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Executive Summary

An estimated 625 RSVP volunteers will serve. Some of their activities will include food delivery, transportation, food pantry support, helping with GEDs, assisting the Department of Veterans Affairs Program, and providing health/first-aid services to those in our affected areas. The primary focus area of this project is Healthy Futures. At the end of the three-year grant, we will work to see the number of caregivers of homebound or older adults and individuals with disabilities report having increased social ties/perceived social support together with an increase in food security. The CNCS federal investment of \$44,922 will be supplemented by \$165,012 through state, local, and other private funding sources.

Strengthening Communities

The service areas of RSVP of Enid and North Central Oklahoma, Inc. are Alfalfa, Garfield, Grant, Major, and Noble Counties. The percentage of residents who are 65 years and over are as follows: Alfalfa County- 19.4%, Garfield County- 15.3%, Grant County- 20.8%, Major County- 18.8%, and Noble County- 17.1%. Enid, Oklahoma with a population of 60,580 is the county seat of Garfield County and the largest city. The other cities and towns in each of the other counties are considered rural areas. This poses a much different access to care, transportation, and meal delivery as a city would. RSVP is the only volunteer organization that answers many of these citizen's concerns of living alone or aging in place. Most notably, we facilitate 13 different sites in which we have 220 unduplicated volunteers who service the vulnerable and at-risk population of these rural areas. With the support of RSVP volunteers, these citizens have access to transportation, companionship, and food security. It is our goal to help at least 250 unduplicated individuals in the city and rural areas encompassing our five-county catchment area.

Social isolation and malnourishment are two primary factors in the elderly population moving out of their homes and into nursing homes. It is our mission to decrease their social isolation and increase their nutritional intake by the volunteer services RSVP provides. For just \$809 per year, RSVP is able to provide an at-risk homebound senior the opportunity to receive meals at their home. This meal not only answers the nutritional intake in their diet but it also provides them with a support system through the RSVP site in which is administering the meal. We do a pre and post survey for our clients served asking specifically if these two concerns have been met. Last year, we had an 89% satisfaction rate from our Enid Mobile Meals recipients. At the risk of some of the vulnerable population having to move to nursing homes, the families try to first utilize our program. With the average cost of a

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Medicaid financed nursing facility being \$53,593 up to a private pay nursing facility at \$81,030 per year, it's no wonder we are the first mode of defense when the vulnerable population want to stay at home. 92% of home delivered meal recipients said the meals allowed them to live at home for longer. Monetarily speaking, RSVP delivers a much needed resource. Socially speaking, 89% of our recipients said they felt less isolated because of the daily contact and numerous other programs that have allowed them the opportunity to live a quality life. One program, specifically the Mobile Books program, has allowed the recipients the opportunity to create a quality lifestyle doing what they love...reading.

Among other programs, RSVP also harvests the transportation needs of these individuals. RSVP volunteers provide rides for seniors who may need daily routine activities done. These transportation needs may be one of grocery shopping, going to the dentist, getting to church, or going to a bigger city for doctor's appointments, just to name a few. So, for \$809 per year vs. \$53,593, a recipient who is being helped by the volunteerism of RSVP is able to stay at home, have companionship, and receive transportation assistance. Without the help of RSVP volunteers, it seems the state would have a much bigger deficit and the senior would not be living the quality of life that matters most to them.

From this community need, RSVP ascertains who needs meal delivery/social support and transportation services the most. This is done by an intake evaluation of each client who receives an RSVP volunteer's time. For example, through the Enid Mobile Meals Program, if a potential client is interested in the program they first must fill out an application. This application is used to determine that there is in fact a need based on their living situation. There is no age requirement for this particular program, however, our goal is to service those who are at least 60 years or older. Once a need has been determined, we put the new recipient on a route sheet. We currently have 14 routes delivering to 8-14 people per route, per day. The meals are prepared by a licensed dietician in our hospitals. RSVP volunteers pick up and deliver the meals. Typically there is one volunteer per route, per day. The meals are then delivered to the recipient. RSVP staff tracks who delivers, when they deliver, where they deliver, and who receives each meal. This is an ever changing route as recipients come and go for various reasons. RSVP has a Mobile Meals Coordinator who tracks daily logs of each driver, each recipient, and each route, every day. This information is then entered into our Volunteer Reporter so that we can accurately document how many hours of service RSVP volunteers donate to the homebound. Likewise, we document unduplicated persons served to help us accurately ascertain if we are servicing the largest population of our reachable target. Through this particular program, the recipient is eligible for other homebound services to include: The Mobile Book Delivery (which

