including RSVP, have detailed job descriptions which clearly reflect duties and responsibilities. All staff participates in an annual personnel evaluation with their supervisor. As stated previously, the RSVP director and sponsors' director meet monthly to discuss issues and more often if needed.

As a unit of county government, the sponsor has well established policies for all aspects of operation. There are county personnel policies, a procurement policy and procedure manual, computer acceptable use policy and employee safety handbook that govern the work of all employees. All

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equipment purchases are subject to sponsors' director approval. All requests for training must be submitted and approved by the employee's supervisor and sponsors' director. Travel to out of state training must be approved in advance by the County Executive. Expense reimbursement requests, including mileage, must be completed on an approved county form, submitted within 60 days of when the expense occurred and be signed by the employee's supervisor. As stated previously, the RSVP Advisory Council takes the lead in conducting program evaluations. In 2010, council members visited 11 sites (about 14% of total volunteer sites). They prepared and presented reports and recommendations at the August 2010 council meeting. The results indicated RSVP volunteers play a significant role in enhancing the organizational capacity of the sites evaluated and that sites had a high level of satisfaction with RSVP volunteers and staff. In 2011 the RSVP Advisory Council evaluated the RSVP annual recognition event focusing on the volunteer's satisfaction with the event and its cost efficiency. The results documented strong support from volunteers to continue holding the event as is and the program was viewed to be very cost efficient. The 2012 evaluation focused on identifying those RSVP volunteers that are veterans and on placement of volunteers in the CNCS six area of focus and the Portage County RSVP program compliance with the new program guidelines. The survey identifies 67 RSVP volunteers as veterans and approximately 50 volunteers that must be graduated into focus area placements to achieve CNCS performance measures requirements. The 2013 survey will focus on volunteer satisfaction and training and is currently being reviewed by the Advisory Council with a planned distribution November 2013.

Other

N/A

PNS Amendment (if applicable)

NA