

Narratives

Executive Summary

An estimated 430 RSVP volunteers, which includes veterans, will serve with the Venango County RSVP project. A minimum of 108 volunteers will serve in the Healthy Futures primary focus area and 193 will serve in four other focus areas and Capacity Building. A maximum of 129 volunteers will serve in Other Community Priorities. Volunteers will serve over 2,000 homebound, older adults, frail elderly, individuals with disabilities, economically disadvantaged individuals, and veterans living in Venango County, PA. Some of their activities will include transporting homebound or older adults and individuals with disabilities to medical and other appointments, grocery shopping, and to socialization events; delivering hot, nutritious meals; providing companionship through friendly visiting and telephone reassurance; and distributing information on health insurance. Volunteers will also repair homes and prepare tax forms (assist VITA) for economically disadvantaged individuals. Outcomes will be reported for 25% of volunteer activities. As noted above, the primary focus area of this project is Healthy Futures. At the end of the three-year grant, homebound, older adults, and individuals with disabilities will have reported increased social support due to transportation provided by volunteers (outcome H9); individuals will have reported increased food security for themselves and their families (outcome H12); and at least 25 individuals will have been transitioned into safe, healthy, and affordable housing (outcome O11). The volunteers in this project will also serve veterans and military families by providing transportation and food delivery/distribution; will help repair homes; and will assist at the VAMC-Franklin Clinic.

The CNCS federal investment of \$47,871 will be supplemented by \$26,731 of non-federal matching resources.

Strengthening Communities

This RSVP project will serve Venango County, Pennsylvania, which is located in the rural northwest portion of the Commonwealth approximately halfway between Pittsburgh and Erie. The county covers over 675 square miles and is bordered by the six Pennsylvania counties of Crawford (northwest); Warren (north); Forest (northeast); Clarion (east); Butler (south); and Mercer (west).

Geopolitical boundaries in the county define two cities, nine boroughs, twenty townships and four villages. Oil City, rich in history as the former corporate headquarters for Pennzoil and Quaker State, is the largest city while the city of Franklin, built at the confluence of French Creek and the Allegheny

Narratives

River, serves as county seat.

Venango County is classified as a sixth class county and is ranked 42nd in the state among 67 counties. The US Census Bureau 2012 population estimate for Venango County is 54,272 creating a density of 81.5/square mile. The county has experienced a decrease in population over the past 20 years mainly attributed to the closing of major employers and migration of young adults out of the county to seek employment opportunities. 97.2% of the residents are White, 1.1% Black or African American, and 1.7% all other. Persons 65 years old and over comprise 18.9% of the population which exceeds state and national rates of 15.4% and 13% respectively. By 2020 it is expected that 22% of county residents will fall into this age bracket.

The per capita money income (2011 dollars) is \$21,128 which is 22% lower than the state and 23% lower than national rates. 15.7% of the population lives below the Federal poverty level as compared to 12.8% and 14.4% for the state and nation. 8.1% of persons age 65 and older live in poverty. Chronic unemployment partially due to the loss of two major employers (Pennzoil and Quaker State), and the decreased demand for coal mining machinery (Joy Global) is reflected in the county's 8.3% seasonally adjusted unemployment rate as reported by the Center for Workforce Information and Analysis. (May 2013). The current top five employers are: State Government; Joy Global; University of Pittsburgh Medical Center Northwest; Blair Payroll LLC; and Venango County Government.

Five public school districts are located completely within the county and three school districts are partially located in Venango County. High school graduation rates range from 86-96%. Only 14.2% of county residents have a bachelor's degree or higher, as compared with 25% and 27.5% at the state and national levels, respectively.

Venango County has four major watersheds and the Allegheny River flows through both major cities. According to the Venango County Natural Heritage Inventory, approximately 10% of land in the county is publicly held park and conservation lands.

