

Executive Summary

HandsOn Suburban Chicago has served as the sponsoring agency of the RSVP of Northern Cook and Northern DuPage Counties since 1992. An estimated 800 RSVP volunteers will serve. Some of their service activities will include: working in food banks and food delivery to the homebound; providing transportation for older adults, individuals with disabilities, and Veterans; repairing and painting the homes of older adults, the disabled and Veterans; tutoring students; and providing capacity building services to enhance the program delivery model of nonprofits. The primary focus area of this project is Healthy Futures. The CNCS federal dollar amount of \$180,118 will be supplemented by an anticipated level of non-federal resources totaling \$93,335.

At the end of the three year grant:

(1) 112 homebound or older adults and individuals living with disabilities receiving food delivery service will report increased social ties or perceived social support. (2) 320 students will demonstrate improved academic engagement. (3) 268 homebound or older adults and individuals living with disabilities will receive transportation services and will report increased social ties or perceived social support. (4) Three nonprofit organizations will implement 3 or more effective volunteer management practices (5) Five homes of older adult families, Veterans, or individuals with disabilities will be repaired and painted and three homeowners will report increased social ties.

HandsOn Suburban Chicago (HOSC) has a rich history of successfully encouraging community members to become involved in volunteering. Since 1969, HOSC has served as a connector organization, or Volunteer Center, with the mission to inspire, equip, and mobilize people to volunteer and take action that builds vibrant and prosperous communities. Last year, HOSC connected over 10,000 volunteers with over 200 nonprofits and schools and provided over 1,300 nonprofit staff members with over 50 workshops in volunteer management and technology training. The vision of HOSC is to transform our region by showing nonprofits how to more effectively engage volunteers so those nonprofits can better meet their mission and eventually become a service enterprise. A service enterprise is defined as an organization engaging 50 or more volunteers utilizing best volunteer management practices. HandsOn Suburban Chicago is hosting three AmeriCorps VISTA grant programs. Nine full-time AmeriCorps VISTA members are serving in the issue areas of Veterans, Education, and Technology training, supporting all RSVP priorities.

Strengthening Communities

HandsOn Suburban Chicago (HOSC) RSVP serves Northern Cook and Northern DuPage Counties in Northern Illinois. RSVP serves a large and very diverse population. According to U.S. Census Bureau estimates, 2010: 1.4 million people live in HOSC's service area consisting of 44 towns and villages in the north and northwest suburbs of Chicago, approximately 11 percent of the total population of the State of Illinois. The 44 communities are overlaid with 14 townships, which are separate units of government that provide social services. There are 185,328 seniors aged 65 -84 and 29,609 age 85 and better residing in our service area. Over 34% of people in our service area report speaking a language other than English at home, higher than Illinois' state average of 22.7% (2010 US Census). Of the 32 Fortune 500 companies in Illinois, six Fortune 500 companies are headquartered in our service area and an additional 21 Fortune 500 companies are located in our surrounding collar communities. Many employees choose to live in our area, which borders Chicago, making the daily commute to Chicago and the nearby cities. Our service area is shifting toward management and service employment jobs and away from sales and production jobs. (The Chicago Community Trust, May 2011)

The United Way of Metro Chicago has identified 12 of our 44 towns and villages in our service area as cities of greatest need throughout the entire Chicago region. (United Way Metro Chicago Community Map, 2013) Many people at, below or close to the poverty line have moved to the suburbs seeking better jobs, homes and schools. Additionally, many people already living in the suburbs have seen their middle class lifestyles drop as a result of job loss and the poor economic climate. Over one-third (36.36%) of the cities in our service area have an unemployment rate higher than the state average of 9.2% (Illinois Department of Employment Security, June 2013). According to the US Census 2010, 103,294 people in our service area live in poverty; of these, almost 10,000 are seniors, 65 and over, with an annual income below the poverty rate. Over 50% of those seniors are 75 years and older. There are eight communities in our area with a poverty rate greater than 10%; one has a poverty rate of 18.2%. Chicago suburbs are seeing a shift in poverty demographics, where the number of poor increased by 99% in the last decade -- from 363,966 to 724,233, said Elizabeth Kneebone, co-author of "Confronting Suburban Poverty in America." "The Poverty Matters" report, just issued by the Heartland Alliance's Social IMPACT research Center states: "the Chicago suburbs are now equal to the city in numbers of residents in poverty. The majority of our poor residents are white, the highest increase of any group. The definition of poverty, according to federal figures, is anyone whose income is less than \$11,484 per year, or \$23,021 for a family of four."

Living on a fixed income in Cook County, where it takes an income higher than 185 percent of the

poverty threshold to just pay for basic needs (Social IMPACT Research Center, May 2012), many individuals, including seniors and Veterans, are forced to make tradeoffs between food and other necessities. Addressing poverty is a considerable challenge--the poverty problem stretches across 44 towns and our two counties requiring difficult coordination across governments that are both competing and interdependent. More recently, the problem has been worse for those governments that have fewer resources to address it. (Chicago Magazine, June 2013: "How Poverty Moved to Chicago's Suburbs"). Illinois is ranked last or often almost last in the list of states most in debt in the nation, which results in less available state funding for social services infrastructure and those organizations that have counted on state grants. The University of Illinois Report: "Uneven Capacity and Delivery of Human Services in the Chicago Suburbs" found that: "... twenty to thirty percent of suburban townships believe that they can only meet a portion of the demand for social services and have few resources to meet the needs in their communities."

Seniors who are 55 and older are less likely to move and buy or build new homes and more likely to age-in-place because most of these households feel satisfied with their homes and the communities in which they live. An American Housing Survey (AHS) study revealed that households of 55+ individuals (on average) rated the overall satisfaction with their current home as 8.6 out of 10. The Metro Chicago Area Information Center predicts a continued increase of the senior population in our service area. The Area Agency on Aging reported that in suburban Cook County, the senior population increased by 16% between 1990 and 2000 and estimates that by 2030, more than 26% of residents will be over 65 in suburban Cook County. In DuPage County, the number of seniors, age 65 and older, will double by 2030. We have identified four pressing community needs in the CNCS Healthy Futures Focus Area in our community, and they are described below with a summary of activities that RSVP volunteers will do to address these needs, including outputs and outcomes.