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delivers books to the homebound every 2 weeks), Transportation Assistance (which is a volunteer driver based program used based on need) and various other "Companionship Programs" to include Telephone Reassurance and Homebound Visitation Programs. We are continuously implementing new programs as the community needs are ascertained. This is vital in ensuring we are creating the most useful independent living services so that our recipients have an increased social support. Recently, RSVP has collaborated with the Disabled American Veterans (DAV). It is the goal of RSVP to empower veterans and to help them lead high-quality lives with respect and dignity. We accomplish this by ensuring that veterans and their families can access the full range of benefits available to them; fighting for the interests of America's injured heroes and educating the public about the great sacrifices and needs of veterans transitioning back to civilian life. From our partnership and collaboration with the DAV, more than 15 volunteers have donated more than 5,080 hours of their service in support of veterans with disabilities with their paperwork, duties, emergency grants for ODVA; to support legal assistance access in enabling veterans the opportunity for council from start to finish to the appeals process of their claims; to mental health access in providing counseling services through the VA and Vance Air Force Base; to assisting with access to state and federal benefits in filling out all of their paperwork for the VA, requests for military files/information/medical releases, etc.; to assisting veterans with transportation that may include daily trips to and from the VA (which is 100 mile trip one way), transportation to errands, counseling, hospitals, or other services they may need; to economic opportunity activities that include secure housing in helping veterans with their paperwork for households and furnishings; to other community based activity that serves veterans in their special fundraisers and projects to market the needs and services of American veterans. These are just a few of the many hours served through the DAV. Due to the tornadoes in Moore, Ok, our DAV RSVP volunteers took their mobile unit to Moore, Ok and helped the veteran victims fill out more than \$1.2 million dollars in claims. It is with great duty and pride that RSVP and the DAV have collaborated. We work together in hours reporting and daily activities in accessing community needs. RSVP donated our building back to the City of Enid so that the DAV could utilize this 3,000 square foot building as office space. The use of this building will help enable the DAV to help with the needs of more veterans in the aforementioned areas. RSVP was happy to help in providing them with the building space to help them grow, to help RSVP grow, and to help our community flourish.

Recruitment and Development

The best way to develop an infrastructure is to create high quality volunteer assignments with opportunities to share the volunteers' experiences, abilities, and skills to improve their communities

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and themselves through service would be to first have clear written job descriptions that indicate the community need being met. This coupled with a variety of stations and assignments that appeal to varying skills and interests.

In our five-county catchment area, we facilitate 120 different sites. It is essential to ensure volunteer safety by promptly and effectively responding to volunteer emergencies and complaints. It is vital to ensure that volunteers are given information providing conditions and terms of service, holidays, service schedules, cost reimbursements, key contacts and how to contact them. Stations must have processes for appraising and documenting volunteer performance and provide feedback and guidance to the volunteer in key areas such as reliability, progress, outcomes, initiative and leadership. In promoting leadership, it is essential to recruit and coordinate other volunteers for the volunteer station. Leadership roles will assist with recruitment/coordination of direct service RSVP volunteer, facilitate team building activities, support project planning, volunteer training, and relationships with volunteer stations. We work with the stations so that they address significant community needs that are validated by our community and studies, ensure that stations are accessible to persons with disabilities, make sure that the stations are of manageable size and complexity, that the site staff are oriented prior to placement and receive ongoing information and training, and have an optimal number of volunteers identified.

This infrastructure is only as good as the communication among the station, the volunteer, and RSVP staff. It is our mission to coordinate monthly with each volunteer station to ensure there is quality volunteerism as well as a quality site and provisions. This communication results in a yearly survey in which we ask each of our volunteers to rank their satisfaction and quality of life pre and post volunteering. Last year, we had an 87% satisfactory ranking among the happiness of our volunteers/site match. To add, they also indicated better health, better quality of life, and an increase in their self-acceptance.

Our plan and infrastructure to insure RSVP volunteers receive training to be a highly effective means of addressing identified community needs are in the orientation to station and in-service training our volunteers receive at each site. It is essential that each volunteer is given the resources required to perform their particular assignment including reasonable accommodation, supervision while on assignment, appropriate recognition, and the security of their safety. This may be done as an orientation or through in-service, but the volunteer must be provided evaluation and training as well as material. It is the goal of RSVP staff to assist each volunteer site in maintaining volunteer service records, helping the project develop written assignment descriptions, providing RSVP with updates and

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accomplishments, appraisals of volunteer performance, providing testimonials and stories of how RSVP volunteers meet community needs, and signing and maintaining up-to-date Memorandums of Understanding.