The Venango County Commissioners / Human Services / Area Agency on Aging (AAA) have sponsored RSVP since 1972, providing it with direction on service activities that address critical community needs. Responses to the 2012 Venango County Human Services community needs

Narratives

assessment survey (Human Service Taskforce Survey) indicated that transportation, housing support, in-home services such as food delivery, and community activities /socialization were the greatest needs for older adults and individuals with disabilities. Food assistance was the #1 need for transition-aged youth, followed by housing and transportation.

At least 25% of 430 unduplicated volunteers (108) will be assigned to the Healthy Futures focus area to address the need for transportation, food delivery, and companionship to allow Aging in Place; and to address food insecurity (Obesity and Food). Volunteers will also address the intense demand for information about health care insurance, care access and health benefits (Access to Care).

The infrastructure to address these needs is already in place through our project's long-term association with Venango County Human Services/Area Agency on Aging (AAA). This established infrastructure will increase our success rate in meeting the rise in demand for services. Service activities in this Primary Focus Area are as follows:

Objective: Aging in Place. Those homebound or older adults and individuals with disabilities who are in need of transportation, food delivery, and/or companionship to allow them to live independently (H8) will receive it. Transportation: Venango County seniors and individuals with disabilities, including veterans, are often unable to get to needed appointments due to lack of transportation. Many life-saving medical treatments are only available out-of-county to locations not served by public or affordable private transportation. Other appointments may be earlier or later than public transportation hours, may be too short a notice, or may not be an allowable trip.

Of the 10,257 people age 65 and older residing in Venango County (US Census estimates 2012), 1,545 do not have driving privileges. The Surface Transportation Policy Project reports that non-driving seniors take 15% fewer trips to the doctors, 59% fewer trips to shops and restaurants, and 65% fewer trips for social activities than those who drive, leading to the possibility of health and emotional problems that come from being housebound and/or isolated. Volunteers will serve at stations to drive eligible individuals, including veterans, to appointments and other identified destinations.

Food Delivery: As the average life span increases, there is a growing need to help seniors maintain their independence and remain home as long as possible. One in five low-income elderly individuals

Narratives

relies on various community nutrition programs to supplement their nutritional needs. The Venango County Human Services/AAA and Meals on Wheels agencies have requested volunteers to help deliver nutritional meals to 100 elderly to maintain health and independence at home. According to client needs, volunteers will deliver a hot meal daily or one hot and four frozen meals once a week. Stations requested face-to-face contact as the meals are also served to provide a check on the safety of the recipient. Volunteers will pack, and/or deliver food. Service activities will be with stations providing the Meals on Wheels and Home Delivered Meals programs.

Companionship: Homebound, the elderly and individuals with disabilities, including veterans, become isolated and need social support. Even our retired RSVP volunteers, after serving the community through national service for 10, 15, or more years, become unable to get out without difficulty and request the need for companionship. To address this need, volunteers will serve at stations to visit with individuals at least once a week.

To measure outputs for the three service categories above, station data from activity logs submitted to RSVP will be compiled to report the total number of eligible individuals, including veterans, receiving services. Measurement of the outcomes for these activities is H9, the number of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support. This will be accomplished through a survey of the individuals who received services, or of a family member if an individual is unable to respond for him/herself.

Objective: Obesity and Food. The Human Services Taskforce Survey indicated that food assistance is a critical need in Venango County, and volunteers will register participants, sort, pack, and distribute food in food pantries. Volunteers also will collect food and distribute to food pantries throughout the county to reach families in the rural outreaches as well as in the cities. Volunteers will prepare food in soup kitchens to meet the needs of families who do not have enough food to eat. Volunteers at these locations also provide information to participants on ways to alleviate long-term hunger and provide referrals to other food sources. The output (H11) is the number of individuals receiving support, services, education and/or referrals to alleviate long-term hunger. This will be compiled from the data collected by the stations through activity logs and submitted to RSVP. Measurement of the number of individuals who reported increased food security for themselves and their children (household food security) as a result of CNCS-supported services (outcome H12) will be accomplished by exit surveys,

Narratives

conducted by RSVP and volunteers, of individuals using the food services. We will continue to track the number of veterans and military family members using these services.