1. Healthy Futures Community Need (Obesity and Food, Providing Services): In Illinois, 1,957,000 people are food insecure. The six congressional districts serving our communities show 503,140 individuals are food insecure or 25% of the state. (Map the Meal, 2011). Bob Dolgan, Director of Communications for The Greater Chicago Food Depository (which runs a network of 650 shelters, pantries and kitchens) states: "have seen about 59% more people turning to pantries, or an increase of 50,000 more individuals last year, in many cases in communities typically where you would not expect to see this." Food insecurity is defined as "someone not necessarily knowing where their next meal is coming from or the uncertainty of when they will eat again within a certain time period." (Dolan, Daily Herald: "More than 15% of Suburbs Suffer "Food Insecurity", 2011). The Illinois Circuit

Breaker Property Tax Relief Grant ended July 1, 2012 and the Illinois Cares Rx Program was also eliminated. These property tax assistance and prescription drug programs assisted 118,000 low income seniors in Illinois. All are now left with less money and may very well be choosing between food and prescription drugs they critically need. David Vinkler, state associate director of AARP, said in July, 2012: "Many seniors only need a minimal amount of support. But when they lose these support services, in a lot of cases it's a matter of choosing how to survive. And that means looking at nursing homes, which seniors don't want to live at and which costs the taxpayer lots more than the programs being cut." RSVP Service Activity: RSVP volunteers will accept food bank donations and shelve food items at our local food pantries networks of the Greater Chicago Food Depository and the Northern Illinois Food Bank. Volunteers will also assist clients with the selections, bag selected items, and provide referral information to other food security programs available. Volunteers help at food distribution sites on a weekly basis for 3-4 hours with sorting, delivery, and providing additional information to alleviate long-term hunger. Output: Support, services, education and/or referrals to alleviate long term hunger will help 12,500 individuals. RSVP staff will collect statistics from food banks about service recipients.

2. Healthy Futures Community Need (Aging in Place, Housing Services): According to the 2010 Census, there are roughly 146,809 seniors age 65 and better located in ten of the 14 townships of our service area that meet the eligibility requirements (an income under \$36,000 a year, assets under \$100,000, and no family member able to paint their home) for a special initiative known as the Community Paint a Thon. Disabled individuals and Veterans also qualify for home painting. Among these seniors living in the service area, approximately 6,573 were living in poverty in 2010. This is a 10% increase over the last ten years. Over 40,000 seniors, located in the ten townships, are living with a disability. (Census, 2010) Older adults desire to remain in their own community, rather than moving to high priced institutional care. With limited resources, many are unable to afford the cost of maintenance of their homes. According to one homeowner who has lived in his home for 36 years and who has cataracts and mobility problems, volunteers in the local community service project were a big help to him. He stated "It's a situation where you can't do that type of work anymore And that he really appreciated the help." RSVP Service Activity: RSVP volunteer leaders will participate in the year long planning committee for the Paint a Thon event. RSVP volunteers will also help with the exterior repair and painting of the homes of older adults, individuals with disabilities, and Veterans. Activities will include replacing rotten boards, windows, shutters, doors, and outdoor lights; building new flower boxes and mailboxes; painting separate garages and sheds; trimming lawns and bushes;

and planting flowers. Output: Because of the RSVP volunteers, five homes of older adults, including individuals with a disability, and Veterans will be painted annually, allowing them to remain in their homes and live independently. Outcome: On surveys RSVP gives to service recipients, individuals will report maintaining the social ties they have created while living in the same home and community.

3. Healthy Futures Community Need (Aging in Place, Transportation): Only a small percentage of Americans move after they reach retirement age, primarily citing the desire to be near family and friends, meaning most will "age in place" in neighborhoods where daily activities require frequent car trips. (NAHB, and MetLife Mature Market Insurance, 2013). By 2015, in the Chicago metro area, the percentage of suburban seniors with poor transit options will rise to 66 percent. "Aging Americans: Stranded without Options" Surface Transportation Policy Project, Washington, D.C., In Illinois. There are 185, 328 individuals in our service area who are over 65 and 18, 328 who are 85 years and better. (2010 Census) People generally outlive their ability to drive by about 10 years, according to Katherine Freund, founder and president of the International Transportation Network (ITN). Unfortunately, many older persons cannot drive because of hearing, vision or mobility losses, health conditions or they do not own an automobile. Heartland Alliance states in its recent report that the suburbs don't yet have the extensive social services and infrastructure in place, leaving social service agencies struggling to meet the need: things like easy access to public transportation--to help the growing poor populations. Our service area does not have a robust public transportation system: often buses and trains have limited routes and schedules, and long wait times between routes. This makes bus routes and trains difficult for everyone, especially seniors, during the cold and unpredictable Chicago winters. Para transit travel services are only provided at the same times and within the same geographic areas as fixed routes. Transportation services provided by our local townships require that routes remain within a township -- not between townships. In their current 2013 need assessment report for suburban Cook County, the Illinois Department on Aging, Age Options Fiscal Year Report 2012-2014, May 1, 2013 identified a major need for transportation services that are affordable, accessible, and able to cross township lines. Lynndah Lahey, Executive Director of Escorted Transportation Services (ETS), serving six towns in our service area, reported increasing transportation needs; in 2000, their volunteers provided 40 rides to seniors a month; by 2006, they were providing 75; currently they are providing 200 rides a month. Helen Gagel, Executive Director of North Shore Village, serving two of our towns says: "Transportation is one of our most requested services." Volunteers are needed as an effective solution to urgent driving needs of seniors, many of whom cannot drive, have health

conditions or don't own a car. RSVP Service Activity: RSVP volunteers, using their own vehicles, will transport seniors, disabled individuals, and Veterans to medical and dental appointments, grocery shopping, and other quality of life outings. Output: Because of the RSVP volunteers, seniors, disabled individuals, and Veterans will have improved access to primary and preventive health care, grocery shopping, and opportunities to live independently. Outcome: Seniors will report having increased social support on surveys RSVP gives to service recipients.

4. Healthy Futures Community Need (Aging in Place, Food Delivery): When older adults cannot leave their homes and cannot personally prepare nutritious meals, they are at risk for malnutrition, disease and social isolation. The Illinois Department on Aging (IDOA) Fiscal Year 2013-2014 Assessment Report states there is an increased need in our service area for short-term home delivered meal service to seniors unable to attend a congregate meal site because of illness or injury. IDOA reports that in 2010 664,348 meals were served. Carol Regan, Executive Director of the local Palatine Township Senior Center, states they have seen a 36% increase in the number of home delivered meals between 2012 and 2013. She continues to say that some of the congregate meal participants are now older and frailer and not able to come to the Center for their noon meal. An RSVP Volunteer driver for the Meals on Wheels program since 2009, "I often hear that I am the only person that the client talks to in any given day. A lot of people are lonely, and just need someone to listen to them." RSVP Service Activity: RSVP volunteers will use their own vehicles to deliver hot noon time meals to homebound, elderly, disabled individuals, and Veterans. At the same time, volunteers will provide a wellness check and report any health concerns of the clients to program managers. Output: Because of the RSVP volunteers, homebound, older adults, people with disabilities and Veterans will receive food delivery, allowing them to live independently. Outcome: Homebound, older adults, individuals with disabilities and Veterans will report receiving increased social ties and perceived social support on surveys RSVP gives to service recipients