Several mediums utilized to create communication include our local news source, The Enid News and Eagle; E-Town Magazine, which is our local upscale magazine which features monthly events and volunteer opportunities along with articles recognizing community leaders and volunteers; Facebook, RSVP of Enid utilizes our facebook page to keep up with local site needs and connecting our volunteers with the current community needs; we do email blasts to volunteers who enroll and are interested in receiving notifications for special events and volunteer needs; Houston Promotions, our local marketing agency who helps with involving RSVP with local parades, sales, fundraisers, and other marketing perspectives to raise awareness of our program and local volunteer needs; iloveenid.com, which is our website that involves everything from marathon runs to new construction in our area; Enid Buzz, a facebook and website that also reaches over 9,200 people with posts about our local needs and volunteer opportunities; we also have referrals from other volunteer; we designate time to do public speaking and attend social events which will lend an ear to a five minute speech on RSVP, and once yearly, we have an incredible recognition banquet to encompass all other mediums as well as the personal interaction with a room full of delighted volunteers.

The demographics of our communities served have a 65 year old and over population, on average, of 18.8%. According to this calculation, we facilitate 13 meal delivery, transportation, and companion service stations for this specific population. It is the goal of RSVP to help those who cannot otherwise help themselves to age at home and to stay out of the nursing homes. What that means for RSVP is that it is of the utmost importance to place volunteers where they are needed and where they are the happiest, so as to retain volunteers and continue to help our local community. It is also imperative that we continue to recruit new volunteers so that we can help facilitate the community need with a prospective volunteer. This recruitment process consists of finding locations of "active adult" retirement communities such as Golden Oaks Retirement Village in which we have 12 volunteers; senior centers, which are run completely from the service hours of RSVP volunteers in five counties to include more than 15 centers; along with clubs and other places where people over the age of 55 gather. We do most of our public speaking in these arenas so that we can be before an interested audience. Also, local employers that have soon-to- retire employees be it corporate, educational or governmental entities have been a great success to our program as we have active board members from this recruitment as well.

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Another consideration that sets RSVP apart from other services is the consideration of the distance between the volunteers and their assignments. Since our program reaches five counties, most of rural towns, we allow for various modes and costs of available transportation. We collaborate with the Enid Transfer, our local public transportation, which allows RSVP a discounted price to allow pick up and drop off of RSVP volunteers from their homes to the site and back home. RSVP pays 100% of this cost. We also offer the state rate of \$.57 per mile for volunteers who choose to be repaid in mileage reimbursement, with a cap of \$50 per volunteer per month. In our rural areas, the drive is sometimes 7-10 miles, one way, for a volunteer. We don't want the distance between volunteer and site to ever become the reason they cannot volunteer.

As of 2012, RSVP has worked extensively in the veterans and military families' population of Enid, Ok. This is the largest city in the Garfield County area. Our local Disabled American Veterans (DAV) has a mobile command unit that extends its services all the way west of I-35 down the entire state of Oklahoma all the way west to New Mexico. This is only one of the many services the DAV renders to our veteran and military families. We have a demonstrated record of helping those who have needed this service so badly in disaster relief efforts just of late. Our local DAV responded to the Moore, Ok tornado victims and spent days in Moore searching and rescuing veterans. Once the veterans were identified, the DAV helped those men and women in over \$1.2 million in claims. We are currently working on a veteran's facility that will help collaborate the efforts of all of the veteran and military family organizations that we have in our area to be under one roof. It is a mission of RSVP to empower veterans to lead high quality lives with respect and dignity. We have spent volunteer hours ensuring that veterans and their families can access the full range of benefits available to them as indicated with the Moore tornado victims. We help at least 3 new veterans per day in state and federal paper claims, transporting veterans to hospitals and to Psychiatrists, requesting paperwork for military files/information/medical releases, etc., just to name a few of the daily activities to help meet the community need for this service activity. As well, through their collective partnership, we have recruited new RSVP volunteers through the service of the DAV and have recently started a new collaboration with the DAV Auxiliary in which we have recruited and placed 25 new volunteers in less than one year.