Objective: Access to Care. Individuals will be educated and informed on health insurance, health care access, and health benefits that fit their needs. Individuals in long-term care settings will be informed of health care benefits as well as elder abuse prevention resources. As APPRISE counselors, volunteers will educate and inform clients on Medicare/Medicaid and related options so that they can make an informed decision. Volunteers will also make presentations and staff booths at health fairs. The APPRISE coordinator uses an activity log and database to track the number of clients to whom information on health insurance, health care access, and health benefits programs is delivered (output H2). This information is submitted to RSVP monthly. There are no outcomes for these activities.

FOCUS AREA: ECONOMIC OPPORTUNITY

Objective: Housing. The median value of owner occupied housing units in Venango County is \$78,500 (2007-2011) according to the US Census Bureau. The lower the median value, the poorer the condition of the housing. 37% of the housing units in Venango County were built before 1939 which is another factor that contributes to the poorer condition. In addition, many of the county's homes were originally "seasonal" and are not properly insulated, wired, plumbed, or up to code. These qualities make the properties initially inexpensive and therefore affordable to persons of modest means. In reality, these properties are costly to fix, heat, and maintain and often continue to deteriorate even if occupied. 15.7% of the population of Venango County lives below the federal poverty level and are unable to afford safe and healthy housing or home repairs. Volunteers will assist in repairing homes through the Chores Program sponsored jointly by the County and community nonprofits, and also assist with housing search. Stations track the number of economically disadvantaged individuals, including those who are homeless, receiving housing services in activity logs (output O5). Also tracked are how many were transitioned into safe, healthy, affordable housing through inspection reports, activity logs, and client database (outcome O11) and this will be submitted to RSVP for reporting purposes.

Objective: Financial Literacy. According to the IRS, AARP and Venango County Human Services/AAA, elderly and low-to-moderate income individuals need assistance in filing their federal, state and local tax returns as well as property tax and rent rebate forms. Most of the people served by

Narratives

this program cannot prepare their own forms and/or cannot afford tax and related accounting services. Local tax preparers charge on average \$100 to prepare a standard return. These sources also indicate that individuals in this target population experience anxiety and stress due to fear of incorrectly completing the documents. Consequently, volunteers are needed to assist these individuals prepare the tax forms and help with special credits such as Earned Income Tax Credit, Child Tax Credit, and Credit for the Elderly or the Disabled. Volunteers also are needed to help targeted individuals prepare forms for state property tax/rent rebates benefiting Pennsylvanians age 65 and older, widows and widowers age 50 and older, and people with disabilities age 18 and over. Volunteers will assist the elderly and low-to-moderate income individuals, including veterans and military family members, prepare Federal, State and local income tax returns as well as Property Tax/Rent Rebate forms as VITA volunteers. The output is (O1), the number of economically disadvantaged individuals receiving financial literacy services. The station keeps an activity log and reports the numbers to RSVP. There is no outcome for this activity.

FOCUS AREA: ENVIRONMENTAL STEWARDSHIP

Objective: At-risk ecosystems. According to the Pennsylvania Department of Conservation and Natural Resources, 89,184 miles of streams and rivers flow in and through the state. In Venango County, streams and rivers are impacted by acid mine drainage, leaking oil and gas wells, and residue from departed industries. The quality of Venango County and downstream waters is also affected by pollution caused by inadequate sewage treatment plants and home septic tanks; siltation and nutrient run-off from dairy and crop agriculture; and siltation from logging, mining, and industry. The local Sourcewater Protection Plan notes that water well fields are most susceptible to oil and gas wells, major roads, and developed areas. To ensure healthy waterways and water, identifying sources of pollution is an essential task. Unchecked pollution will result in a loss of quality water available for human communities, a continued deterioration in healthy fisheries, and a decline in the quality of life for which this region is known. The commonwealth of Pennsylvania does not have the necessary funds to monitor all the streams and rivers and depends on local volunteers.