In order to ensure National Performance Measure outcomes and that outputs are measured, collected and managed, the RSVP project director will expand the current policy and procedure to include ways to ensure not only continued data collection but also new outputs and outcomes we have never measured before. We will include monthly due dates and check off lists which staff will use to ensure timely reporting. We will utilize our current data tracking software programs including the RSVP Reporter, HandsOn Connect and other data management programs to track progress. If monthly reports are late, follow up notices will be given to stations. For those stations that are not willing or unable to provide us with measurable data, we will review our decision to keep them as a community

partner, and consider graduating the station. For the programs where we have not yet tracked outcomes before, we plan to ask our advisory council to help us develop new outcome instrument surveys to track outcomes in our primary focus area of Healthy Futures, and also Capacity Building. We currently have in place surveys we use for our education program that measures student academic performance. In the disaster focus area, volunteer hours are currently tracked by activity through regular monthly RSVP timesheets. We also have evaluation tools that have been utilized for the last three years which measure outputs for special disaster training exercises. The three Veteran outreach VISTAs will identify Veteran services in our 44 towns and will track information in our RSVP database and HandsOn Connect, which will include the numbers of Veterans engaged in volunteer service. We utilize information received from the monthly RSVP timesheets sent from RSVP volunteers. Our plan also includes face to face meetings with volunteer station coordinators to review data collection methods. RSVP reports are also given at monthly HOSC board meetings. With an estimated 764,203 military Veterans, Illinois has the tenth largest Veteran population in the country, with 35,000 new Veterans expected in Illinois the next 5 years (U.S. Department of Veterans Affairs). Our RSVP service area Veterans' population is 68,232 (Factfinder2.census.gov). The unemployment rate of Veterans in Illinois aged 20 years and older in 2012 was 6.8 percent (U.S. Bureau of Labor Statistics, March 2013). Eli Williamson, former staff sergeant in Iraq and Afghanistan and co-founder of the nonprofit Leave No Veteran Behind, is now Director of the Veterans Program for the Robert R. McCormick Foundation. When we asked him what he thought the most urgent needs were for Veterans in our service area are, he stated, "There are conflicting ideas as to what the needs are for Veterans. Some say one thing, some people say another thing, so you will hear different things." "One thing is for sure" he said, "Someone needs to compile a resource directory of all the services available to Veterans; including services at the federal and state levels. Veterans just don't know all the services out there for them."

HandsOn Suburban Chicago is hosting three separate AmeriCorps VISTA programs (Veterans, Education, and Technology) with nine members, all helping with RSVP priorities. Three of the AmeriCorps VISTA Veteran outreach members will help our organization with a new Veteran Initiative. The objective of the HOSC Veteran Initiative is to help make Veterans aware of services available to them, support the nonprofit organizations that deliver these services, and to engage Veterans in volunteer activities. In the first phase of our initiative, three VISTA Veteran outreach members plan to identify potential Community Partners (CP) focusing in those organizations in our 44 communities that serve Veterans in one of the 8 common challenge areas: employment, K-12 and

higher education, behavioral health, housing, financial/legal issues, family strength, reintegration and volunteerism. The VISTA members are targeting the community partners by conducting interviews, site visits, and other research to identify community needs to establish a baseline of resources that serve Veterans. Three RSVP volunteers will be recruited to help the VISTA members with this outreach and resource mapping. These new collaborations and partnerships will allow us to create a baseline of services provided in our service area which in turn will allow us to connect Veterans with those organizations and others that want to help serve Veterans. As part of our outreach plan, we will make contact with VFWs and American Legions in the service territory and educate them about the availability of food, transportation, and other services available for Veterans, as well as HOSC's plan to disseminate information compiled about Veterans' services. Guiding us is a group of knowledgeable and socially active Veterans serving HOSC's Veteran's Advisory Council.

The second phase of our work will help agencies build capacity to help Veterans and others in several ways: through volunteer management training, consulting, linkedlocalnetwork.com, (our online dedicated website for Veterans that was developed last year by former VISTA members and staff) marketing support and recruitment of volunteers, including RSVP volunteers, and volunteer leader training. Besides our regular volunteer management workshops, Veteran-based organizations will also be able to avail themselves of our four-member AmeriCorps VISTA tech team, which offers free classes to help nonprofits advance their skills utilizing the latest technology with workshop topics, such as cloud based solutions and social media. Veterans also want to volunteer. According to the Civic Center Enterprises, Veterans are interested in meeting needs in their communities and many want to volunteer to help in multiple ways: 95% wanting to serve wounded Veterans; 90% percent wanting to serve other Veterans and military families; 88% wanting to participate in disaster relief; 86% wanting to serve at-risk youth; 82% wanting to help older Americans; and 69% wanting to help conserve the environment. (www.civicerprises.net/MediaLibrary/Docs/allvolunteerforce).

We will help Veterans find volunteer opportunities using our HandsOn Connect database, and already have engaged Veterans in volunteer activities. While there are no VA Hospitals in our service area, currently, Escorted Transportation Services (ETS) RSVP volunteers drive Veterans to the closet VA hospital, an average 40 to 60 minute drive each way. From tutor comments, there are children being tutored by RSVP volunteers whose parents are in the military. Each year for the past two years, four Veteran homes have been painted and repaired by RSVP volunteers. There are currently 21 Veterans who are active in emergency preparedness activities in the Village of Palatine; many are volunteer leaders. Volunteers such as Bob Leahy, a Golf War Vet RSVP volunteer, bring troop training to his

volunteer leader role as Emergency Preparedness Trainer Coordinator, providing quarterly trainings to 200 emergency management volunteers. Bob has also accepted the position as Assistant Emergency Manager in the Village of Palatine. If the Manager is unavailable during an event or an activation of deployment, Bob will serve. One Veteran was nominated by RSVP staff to receive a U.S. Presidential volunteer pin and award; she recently received her award from Congresswoman Tammy Duckworth. Two education VISTA members are helping us with our K-12 schools program and will recruit Veteran volunteers to tutor and engage the community and schools in Veteran service projects. With the help of our VISTAs, this plan will create an impactful project that will engage Veterans and RSVP volunteers, while expanding the effectiveness and capacity of nonprofits in our service area to assist Veterans and others. This effort will strengthen our entire organization by engaging new partners, developing new volunteer opportunities and recruiting and placing more volunteers serving Veterans.