In order to retain and recognize RSVP volunteers, it is essential that RSVP and each station work together to determine types of data needed to measure progress which is our Volunteer Reporter, determine benchmarks to be used as standards for measuring progress such as our hourly data collection, collaborating to develop information systems to capture data and use existing data where

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possible so that information can be easily retrieved such as our hospitals integrating to an online hour retriever so we can easily access their volunteer hours, and consistently and accurately provide needed data between the site and RSVP. In order to keep the volunteer and the site in harmony it is also essential to use assessments to adjust assignments and our portfolio of volunteer stations, to be able to work together to use data to identify strengths and weaknesses of the programming and ways to improve the work of the station, and to be able to work together to modify volunteer assignments to more effectively meet identified needs. Monthly communication helps to deliver this assessment. Once this measure is in place, it is easy to identify the needs and therefore the volunteer match and retaining satisfied volunteers. It's imperative that we have assignments that reflect the individual volunteer preferences, that we have assignments that complement or supplement but not encroach upon existing community volunteer activities. We ensure this by contacting agencies frequented by seniors such as religious and community groups which has brought about 11 different sites for volunteering, contacting non-profit programs, contacting inactive volunteers who have been dormant for 3-6 months, and the newly adapted online recruitment tools as mentioned before. When a prospective volunteer expresses interest, we meet with them as soon as possible. We do an initial interview that is private and confidential and we make a connection and an attempt to become acquainted and establish rapport so they feel secure about the assignment. They receive information about our available community services related to their skills and abilities and then we contact the site in which they have expressed interest. From there, the volunteer does an initial in-service or orientation. The in-service gives them the ability to understand that through volunteering they can apply their wisdom and knowledge they have already acquired, and that learning allows the volunteers to reflect on their previous volunteer experience, when applicable, and apply their insights. This also helps volunteers understand that through volunteering they stay mentally and physically active and are able to use the skills they might not have otherwise used. From that orientation, they are considered an RSVP volunteer. For many years to come, we hope to keep recruiting, retaining, and recognizing our volunteers.

Our annual recognition banquet is a driving force for some. We could consider our recognition banquet a recruiting tool as we have had many volunteers want to sign up to be a part of the party. Our banquets are rich in excitement in the various areas of our community service and contributions, banquet goers, and private donors. Our banquet hosts not only volunteers and site managers with an average of 320 people, but we also host this banquet to our local public figures such as our Chief of Police, County Commissioners, City Commissioners, City Manager, Mayor, and the like. Because

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RSVP gives on average, over \$3 million in service activities per year, it is the communities turn to serve the volunteer. Last year, we had the RSVP Red Carpet Academy Awards. This was our most attended banquet to date. We had a catered BBQ dinner with all the sides fit for a King for a total cost of \$3,200. The cost of this meal was donated to us by our local thrift store, Park Avenue Thrift. We also collaborated with a new photography studio, CP UltaMod. We contacted her and asked if she would be interested in taking the red carpet photos and in lieu of pay, she receive the notoriety of being RSVP's photographer. She agreed, and with her cost of photos and her time, she donated to RSVP \$1,700. We were able to use the 2,000 square foot Pavilion Room at the Expo Center, a room donated to us because we have 6 very dedicated volunteers who take tickets for this conference center any time its doors are open. The average cost savings for the room was \$370 per hour for a 3 hour event. The room was decorated in 1940's vintage style movie stars from Marlon Brando to Ginger Rogers. We asked the volunteers to dress for the red carpet and we had over 350 volunteers in a beautifully lit, red carpet, Hollywood themed academy awards. Over 40 different awards were presented for Best Hollywood Look-Alike, volunteer with the "Most Get-Up-And-Go", "The Energizer Bunny", "Years of Wisdom Award", "Location, Location, Location Award", "Bonnie and Clyde Award" and so on. Each of these awards were a surprise to the volunteer so it added an element of surprise and excitement for the duration of the banquet. Every award was given as an academy award trophy with a certificate that explained their award. A couple of examples of the certificates read as such:

"THE RED, WHITE, AND BLUE AWARD: This award goes not only to one individual, not only one couple, but to TWO brand new STATIONS. These stations are an active part of our community and work tirelessly for our veterans. Dedicating countless hours of serving those who once served our country, we graciously want to honor The Disable American Veterans and The Disable American Veterans Auxiliary. Jim and Joan Stark, please accept this award."

"THE TRAVELING MAN -- AND WOMAN AWARD: The traveling man -- and woman award go to a couple who are always on call. Whether it be a doctor's appointment, the grocery store, taking people to various appointments or stuffing safety bags for children. They are always willing to jump in the car and help anyone who calls their name. They have that "Get up and Go" that hasn't got up and left. This award goes to: Buster and Darlene Keeton."