Volunteers will improve waterways through service activities such as water quality monitoring, habitat analysis, and restoration projects. The station tracks the number of miles of waterways (owned/maintained by national, state, county, city or tribal governments) that are improved and/or created (output EN5) and this is reported to RSVP for reporting purposes. There is no outcome.

Narratives

Objective: At-risk ecosystems. The Tri-County District (Venango, Clarion, and Forest Counties) Solid Waste Management Plan estimates that 43,029 tons of solid waste is generated annually in Venango County. For household hazardous waste, each person in Pennsylvania produces an average of four pounds per year. Electronics can no longer go to landfills. These materials must be collected for recycling or disposal at special collection events. RSVP volunteers will collect materials for recycling and/or disposal (electronics, household hazardous wastes), weigh collected items, and keep records at special, day-long collection events organized by stations throughout Venango County. A tracking form of the amounts (tons) and types of materials collected is used by station staff and volunteers to collect data at recycling/collection events. Total weights, types of materials, and what can be recycled is compiled back in the offices (EN6). Data is stored by stations in their database. Copies of reports are given to RSVP. There is no outcome for this activity.

FOCUS AREA: EDUCATION

Objective: Other Education. Over 500 children per year are born in Venango County. The nonprofit ABC Pregnancy Center in Venango County was organized to help young mothers and provide physical and emotional help to women and girls who find themselves in an unplanned pregnancy. Many of these babies are born into single-parent households, or into households where one or both parents are recovering addicts and suffer from low self-esteem. These young mothers often have no parenting skills and no family member to teach them; many do not know the regulations regarding car seats or even how to use a car seat. In addition, many of these households are on a very low income and these young families need a low-or no-cost resource for maternity and baby clothes, blankets, diapers, formula and other needed supplies. RSVP volunteers will help provide workable solutions to the life issues facing expecting and new parents so that they may face the future with dignity and hope. Trained volunteers will refer expecting parents to the social service programs available to them and provide educational assistance and training. Volunteers will also staff and maintain the baby boutique, a no-cost store available only to parents attending the center's classes on pregnancy and parenting. Volunteers will also train young mothers on how to use a car seat safely and securely. Station staff uses a tracking form to track the number of children served in child safety, welfare, and health programs, which is output ED29. There are no outcomes for these activities.

Objective: K-12 Success. Research has shown that social skills are essential for successful academic

Narratives

engagement. In fact, 75% of students with learning disabilities also have limited social skills which interfere with their ability to learn according to the National Dissemination Center for Children with Disabilities. IU6, the regional educational service agency created by the PA General Assembly to assist public and non-public schools, serves 9 counties including Venango. The IU6 has asked for volunteer help with children needing social skill development provided by positive adult role models. Volunteers will mentor IU6 students in a community-based setting and provide positive role models for social skill development and improved academic engagement. The output, ED4A, is the number of disadvantaged youth/mentor matches that are sustained by the CNCS-supported program for the school year (at least the required time period). An activity log is kept by station staff and reports given to RSVP. There is no outcome selected for this activity.

FOCUS AREA: VETERANS AND MILITARY FAMILIES

Objective: Veterans and Military Families Served. While many service members return home from active duty relatively unscathed, others return with varied complex health conditions according to the Institute of Medicine 2013 report. The urgency to alleviate these health issues is heightened by the number of those affected, the rapid drawdown of military personnel from Iraq and Afghanistan, and the long-term effects for service members, veterans, their families, and the nation.

Volunteers will assist veterans and military families in Healthy Futures activities of transportation, food delivery, and companionship; and in the Economic Opportunity activities of housing and financial literacy. There is one VA Medical Clinic in Venango County and volunteers will work directly with veterans in registration, escorting, information, and other various capacities at the VAMC. The output is (V1) the number of veterans that received CNCS-supported assistance. There is no outcome. Data is reported to RSVP from station activity logs.