Recruitment and Development

Our office is located in Township High School District 214's Administration building which is about 40 minutes from downtown Chicago. In-kind space is donated to us by the District valued at \$961 monthly. They also provide us with free receptionist services, computer labs, reduced internet services, and meeting /training rooms. Our sponsor's mission is to inspire, equip and mobilize people to volunteer and take action that builds vibrant and prosperous communities and is uniquely positioned to touch all sectors and nonprofit organizations. RSVP as a program receives major support from HOSC, the sponsoring agency. Since 1969, HOSC has a rich history of successfully encouraging community members to become involved in volunteering. HOSC recruits and connects volunteers with nonprofits and schools in order to help them operate efficiently and provide quality services that address growing societal needs. Last year, HOSC connected over 10,000 volunteers with over 200 nonprofits and schools. A heavy focus is placed on engaging individuals from all income levels, ages and cultural backgrounds. HOSC facilitates volunteer and nonprofit management training, volunteer-led tutoring and mentoring, and has provided technology training to over 450 nonprofit organizations. Our Strategic Action for Volunteer Engagement (SAVE) provides free pro bono consultation and project services for nonprofits and schools. Pro bono volunteers are professional consultants, college students, corporate employees and executives in transition who are carefully placed after we conduct an assessment with the nonprofit to determine need. The SAVE assessment process consists of at least three, 2 hour sessions with the leadership team of a nonprofit, including the Executive Director or CEO, the volunteer coordinator, board members, and other staff,

such as the outreach and fund development team. Only after this process is completed, do we recruit volunteers for the nonprofit to fill the needs as determined in the assessment. The volunteers are then placed, followed and managed by HOSC staff and volunteer leaders. One RSVP volunteer is currently providing pro bono strategic planning to several nonprofits to expand their capacity to serve more people. One organization, called Vet Tech, hopes to expand to three other sites in the area to provide computer training for Veterans, who will then be helped to find jobs in the industry. Selected by Points of Light, HOSC is launching the National Service Enterprise Pilot. Points of Light, part of our national oversight affiliate organization, HandsOn, has developed a curriculum which will train volunteer centers and HandsOn affiliates, to certify other organizations that have well-run volunteer programs. The goal of HOSC is to certify nine community partners as Service Enterprise organizations, by July 2014. A Service Enterprise organization is a nonprofit that has 50 volunteers and utilizes volunteer management best practices. The 12 member Board of Directors oversees HOSC, and seven Board members are also members of RSVP. Last year, in-house volunteers provided 2475 hours of high quality support to our organization sharing their experiences, skills and abilities, including research, grant review, data compilation, annual report and newsletter design. They participate in many of our training workshops, including the strategic volunteer management certification classes. The HOSC's Executive Director oversees the organization, and the full time RSVP Project Director reports to her. Also reporting to the Executive Director are three Directors: Finance and Operations, Marketing and Development, and Education and Program Services -- forming the middle management layer. Other support staff includes an administrative assistant, technology assistant, schools and youth manager, and program coordinators. Also reporting to the middle management level are the nine full-time AmeriCorps VISTAs. The VISTAs provide support for our programs, recruitment of new volunteers, and develop and plan new programs. Our new Veterans' initiative will support our agencies' outreach and capacity to not only serve Veterans, but others through capacity building efforts. Our process for any new agency is first that we pre-screen it to determine mission and what potential volunteer assignments would be to ensure that they meet unmet community needs. If acceptable, we then arrange an orientation meeting with the RSVP program director and the agency's volunteer coordinator. RSVP program staff works with the station coordinators helping them to create quality volunteer assignments. Our philosophy consists of utilizing best volunteer management practices, ensuring timely communication with new volunteers, understanding relevant responsibilities, determining skills and abilities needed and what training needs to be provided, recruiting and assigning volunteers. We provide regular training classes and one on-

one instruction. HOSC hosts HandsOn Connect (HOC), an online volunteer matching database, developed by our national affiliate, the HandsOn Network. The database provides volunteers searching for opportunities a listing of over 300-400 different volunteer needs. This recruitment tool is always available to the general public and is kept updated by the sponsoring agency, RSVP staff, and agency volunteer station coordinators. Not only can potential volunteers see opportunities, they can see skills required, time availability, geographic area, and learn more about the organization via a direct link to the agencies' websites. We provide training to nonprofit agencies on how to upload their volunteer opportunities directly, assist them with data collection and input, and provide consultation as how to create high quality volunteer assignments. The system allows volunteers and nonprofits to connect directly and quickly. Unlike Volunteer Match and other national online databases, the uniqueness of our organization is the ability of potential volunteers to ask us for help with a volunteer placement, should the need arise. Station coordinators are offered additional general volunteer management training consisting of over 40 workshops, webinars, as well as information about local state and national conferences to encourage continuing education in volunteer management best practices. All workshops are followed up with an evaluation. As a part of their training, all RSVP volunteers receive the RSVP handbook explaining the program, their rights and responsibilities, benefits of membership, and grievance procedures. All new RSVP volunteers fill out an interest form which lists their preferences for a volunteer activity, which is then discussed with the RSVP program staff. Every effort is made to ensure placement is satisfactory thus contributing to the volunteer's interests and satisfactions. The RSVP staff recruits, orients the RSVP volunteer, follows up after the initial placement, and encourages continued correspondence. We also survey our volunteers after their assignment to determine their satisfaction or need for additional training or a different placement. We will measure satisfaction rates of the Veterans as they volunteer. Besides the training given by RSVP, our Education focus area volunteers receive orientation and tutorial curriculums consisting of basic tutoring skills and working with students given by our program staff and AmeriCorps VISTA members. Our adult basic education Economic Opportunity focus area volunteers receive twelve hours of initial training with material and curriculum provided by the Adult Basic Education station, and on-going training throughout the session. Financial literacy volunteers receive 40 hours of additional training by AARP. The Disaster Services volunteers receive the 20 hour Community Emergency Response Training, a national curriculum developed for citizens, which is given in part by the RSVP Program staff and trained RSVP Emergency Volunteer Leaders. They also receive on-going emergency preparedness training through drills and workshops. Capacity Building

focus area volunteers are able to attend our 16 hour volunteer management training workshop with curriculum provided by our national affiliate, HandsOn Network, and earn certification.

Transportation focus area volunteers receive additional orientation and training by the stations. Any volunteers interested in volunteer leader roles attend our Volunteer Leader Certification Course, a two hour course which provides individuals with the knowledge and tools necessary to learn new skills to be able to define and lead new projects. For the more traditional volunteer roles, RSVP staff discusses the opportunity with each volunteer to ensure they understand the full range of responsibilities. Our screening and follow-up process helps ensure the success of an individual volunteer's service and to foster a quality volunteer experience. We solicit input from volunteers to tell us their stories of volunteering so they can be shared via our blog, quarterly RSVP newsletter, and other media outlets. As many studies enumerate, people who volunteer have healthier and happier lives from the satisfaction of volunteering and its sense of accomplishment in helping others.