We also had a projector slide show in memory of our past Executive Director, Bennie Mullins. She was a dedicated director to the volunteers, the staff, and the community for 27 years. Breast cancer claimed her life in December of 2012. It was with heavy hearts that this community, staff, and volunteer base met for the first time in 27 years for a banquet without her. But as we said at the

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banquet, Bennie would have said to "get on with the show!" and that is exactly what we did and that is exactly what we plan to keep doing.

Program Management

The plan and infrastructure to ensure management of volunteer stations in compliance with RSVP program regulations, such as preventing or identifying prohibited services first comes from the volunteer station considerations. It is our goal to partner and collaborate with community need based stations to include: social and public agencies, government and other non-profits to include secular or faith-based private nonprofits. We also are cautious and are diligent in identifying for-profit health care organizations that accepts the responsibility for assignment with a strong supervision of RSVP volunteers who must be licensed or certified when required by state or local government adding that informal groups do not qualify. It is pertinent that it is understood that private homes may not be volunteer stations and that all sites must be in our five county service area as defined. RSVP limits volunteer assignments to direct/traditional assistance to patients--visiting, teaching, counseling, and entertaining, when in this area of service so as to not displace paid employees. We avoid assignments that would "accrue to the profitability" of the for-profit entity, at all times. However, in every site, the Memorandum of Understanding includes detailed provisions to ensure compliance with "Nondisplacement of Employed Workers and Nonimpairment of Contracts for Service" as indicated to our project. Through the in-service, orientation, and signed contract of the Memorandum of Understanding, RSVP does monthly monitoring of the sites to ensure the program regulations are being upheld and that no prohibited services are occurring.

We also ensure that criteria for the volunteer assignments should both meet the community need and provide high quality volunteer experiences. We match the interests, abilities, preferences and availability of each volunteer to the sites where then the stations provide written job descriptions. RSVP assignments in senior centers do not duplicate normal volunteer assignments for that center. We also provide necessary training for RSVP volunteers about specific assignments, conduct regular meetings with volunteers to review activities, progress, and problems. We also have volunteer's supervisor/designee visits yearly to ensure all volunteers are performing their assigned service activities.

When a volunteer and an assignment are not compatible, RSVP has a policy to detach the volunteer and station and reevaluate the situation. RSVP staff and station coordinators are privy to changes/problems that may lead to assignment terminations. When this is the course of action, the decision to terminate must be made jointly by RSVP and station staff, with full consideration for the

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volunteer. Corporation and State offices will be fully informed in cases of terminations that have potential legal implications for RSVP staff or the project.

In a plan to meet the changing needs of the community and the volunteer RSVP encourages volunteers to recognize and take pride in their contributions to our community, as this is our data collection review. We provide volunteers opportunities to serve in leadership roles and develop leadership skills. RSVP provides opportunities for volunteers to facilitate training with other volunteers, involves volunteers in promoting RSVP to the community through speeches, ribbon cuttings, and grand openings, we make sure that assignments are challenging and match the volunteer's interests and abilities. These measures both meet the communities' changing needs as well as the volunteers. At any time the station assignment, station director/coordinator, or the premise behind the station do not line up with RSVP's goals and missions, we will follow the Memorandum of Understanding which says that "Conditions of this Memorandum of Understanding may be amended or terminated in writing at any time at the request of either party." If possible, we will meet with station director and explain the action prior to such termination and, if possible, provide them with an opportunity to improve the situation as outlined.

In reference to the stations that service our primary focus area of Healthy Futures, RSVP oversees the coordination of 13 sites that are specifically answering the community need for meal delivery, transportation, and companionship. In 2007, RSVP adopted the Enid Mobile Meals program in which it had 37 recipients. Today, we deliver over to 95 recipients. This is the increase of persons served when a station or project is handed to RSVP to help administrate and facilitate the oversight of a much needed service in our community. Through just this program, we have helped over 500 unduplicated persons in our service area in just 5 years. The program is stronger and grows larger every year, as RSVP markets, distributes, and does public appearances to help gain this program popularity. Through our volunteer hours, not only has this program gained momentum in helping the vulnerable elderly population in their daily nourishment but in their ability to stay in their homes for longer. For only \$809 per year, a Mobile Meals recipient can stay in their home for longer through our daily meal delivery. We provide not only a hot meal, but a sense of companionship. We are the eyes on these people when no one else can or will. We not only deliver a meal, we deliver a peace of mind. Just of recent, we found 3 of our recipients lying on the floor when we arrived with their meal. We were able to intervene and help them in calling the ambulance in which all three were admitted into the hospital. They have sense been discharged and back home, after a host of operations and tests, and a few broken bones, but they know we are still the driving force behind their independence