FOCUS AREA: CAPACITY BUILDING

Objective: Capacity Building and Leverage. Local nonprofits have seen an increase in the number of individuals and families requesting help for food, clothes, consumable supplies, and medical assistance. Nonprofits find that they must increase their cash resources to meet the demand. Volunteers will garner donations. The output (G3-3.16) is the dollar value of cash resources leveraged by CNCS-supported organizations or national service participants. There is no outcome for this activity.

Narratives

Every two seconds, someone in this country needs blood to survive. On average, only 5% of the population donates blood. That's why community blood drives are critical to maintaining the nation's blood supply. In addition, according to the American Red Cross Blood Services Report, the need for blood is growing faster than the supply. More blood donors are needed, and current donors are asked to give more often. Volunteers will assist at the American Red Cross and the Central Blood Bank blood drives. Volunteers may assist with registration, provide information, serve post-donation juice, and observe donors for visible warning signs of distress. The output (G3-3.17) is the dollar value of in-kind resources leveraged by CNCS-supported organizations or national service participants. There is no outcome for this activity.

Here in Venango County, food needs have been created due to health issues, unexpected unemployment, crop failures, disconnection of utilities, and homelessness. Many individuals and families are turning to food pantries and soup kitchens to avoid hunger. Many times throughout the year, the local food pantries and soup kitchens run low on food and the shelves are empty. Volunteers will plan, organize, and collect food for pantries and soup kitchens. Drives are always conducted in May and October and by request to fill empty shelves. Volunteers also pick up and deliver food to various food pantries throughout the county to assure the rural outreaches also have food. The output for this activity is also G-3.17, the dollar value of in-kind resources leveraged by CNCS-supported organizations or national service participants and there is no outcome.

For all of the Capacity Building activities, cash reports or program records are kept by the stations and figures relating to CNCS-supported activities are reported to RSVP.

Recruitment and Development

To create high quality volunteer assignments, RSVP will communicate regularly with members of not-for-profit and faith-based organizations, volunteer stations, and the community to become aware of opportunities for volunteers to share their experiences, abilities, and skills to improve their community and themselves. Communication will emphasize finding service opportunities primarily in transportation, food delivery, and companionship, followed by service in Other Focus Areas or Capacity Building. If needed, communication with station managers will explain and inform of the opportunity to utilize the higher level skills for volunteers to produce measurable results.

Narratives

RSVP will continue to be sponsored by the Venango County Commissioners/Human Services/Area Agency on Aging (AAA). This structure allows us access to higher level managers at the county and at not-for-profits that work cooperatively with the county, who have the ability to encourage the development of high quality assignments in their organizations.

Another critical component to creating quality volunteer assignments involves identifying the skills of the volunteer and matching it to an appropriate opportunity. Through a paper application for RSVP Senior Corps followed by a personal interview, we can identify the skills, abilities, and interests of potential volunteers. These candidates are then referred to an appropriate volunteer station where they will be interviewed for specific projects and familiarized with the station's mission.

The staff of RSVP, the sponsor, and volunteer stations will provide training to volunteers. In the Healthy Futures focus area, training is conducted by the staff of the sponsor and/or volunteer stations for transportation; food delivery, collection, and distribution; and companionship. Volunteers are required to be trained and certified to volunteer for APPRISE and VITA, and training for these programs will be conducted by professionals or lead volunteers certified to do so. Trainings are arranged by the volunteer station representatives.

According to the 2012 US Census Bureau, 18.9% of the population in Venango County is over the age of 65. 15.7% of the total county population lives in poverty. Current RSVP volunteers include African-American and Asian-American populations, although they represent 1.1% and 1.7% of our total population, which is 97.2% White.

To recruit volunteers from diverse economic, social, and educational backgrounds, RSVP staff and volunteers, including the Advisory Council, will give presentations at community organization and retiree meetings, attend fairs and community events to distribute information, and make individual contacts to encourage potential new volunteers to serve. We will send recruitment news releases to the local papers and PSAs to the radio stations. We will mail the quarterly newsletter (REACH) which contains volunteer opportunities, to clients who have been helped by volunteers through programs such as transportation, food, and companionship. Consumers often express a sincere desire to "give back" when they are able, and we will follow up to give them the opportunity.