Based on the new focus areas of CNCS and our community needs of Healthy Futures, Education, Capacity Building, Economic Opportunities, Disaster, and a focus on Veterans, RSVP staff is helping our nonprofit partners develop additional volunteer opportunities that offer skills based and leadership opportunities. For our RSVP volunteers working in the "community priorities" focus area, just time and attrition will shift downward the number of volunteers, as we have already witnessed. While we will continue to support our RSVP volunteers in this area, we will be continuing to shift our focus to the targeted areas listed above. RSVP is proud to have a culturally and ethnically diverse community, as reflected by the Illinois Board of Education statistics: there are 53 different primary languages spoken in the homes of families in our local high school district. Students enrolled in adult basic education classes are encouraged to utilize our volunteer placement services. Our diverse community provides us with those who have English as a second language who can volunteer to assist with language translation. We also have a wealth of highly educated professionals willing to volunteer to share their experience and skills either after retiring or in job transition. By developing, advancing, and promoting community volunteer initiatives, RSVP is bringing community members of all backgrounds together. We bring together varied groups, including from companies, high schools, religious institutions, families, and Veterans, at some of our annual events, such as our Community Paint a Thon activity. The tutoring programs we administer bring together tutors of different ages serving together: including high school and college students, and seniors. Because of the number of agencies and the variety of volunteer opportunities we have available at any one time, there are volunteer opportunities available for everyone, including Veterans and those with disabilities. Our

volunteer recruitment system has matched dozen of individuals with diverse ethnic backgrounds to volunteer with our community partners. Our HandsOn Connect database is available 24/7 allowing individuals of all abilities to search for volunteer opportunities that fit their needs and interests. Staff members conduct area volunteer fairs at local companies, community volunteer expos, and speak at area events throughout the year. Our sponsoring agency provides many opportunities for youth and family engagement. We have some virtual assignments which enable those who are restricted in terms of time or disability. We initiate recruitment efforts with those at nursing homes and assisted living facilities to encourage volunteerism. HOSC has Facebook and Twitter accounts, boasting over 5,000 followers, and regularly engages area businesses and chambers of commerce in email blasts about potential volunteer opportunities. Our new HOSC Veteran Initiative will engage more Veterans in volunteer activities with an emphasis on our healthy futures focus area. Our HandsOn Connect(HOC), 24/7 online volunteer recruitment database shows at any time 300-400 different volunteer activities that a Veteran could sign up to do in our service area. Our Veteran Initiative will identify new ways Veterans can volunteer. We are able to track who is a Veteran on HOC capturing how many Veterans are being engaged in volunteerism. We will also publicize our opportunities through our special Veteran's LinkedLocal website, and utilize our network of over 5000 volunteers and nonprofit leaders who receive our messaging twice monthly via email. We utilize social media outlets, speaking engagement and outreach to 167 Veteran service organizations to help publicize opportunities. We also plan to network with different Veterans' service organizations in order to increase volunteer rates of Veterans. One such collaboration is a jobs support group that will be encouraging those Veterans out of work to volunteer.

Our RSVP has built a strong corps of volunteers as evidenced by the long term commitment of most RSVP volunteers and with an average sustained enrollment of close to 900 RSVP volunteers annually for over 20 years. Volunteer retention and recognition is part of volunteer management best practices. Our sponsor provides courses in volunteer management for our nonprofits. A high rate of retention will continue to be accomplished through the effort in the initial placement, communications with the volunteers throughout their service, and our volunteer recognition efforts. Volunteers are in stories in our RSVP quarterly newsletters, on our social media blogs, and in nominations for outstanding volunteer awards offered through local and state organizations. Our recognition efforts include personal thank you notes, small thank you gifts, and birthday phone calls. We give a "Lead with Experience Impact Award" which we announce during National Volunteer Week and at our annual Impact Awards event. Last year's Impact Awards Breakfast event hosted

150 attendees honoring 8 individuals who were nominated by their station coordinators for outstanding volunteer activities and chosen by independent judges. A well-run volunteer program provides volunteers with supplementary benefits; we have budgeted \$4,000 for RSVP Volunteer insurance costs. RSVP's budget of \$2,930 will reimburse mileage expenses for those RSVP volunteers providing transportation and food delivery. RSVP has budgeted \$4,300 for recognition. Recognition expenses over these amounts will be assumed by HOSC for a total of \$12,870 in volunteer recognition expenses.

Program Management

Each year the sponsoring agency leadership team, including our board of directors, develops and approves a strategic plan, which closely aligns with the CNCS strategic plan and the HandsOn Network strategic plan, our sponsoring agency's national affiliate. Our strategy is to enable staff and HOSC VISTA members to help the RSVP program transition to an organization serving more individuals by: tracking and assessing our 44 communities through an agency resource development and needs assessment process; planning volunteer placement (with a focus on Healthy Futures); and engaging volunteer leaders as much as possible. Volunteer leaders will recruit more volunteers, help agencies with capacity building and engage more seniors in strategic volunteer assignments which utilize their professional and management skills. Each HOSC program has its own metrics and grants requirements for evaluating the success of goals and objectives, which are defined every year by program staff and leadership. Our human resources infrastructure for all RSVP facets of program management and delivery consists of 3.4 FTEs and the executive services of four director-level consultants. Three VISTA members will also assist with our Veteran Initiative, and two other VISTA members will support other RSVP priorities in education. Four VISTAs are helping with capacity building, providing support and training to help nonprofits with technology so they can more efficiently deliver services. Total direct salaries, fringes, taxes and contractor compensation supporting the RSVP project are budgeted at \$200,844 per year. The RSVP Project Director, the Director of Education and Program Services, responsible for mission integration, accountability and operational effectiveness of all HOSC programs, and the Program and Grant Administrator, will ensure compliance with all RSVP regulations. The RSVP Project Director and the Director of Education and Program Services reports to HOSC's Executive Director. The Regional Director of Community Engagement, expands volunteer placement in our primary and other focus and community priority areas including Economy, Education, Capacity Building and Veterans; she reports to the Director of Education and Program Services. The Community Engagement, Disaster Services Coordinator,

reports to the Regional Director, and facilitates RSVP volunteer engagement and ensures compliance with the RSVP disaster and emergency preparedness volunteers. The Program and Grants Administrator ensures compliance for grant management and data collection using the RSVP Volunteer Reporter software program and the HandsOn Connect database; she reports to the Director of Education and Program Services. The Program Support Coordinator helps the staff with phone calls, scheduling reminders, registering participants for training events, and ensures all databases are updated; she reports to the Director of Education and Program Services. The School and Youth Manager ensures compliance in our Education focus area, with the Schools and Youth Coordinator reporting to her.