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and we will continue to be their aid. This is only one example of the 13 primary focus area stations we facilitate. On the other hand, we have many success stories to report. In 2012 we had 17 unduplicated recipients who received our meals who regained a sense of food security and nourishment levels to sustain a healthy lifestyle. One woman in particular drove herself to our office and sat with us for over an hour and thanked and blessed the many volunteers, staff, cooks, and drivers who helped her regain her sense of independent living. In many of the other outlying area meal delivery programs, RSVP volunteers are the only volunteers in the area that provide this service. In rural towns with populations of 120 and less, the services provided by RSVP volunteers are crucial to the livelihood of many of the vulnerable elderly. Without RSVP, it could be days without communication for some of these recipients. With the interception of volunteers in the lives of the elderly, we provide a service, but we also provide a way of life for them as well. In the primary focus areas alone, in 2012, we provided 9,035 hours of errand services, 37,931 hours of food distribution, food preparation, and kitchen/serving help, 11,584 hours of meal delivery, 7,345 hours of transporting seniors, and 5,814 hours of companionship visitations.

Our plan and infrastructure of monthly data collection from each site on each service activity provide us with these statistics. It is the mission of RSVP to be in compliance with the federal and state regulations set forth in ensuring eligible volunteers through maintaining records of valid driver's licenses and vehicle registration and insurance, where applicable, background checks and through the application process of becoming an RSVP volunteer. It is also our mission to ensure the project is in compliance. We provide this administrative oversight through the regulations, selecting, training, and supervising program staff, monitoring staff performance, maintaining work schedules, reviewing financial statements, preparing annual budgets, developing and implementing policies, maintain up-to-date MOU's and generating required reports. We maintain program quality by planning annual program goals and objects as set forth, overseeing program activities, supporting coordinators as they serve the volunteers and volunteer stations, providing leadership, information, and consultation all on a monthly basis. We are governed by our Board of Directors, in which we provide said paperwork to them on the last Tuesday of each month. Before years end of 2013, RSVP will also incorporate an Advisory Council who will meet quarterly.

One of the many changes RSVP has to manage and will seek the advice of both the Board of Directors and the Advisory Council will be in graduating stations. Our agency will review the Notice of Funding Opportunity to ensure that the mission and proposed volunteer activities are in alignment with CNCS priorities. Once we have determined a mission fit, the commitment to program

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requirements, transparency, consistent messaging and recognition are integral in this process. Some stations may no longer be a fit for the requirements and activities of RSVP. Graduating stations does not necessarily mean the end of relationships or partnerships. It will be a thoughtful, intentional process and all stations will be recognized for their invaluable partnerships regardless of tenure. A few items we will consider regarding graduating of stations:

First, a review the station Memoranda of Understanding dates and number of volunteers serving through the station. In some cases stations will self-deselect. Volunteers will not be replaced and will graduate through the weakening of the station. Stations may not have current MOU dates, and therefore can be determined inactive. If the station representative who signed the last MOU is no longer working at the agency, we will contact the agency director to inform them of the criteria to continue as partners with RSVP or graduate them. We will be conscious to prepare to provide a referral to another program or volunteer center for stations with volunteer recruitment needs. And as indicated, we will be certain to recognize the station for their partnership publicly through one of our many mediums as determined prior.

Organizational Capability

The Executive Director provides the day-to-day operational support as well as the fiscal oversight of the program. The Financial Committee Chair then reports on monthly revenues and expenditures as set forth before him from Pat Novak, CPA. This is to provide a system of checks and balances. Our CPA is responsible for the generally accepted accounting practices for ensuring accuracy by the Executive Director in the accounting of the day-to-day operational compliance to ensure accountability and efficiency and to ensure the effectiveness of the organizations available resources as set forth by the RSVP programs statutes and regulations. Concerning annual financial reporting, RSVP utilizes the service of Saunders and Associates to do an internal audit once every two years. Time and Activity reporting is a requirement. If an individual spends time on more than one program or activity that is funded with federal and/or non-federal funds, the individual must keep timesheets or time and activity reports that breakdown the time spent on each program or activity. Internal policies are to include all Financial Statements are prepared in compliance with GAAP (Generally Accepted Accounting Principles). A full set of financial statements includes: Statement of Financial Position (Balance Sheet), Statement of Activities (Income Statement), Statement of Cash Flows, Statement of Functional Expenses and Notes to the Financial Statements. A full set of financial statements is prepared at the end of the year. Interim financial statements include: Statement of Financial Position, Statement of Activities, and a Statement of Activities, budget to actual. These are