Before accepting a new RSVP station, RSVP staff researches to see if the station: falls within new focus areas, has a 501 3(c) status, or is a proprietary health care station that meets the criteria for RSVP to work with the organization as a station. Next, if agreed, an interview is conducted with the volunteer coordinator to go over station responsibilities as an RSVP station. RSVP staff reviews the Memorandum of Understanding (MOU) which details program regulations, prohibited activities, supervision, training, reporting and other requirements. Nonprofit Volunteer Coordinators must sign an MOU have written job descriptions for volunteers before any volunteer can be assigned. The MOU documents state that they agree to be responsible to oversee and train RSVP volunteers and that they are a nonprofit or public agency, secular or faith-based private or proprietary health care organization. We keep our signed 3-year Memorandum of Understanding documents on file for each volunteer station. The MOUs are reviewed and renegotiated at least every three years. The agreements in the MOU state the documentation required by the RSVP program, especially the timely reporting of volunteer hours and compliance issues. During MOU renewal meetings, extra care is taken to review the many facets of the RSVP program which include orientation, training, writing job descriptions, supervision, impact data collection methods, and recognition. To ensure compliance with RSVP program regulations such as identifying or preventing prohibited activities, the RSVP program staff review all volunteer jobs before they are approved for listing on our HandsOn Connect volunteer matching database on our website, which lists all available volunteer opportunities to the general public. This review process prevents prohibited activities from being listed. Monthly review of all volunteer timesheets ensures continued review of what the volunteers are doing. The timesheets must be signed by the volunteer coordinator, verifying hours and the nature of the volunteer's work. The goal of our sponsor and RSVP is to increase outreach to identify new community partners with an emphasis on partners that have service activities that align in the CNCS priority areas. With the

assistance of the three AmeriCorps VISTA members, we will be resource mapping each of the 44 towns in our service area to determine existing services in our all the work plan priority and other focus areas. We are currently serving 12.5% in the Healthy Futures in our project; we will more than double that number and increase to 30%. RSVP staff ensures that volunteers are performing their assigned service activities in a number of ways including by ensuring that the volunteer coordinators are signing the volunteer's timesheets. We explain in our initial orientation with volunteer coordinators and during the MOU renewal process, that their signature verifies the volunteer actually performed the activities and served the hours reported on their timesheets. RSVP volunteers may choose to report their hours either online via a link on our RSVP website page, or through traditional timesheets. Those that turn in their hours on the RSVP Reporter Web Assistant, the online reporting program, the Program and Grant Administrator routinely checks and verifies the accuracy of the hours reported with the volunteer coordinator. Ongoing conversation with station coordinators occurs regularly, either by phone or email, and stations are visited at least annually to review volunteer assignments and meet with some of the volunteers. When RSVP staff design new forms for output and outcome measurement in the areas of Healthy Futures and other focus areas, we will be able to see from the results of the data collection if the volunteers are in fact performing their assignments. Other data collection instruments already developed for other focus areas will continue to be collected and analyzed by RSVP staff.

In order to meet changing community needs that will include minimizing disruption to current volunteers and responsibly graduating volunteer stations as necessary, our RSVP project sought the advice of the RSVP Advisory Council. With the agreement of the council, a written plan was formalized that will include a letter to all volunteer stations explaining the new CNCS strategic plan and focus areas for our RSVP program. We will then have a general meeting for all the stations about our new priority focus areas and the various data collection methods required. For those unable to attend the meeting, our staff and Advisory Council will evaluate each current station to determine if the station's volunteer work meets our new focus areas within our new overall RSVP program design. For those stations that don't meet the CNCS focus areas, we will inform the stations that if RSVP volunteers perform in a capacity building role, such as recruiting and or managing community volunteers, they may remain RSVP volunteers. We will assure coordinators that their RSVP volunteers can remain with them, but not as members of the RSVP program. We will also consider the regular attrition rates of each volunteer station, and discontinue new volunteer placements at those stations that fall outside our new focus areas. If it is decided that a volunteer site is no longer a

match, we will determine whether the volunteers also serve at other RSVP stations. If they serve elsewhere in a priority measure, they will not end their RSVP membership. For those stations and volunteers that need to be graduated, after going over why we are graduating them, we will encourage them to continue their volunteer assignment as a community volunteer, as well as offer the volunteers other potential volunteer assignments. We will make ourselves available to any station to help RSVP volunteers or staff during this transition. Our plan also calls for a special thank you letter recognizing and thanking the volunteers (emphasizing they are not dismissed from their volunteer station, only as RSVP members, and encourage them to continue their volunteering. We have already been focusing on more targeted recruitment of RSVP volunteers and reducing our volunteer numbers. We have been evaluating the volunteers' job assignments with regard to our long range plans to narrow the focus and concentration of our projects and have been offering volunteers the opportunity to either try a new assignment, to continue to volunteer, or encouraging them to still volunteer as a nonmember of RSVP.

HOSC's RSVP of Northern Cook and Northern DuPage Counties has been working to help the community over 20 years, providing an average of 140,000 RSVP hours annually to help area communities. From a recent study of our RSVP project, we were able to track RSVP volunteer activities from 2001 to 2012 in the Healthy Futures focus area. RSVP volunteers annually engaged in Healthy Futures activities, serving at organizations that help only older adults, provided on average 33,000 hours annually to 32 agencies in our service area. RSVP Volunteers did a variety of activities to help other seniors at these 32 agencies, including: friendly visiting, hospice and respite care, health information and screening, meals on wheels, driving seniors to medical appointments, and volunteer shopping. The current RSVP Project Director has also been a project director for over 20 years. Our sponsor received three separate large Retirement Research Foundation grants, one of the bigger grant makers in the United States that supports seniors, starting in 2004 to help us develop our capacity to serve older adults in our service area. We are working with some of our agencies about their data collection processes and the need for some of them to develop new instruments for this grant. With the help of our RSVP Advisory Council, we will develop new surveys and data collection tools to track information for services as needed. Transportation services will make their data available to us, as well as the Meals on Wheels program, and food pantries report client information to the two main area food banks, which in turn make that data available to us. Our sponsor maintains all the Community Paint a Thon data for the event. RSVP staff regularly discusses and reviews with station representatives their tracking and measurement tools. Volunteer sites that are not responsive to our

requirements will be re-evaluated as a station and may be graduated.

Six members of RSVP's advisory Council (called the RSVP Vision Council) provide valuable advice and input to our RSVP program. Council members are comprised of RSVP volunteers, local leaders in the field of aging and active in community organizations. Council members have helped with annual recognition events, human resource issues, provided training to staff, analyzed and collected data, researched grant opportunities, and provided input about trends in senior issues. Regular monthly meetings are planned for the future to discuss ways to design and collect new surveys for the outputs and outcomes for RSVP's new priority areas, and to assist in the process to graduate stations. As the advisory council continues to take an active role in strategic issues each month, the Project Director will submit quarterly reports to the HOSC board about the council's activities. The Council will also conduct an annual evaluation of the RSVP program, and submit this report to HOSC's board's Executive Committee. The special Veteran's Advisory Council will also assist RSVP with advice and input; a representative who is a Veteran is also on the RSVP Advisory Council.

RSVP volunteers may not be placed in stations unless the required MOU is signed. MOU renewal information is tracked in the RSVP Reporter database. Program coordinators verify stations MOU status annually. When a new volunteer is recruited, an RSVP staff member reviews their RSVP membership application, using their driver's license to verify age. Per our MOU, for those volunteers who are working with a vulnerable population, the station is required to do their own background checks for volunteers.

Organizational Capability

HOSC, founded in 1969, has been the RSVP sponsor since 1992, and the following infrastructure guides its work. The Human Resource Guide and Personnel Policies, Financial Policies, and Board By-laws are all regularly updated and distributed to staff and board members. Financial policies list the major statutes, regulations and applicable OMB circulars. The other policies include personnel issues, confidentiality, ethics, best practices, non-discrimination and purchasing procedures, staff safety, conflicts of interest and a travel policy. The financial management team consists of the Executive Director, (who joined the staff in 2007), the Director of Finance and Operations, (a former pro-bono volunteer for the organization) recently hired as a contractor, and the Financial Administrator and Office Manager (who has been with the organization for 18 years). In the past three years all HOSC job descriptions were updated.

The 3.4 FTE RSVP program staff engages regularly with the HOSC management team. An annual strategic plan is developed by the sponsor's management team which provides overall direction for the

year. The Director of Education and Program Services meets regularly with relevant program staff and requires monthly reports, which are given to the board and Executive Director. In anticipation of needing a new human resource infrastructure to successfully transition RSVP and meet the goals in the new focus areas for all staff, a pro bono volunteer (a former Human Resource Specialist) has been engaged to assist the sponsoring agency with strategic assistance, including setting up SMART goals, developing evaluation processes and forms including new job description formats. Each HOSC staff member also provides reports and statistics for the annual affiliate report (AAR) to our national affiliate, HandsOn Network. The AAR is a lengthy year-end report that compiles data and creates an impact report of the agency. All volunteer connector member agencies and volunteer centers must agree to complete the AAR to be an affiliate of HandsOn Network. To be an affiliate of HandsOn Network also requires achieving minimum standards set by HandsOn, such as maintaining a searchable volunteer database, providing training and recruiting volunteers for agencies. Staff also provides monthly program updates to managers. The management team regularly reviews the strategic plan and progress towards the plan. During the year new short-term goals and direction occasionally happen as corrective actions are required. Every program, including RSVP, has its own outcomes, for which staff systematically plans and collects data, including community stakeholder input. These stakeholders include volunteers from the community, RSVP volunteers, station coordinators, service recipients, funders, business and corporate employees, and other service providers. Evaluation is provided to the HOSC Board on a regular basis, when monthly service activities are reported.

HOSC, the sponsoring agency, and RSVP receive grants from several townships, the United Way, foundations and corporations, individual donations, and earned income strategies. Major support comes from individuals in the form of volunteer time and expertise. Because our sponsoring agency is a volunteer center, we have an advantage at being able to choose from a large pool of volunteers and engage them successfully throughout our entire agency. Nearly 30 volunteers help us regularly in the office; 20 are RSVP volunteers. We also have nine AmeriCorps VISTA members helping to build the capacity of our organization. RSVP is able to take advantage of the excellent recruiting tools, volunteer management training, and other general community organization support that the sponsoring agency provides on a regular basis throughout the year.

HOSC has facilitated opportunities for skills-based volunteers, local youth, seniors, and emergency response professionals, who in turn have helped initiate new community based programs. Help has been provided for agency staff members to build technical skills through training, providing pro bono

consulting services and meaningful group projects and successful program execution has led to new funding partners. These changes have resulted in a 50% revenue growth between 2012 and 2013 and establishing far reaching program goals which support our nonprofits with capacity building services. An outside audit has been performed annually for over 25 years. We have had community support for RSVP of over 32% in matching funds for many years. The cash contributions include donations from: the IL Dept. On Aging, corporate, foundation and individual contributions, all of which we will continue to work on expanding in the future. The HOSC management team has an annual development plan which includes ways to continue to sustain the non-federal share for RSVP which includes: increased connections with area community agencies, collaborative grant writing, and local in-kind contributions by direct solicitation with help from volunteers, board members and staff. We also plan to drive content from other nonprofit websites to our special LinkedLocal network initiative, thereby benefitting from paid advertisers on those websites, an effort led by HOSC's full time Director of Development and Marketing. We also will increase fees for more large corporate volunteer projects. We are able to secure resources, both cash and in-kind contributions, because RSVP is able to call on a diverse network. Our sponsoring agency, HOSC, has had many ties in community for 45 years. These connections have resulted in much in-kind support, including space, time, and expertise, which we will continue to expand. Examples include: a large area newspaper that donates print space so that we can publicize volunteer opportunities; a local high school district that provides low-cost space for our offices, meeting space, low-cost technology and internet service, and supplies; an off-site working and meeting space has been negotiated with Roosevelt University, Schaumburg, Illinois at no cost; a local printing company provides us with marketing assistance and some free or reduced cost printing. The following is a written summation of the staff positions. Because RSVP's sponsoring agency, HOSC is a volunteer connector organization that serves all ages, our work naturally intertwines. As HOSC serves in the role as a volunteerism clearinghouse, all staff and volunteers in-house play a supporting role to RSVP, which is the reason for the number of support staff.

EXECUTIVE DIRECTOR (Chris Smith): Provides strategic direction and change management support for all RSVP transition areas. Ensures host agency provides RSVP project oversight ensuring program excellence, sustainability and compliance with all relevant RSVP regulations and standards. Job Description updated 7/30/2013. (6 hrs/week .15 FTE)

RSVP PROJECT DIRECTOR (Mary Fitzgibbons): Reports to the Executive Director. Responsible for RSVP project outcomes and impact through overall management and administration of RSVP with responsibility for planning, budget, outreach, organizing, governmental relations, and inter-agency

and intra-agency coordination. Determines priority service categories based on national and community needs. Job description updated 7/30/2013. (40 hrs/week, 1.0 FTE)

REGIONAL MANAGER, COMMUNITY ENGAGEMENT (Annette Sommer): Reports to Director of Education and Program Services. Volunteer manager responsible for collaborating with the nonprofit community in our geographic area and ensuring all staff members know how to provide customer service and volunteer recruitment support to current and potential RSVP stations. Responsible for tracking volunteer engagement and increasing the number of develop high quality volunteer opportunities for older adults in the primary focus area, other focus areas, and community priorities. Serves as the primary contact for all community partners, matching them with talented and experienced volunteers to help them meet mission. Job description updated 7/30/2013. (10.5 hrs/week, .26 FTE)