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prepared monthly and at years end (December 31) of every year, by Pat Novak, CPA. These are adhered to as we have an established written policy for our Accounting Practices, Management Controls, Personnel Policies, Salary Scales, Employee Benefits, Travel & Reimbursement, Procurement, Records Retention, Property Management, Drug/Smoke Free, and other as declared and set forth by our By-Laws.

In-Kind Contributions: for in-kind contributions we properly document the following items: 1. date and location of donation; 2. detailed description of item/service; 3. estimated value of contribution; 4. how the value was determined; 5. who made the determination; 6. was the contribution obtained with Federal funds; and 7. name and signature of the donor.

The contribution is not recorded until all information is received. Once the information is complete the donation is recorded in the accounting records as revenue and as the corresponding expense. This will allow the accounting records of the organization to accurately reflect the total cost of transactions.

Per our By Laws: Amended January 26, 1995, we have instated the following:

Position Statements

RSVP will develop and implement personnel policies which are in compliance with local, state and national laws and regulations. RSVP will recruit and employ persons who are best qualified by skill, appropriate experience, and education to fill specific jobs. RSVP will develop and implement personnel policies that will assist in managing human resources in ways that will increase effectiveness and enhance the quality of working life. RSVP shall demonstrate social justice in establishing a wage administration plan, an employee benefit program and personnel policies for the mutual benefit of both the agency and the employee staff. RSVP, to insure continuity, perpetuation and effective leadership shall accept responsibility to attract, maintain, and retain competent employee staff members. No person with responsibility for the operation of the Retired Senior Volunteer Program of Enid and North Central Oklahoma, Inc. shall discriminate because of race, creed, belief, color, national origin, sex, age, handicap, or political affiliation.

Personnel Policies to include Job Descriptions: Each employee will be furnished a copy of the job description at the time of employment. This description will be updated as required.

Full-time employee: (a full time employee is one who works a minimum of thirty-five (35) hours per week.) 5.9 hours for each calendar month of service will be time accrued for vacation or sick leave.

Part-time employee: A part-time employee is one who works at least ten (10) hours per week, but less than thirty-five (35). 3.4 hours for each calendar month of service will be time accrued for vacation or sick leave. An employee separating from the agency shall not be paid for any weekends or holidays

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that fall within the period of vacation. He/she shall be paid for any unused leave accumulated to his credit at the time of such separation.

Job Title: Executive Director Status: Full-time Program: Administration Supervised by: Board of Directors Supervises: Office Assistant, Outreach Coordinator, and Mobile Meals Coordinator coordinates with: Board of Directors

General Description: Christy Baker, The Executive Director is responsible for all financial management of the Corporation including accounts payable, accounts receivable, payroll, grants management and reporting, budget preparation and monitoring, and the annual audit according to generally accepted accounting principles specific to grant regulations. This position advises the Board of Directors and senior staff on all matters concerning financial management and information technology. The Executive Director educates and influences managers and assists them in understanding and implementing their program budgets. This position requires reading, writing, speaking, the ability to use automated accounting software, and interpersonal skills to deal sensitively with a diverse workforce.

Report Preparation (50%)

1) Prepares timely and accurate reports for all programs and funders, not to include tax returns. 2) Prepares reports, analyses and projections for Board of Directors 3) Develops annual budget, reports monthly to the Board of Directors and monitors budget compliance. 4) Maintains fiscal operations in compliance with federal, state and local regulations and funding guidelines, and generally accepted accounting principles.

C. Supervision of Day-to-Day Operations (35%)

1) Supervises Financial Services staff in the administration of accounts receivable, accounts payable, payroll, benefits, purchasing, cash flow, bank account reconciliations, contribution records and petty cash. 2) Maintains integrity of the accounting software system, and linkages with other systems. 3) Serves as primary contact for the Corporation with financial institutions.

D. Advisory/Planning (15%)

1) Advises Board of Directors on matters of fiscal planning and policymaking; serves on staff management team. 2) Advises Board of Directors on selection of auditors and supplies information for audit, IRS Form 990, and other required reports. 3) Recommends strategies for optimizing cash flow and effective use of resources. 4) Maintains current procedures manual for fiscal operations and ensures staff familiarity with same. 5) Other duties as assigned.

The Executive Director must have the ability to communicate effectively with persons from diverse

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backgrounds, to create a favorable customer service environment for the Corporation's employees, volunteers and donors; to maintain strict confidentiality; to solve problems and anticipate future needs; to influence and educate Directors concerning compliance with policies.

Pamela Miller, Office Manager, full time, develops positive public relations and communications in the community by providing informational programs to interested groups and organizations, prepares newsletters and media materials, assists in hosting volunteer recognition events, reviews professional materials and literature, participates in professional organizations, as well as assisting to any technology and office needs, responsible for arranging and confirming appointments, accounts payable and accounts receivable, as well as volunteer hour database entry.

Ginger Row, Outreach Coordinator, part-time, recruits and maintains volunteers, provides the orientation and placement of volunteers in one or more stations, oversees the continuing of good standing with community agencies and personnel, is responsible for expanding our program into other counties and communities whenever possible, coordinates projects for senior groups.

Harlan Stratton, Mobile Meals Coordinator, part time, is responsible for coordinating daily transportation routes, vehicles used, number of drivers needed, etc., and communicating information to RSVP staff concerning Mobile Meals recipients and delivery drivers.

Through the continued coordination of all staff members, we are able to collectively sustain project activities as they pertain to Healthy Futures in areas of transportation, meal delivery, and companionship. In order to effectively manage activities, we utilize the Volunteer Reporter, on a monthly basis, after outreach services have been rendered. Through the annual updates of the Volunteer Reporter, we are able to effectively track the focus area service activities, as we also maintain record sheets for station reporting in this manner. The last Tuesday of each month is our organizations monthly board meeting, in which we discuss volunteer hours, hours reporting, performance, and financial management of the volunteers and program.

We have a membership in the Enid Chamber of Commerce and the local area United Way. In addition, the United Way grant process involves extensive community involvement in assessing our program and funding requests. This brings in others from the community at large to review our operations and financial management. The Oklahoma Department of Human Services of the Aging Services Division also does an annual monitoring visit. Together with those, The Board of Directors performs an annual evaluation of the Executive Director. Other staff evaluations occur annually in December and are done by the Executive Director. Goals for each employee are set at this time, as has been set forth since the direction of the incorporation of this program in 1985.

Narratives

The financial reports are reviewed on a regular basis. Bi-Annually an audit is conducted by an independent Certified Public Accounting (CPA) firm, Saunders and Associates. The purpose of a financial statement audit is to provide assurance on the completeness and accuracy of financial statements. An audit also reviews and tests the internal controls in place. This is an important component because the auditor can and will recommend changes to the current structure to tighten internal controls or alert our organization of lapses in the controls.

The external reporting requirements to the IRS are payroll taxes and income taxes. Our organization is subject to payroll taxes and related benefits such as Worker's Compensation and Unemployment taxes. Payroll taxes are required to be taken out of every paid employee's paycheck. These include Federal Income Tax Withholding, Social Security and Medicare. It is the responsibility of RSVP of Enid and North Central Oklahoma, Inc. to properly withdraw the correct amount of payroll taxes out of each employee's paycheck and then deposit the employee and employer's portion of payroll taxes with the IRS. The second IRS reporting requirement is an annual return, the Form 990, Return of Organization Exempt Form Income Tax, for a non-profit organization. Our organization is a non-profit as defined by the IRS Code, so an informational return is required to monitor the activities of our organization to confirm the nature of the activities conducted. This return is due to the IRS five months and fifteen days after the end of the fiscal year.

Our organization is also accountable to agencies that have granted us funds. We are aware of all requirements that are associated with the various funding streams we have received. There are clear reporting requirements that are associated with public (federal or state) funds. Grants from private individuals and Foundations have some form of final reporting, which outlines the use of the funds and the difference that the grant made in reaching the organization's goals.

Staff is knowledgeable regarding all of the rules and regulations concerning the federal grant. As recipients of Federal grants, we must submit periodic financial reports to our funding agency or its designee. The Federal Financial Report (FFR) Form 425 is the form most departments and agencies, including CNCS, require. These reports are generally required quarterly. We complete these forms on our egrants site, as required.

Other

Not applicable

PNS Amendment (if applicable)

Not applicable