PROGRAM AND GRANT ADMINISTRATOR (Linda McLaughlin): Reports to Director of Education and Program Services. Develops and oversees an efficient data collection system. Ensures program compliance with all relevant regulations and standards. Responsible for scheduling and organizing all materials and resources needed for grant accountability and performance to support programs. Primary station contact for maintaining and quantifying volunteer and station computer records within Volunteer Reporter software system, ensures volunteers in all work plans complete assignments. Maintains communication with RSVP volunteers and volunteer coordinators helping in all RSVP focus areas. Provides for evaluation and supports recognition of all volunteers. Job description updated 7/30/2013. (19.2, 48 FTE)

DIRECTOR OF EDUCATION AND PROGRAM SERVICES (Lisa Larsen): Reports to Executive Director. Contracted executive services position responsible for expanding roles for RSVP support and putting an integrated and efficient program structure in place to ensure RSVP's transition is supported by cross-trained staff members, VISTAs, contractors and volunteer leaders all experienced in managing internal volunteers. Ensures availability of skilled volunteer support for all program areas, including Economy, Veterans, Healthy Futures, K-12, Disaster and Capacity Building. Oversees AmeriCorps/ Veteran VISTA program and directs activities for improving and implementing systems which support ongoing volunteer and staff recognition, evaluation of performance. Facilitates community outreach and staffing structure which helps identify new RSVP partnerships and resources available to address local community needs. Job Description updated 7/30/2013.

SCHOOLS AND YOUTH MANAGER (Emily Mihalcean): Reports to Director of Education and

Program Services. Manages the RSVP Education focus area coordinator and volunteer outreach activities. Is responsible for day to day collaboration with schools and youth and achieving program outcomes including the expansion of senior volunteers in school related volunteer opportunities. Job Description updated 7/30/2013. (9 hrs/week, .23 FTE)

COMMUNITY ENGAGEMENT & DISASTER SERVICES COORDINATOR (Linda Trilling): Reports to the Regional Manager, Community Engagement. Supports all RSVP focus areas and serves as specialist for Disaster Services Focus Area. Is responsible for supporting all RSVP volunteer stations and volunteers with disaster preparedness resources. Job Description updated 7/30/2013. (19.5 hrs/week, .65 FTE)

DIRECTOR OF MARKETING AND DEVELOPMENT (Patty Neuswanger): Reports to the Executive Director. Contracted executive services position responsible for setting up marketing and development department which supports online and offline options for recruiting more senior volunteers and volunteer stations. Ensures public relations outreach efforts for RSVP, including production of RSVP quarterly newsletter. Is responsible for incorporating annual activities which increase funding for RSVP priority program staffing and volunteer engagement to ensure program growth and sustainability.

DIRECTOR OF FINANCE AND OPERATIONS (Anna O'Donnell): Reports to the Executive Director. Contracted accounting professional responsible for ensuring RSVP fiscal compliance with all federal, state and regulatory bodies, and sound financial management. Directs implementation of new Intacct financial management system and providing support and personnel development. Job Description updated 7/30/2013. (4 hrs/week, .1 FTE)

FINANCIAL ADMINISTRATOR AND OFFICE MANAGER (Sarah Maple): Reports to the Director of Finance and Operations. Performs day to day financial bookkeeping for RSVP. Helps ensure RSVP fiscal compliance. Provides financial reports to the Board. Job Description updated 7/30/2013. (15 hrs/week, .38 FTE)

PROGRAM SUPPORT COORDINATOR (Susan Sandoval): Reports to the Director of Education and Program Services. Is responsible for office duties including incoming phone calls, contacting agencies and volunteers to update their files, and provides assistance to RSVP Project Director as requested. Job description updated 7/30/2013. (10 hrs/week, .25 FTE)

IT MANAGER (Aaron Wasserman-Olin): Contracted services position reporting to the Director of Finance and Operations. Provides IT program support and oversight for the 4 full-time AmeriCorps VSITA HandsOn Tech Chicago team members.

SCHOOLS AND YOUTH COORDINATOR (Mhari Goldstein): Reports to Schools and Youth Manager. Develops partnerships and programs which support the ongoing recruitment of new RSVP volunteers for the Education Focus Area. Strengthens the K-12 tutoring program. Job description updated 9/4/2013. (18.2 .65 FTE)

HandsOn Suburban Chicago, the sponsoring agency for RSVP, has policy and operating manuals which provide governance and manage risk, including guidelines for accounting, personnel management, and purchasing. The Board by-laws, the Human Resources and Personnel Policies, and the Financial Policy Guide serve as tools that help governance. The agency's Board of Directors and agency Management Team review and revise policies as needed. All staff receives the Human Resource Policy and updates are provided as changes occur.

The agency has a financial policy which governs its activities in regards to the management, accountability and disposition of all vehicles, equipment and property. All equipment is inventoried annually. All supplies and equipment are accounted for by the full time Financial Administrator and Office Administrator. Our agency has a full time Executive Director and a full time RSVP Project Director, who along with the contracted Director of Finance and Operations ensure compliance with all regulatory issues. The Board of Directors annually reviews the policies in the Board by-laws. The agency's Board of Directors at least annually reviews all policies and updates as needed during the year. The HOSC Human Resources Policies and Code of Business Conduct, and the HOSC RSVP Guide outline internal policies and enumerate purchasing procedures, personnel management, including contracts and procurement procedures. All new employees receive the personnel policy manual.

RSVP has managed federal financial resources for over 20 years. HOSC has added a new Director of Finance and Operations, who is helping HOSC with financial oversight and setting up a new financial database with greater capacity to provide online security, levels of authority, management controls and program financial accountability. HOSC's Director of Marketing and Development, is helping to standardize external communication processes and creating new opportunities for new revenue generation. The Program Support Administrator has been successfully providing bookkeeping services for RSVP for 17 years and will now have more automated processes and support from an accounting professional, the Director of Finance and Operations and new accounting system, Intacct. The Board treasurer monthly reviews all our financial reports. HOSC Board of Directors ensures best practices are enacted throughout the financial process. Independent auditors perform the annual audit. It is

available upon request. A summary version of our audit is included in our annual report. All funds are tracked and monitored against the agency's budget, goals and objectives through monthly Board reports. The Board annually approves the agency budget. Each grant is tracked as restricted funds and has its own accountability system to ensure a high degree of transparency. Federal funds are tracked alongside matching funds, segregated by in-kind and cash donations. The RSVP Project Director reviews the RSVP monthly Income and Expense Reports. The federal RSVP grant was originally awarded to HOSC in 1992. HOSC successfully currently manages federal grants simultaneously, including a grant of \$180,108 from CNCS and three AmeriCorps VISTA grants. RSVP has also received three federal PNS grants from CNCS, one beginning in 1998, one in 2003, and one in 2010.

Other

N/A

PNS Amendment (if applicable)

N/A