Narratives

RSVP will be part of the interagency task force organized by the regional Salvation Army which includes representatives such as the state legislator representing Venango County who is on the Veterans Affairs Committee, the National Guard Family Assistance Center Specialist, and 40 area human service not-for-profits. This task force is developing a coordinated effort to improve the lives of veterans and military families in Venango County and includes offering opportunities for veterans and military family members to volunteer. RSVP staff and/or volunteers also will attend local veterans meetings, distribute information about opportunities for veterans to volunteer, and give presentations to veteran's organizations.

Individuals with disabilities have always played a volunteer role with RSVP in Venango County. Several of our legally-blind volunteers attend recruitment events and talk one-on-one with potential volunteers. We plan to continue to offer individuals with disabilities the opportunity to serve.

To retain, support, and encourage our volunteers, we will offer them a variety of assignments and training, and will email everyone in our database when new opportunities occur. We will match skills to assignments and be flexible when needed. We will also provide opportunities in organizations with consistent volunteer management. Volunteers will be encouraged to call, email, or stop in and tell us their stories or express any concerns, and we will follow up when necessary. The quarterly newsletter will feature our volunteers, stations, and opportunities and enable diverse populations to participate in new opportunities.

Volunteer recognition activities designed to renew motivation and commitment will feature an annual luncheon with invitations extended to all current volunteers as well as local officials, the RSVP Advisory Council, and staff from the sponsor agency and stations. This event is currently a highly-anticipated and well-attended annual event and we will continue with that format. Volunteers will be presented with the President's Volunteer Service Awards and accomplishments will be celebrated in the pages of the RSVP quarterly newsletter and AAA newsletter as well as in local newspapers (The News-Herald, Derrick, and Venango Weekender) and on Facebook. In addition to individual recognition, we will feature how their service has impacted the community.

Program Management

The management of the Venango County RSVP Project will employ specific strategies to ensure volunteer station compliance with program regulations. All stations will have a signed Memorandum

Narratives

of Understanding (MOU) agreement with RSVP before volunteers will be assigned to serve at that location. The MOU states the responsibilities of a volunteer station as well as prohibited activities. RSVP staff will meet with and train volunteer station staff in their roles and responsibilities as it relates to RSVP volunteers. Training will cover the MOU and essential responsibilities such as reporting procedures, position description development, recognition, and in-kind donations. Also covered are those prohibited activities which are also listed in the MOU agreement. The MOU will be valid for three years; however, the RSVP director will visit stations and meet with station managers and/or volunteer coordinators at least once a year and be available to answer questions when needed. RSVP will monitor MOU expiration dates monthly and offer renewals upon mutual agreement between the station and RSVP.

Volunteer position descriptions will outline duties and tasks of volunteers at the stations and will be kept on file in the RSVP office. RSVP will review the position description with the volunteer prior to assigning him/her to a station. Position descriptions will be reviewed annually with the station representative and updated as positions change. The station representatives will be asked to contact RSVP if any changes in assignments are made.

RSVP has kept in contact with Other Community Priorities stations regarding focus areas. Should the need arise to graduate a station, RSVP will meet with station representatives to communicate the process. RSVP will offer volunteer opportunities in performance-measured service activities and capacity building to all current volunteers.

The Venango County Commissioners have sponsored RSVP since 1972, and housed it in the County Human Services/ Area Agency on Aging (AAA) since 1978. This sponsorship provides RSVP with high visibility and positions it to engage seniors in rewarding volunteer service. From its inception in 1976 as the Clarion/Venango Area Agency on Aging, to its single county agency status granted in 1979, AAA provides direction on services that will allow older adults to continue to age in place, be food secure, and have access to care.

Detailed recordkeeping and compiling of statistics provided by the sponsoring organization and the stations will be done by the RSVP staff and volunteers to measure the performance in the Healthy Futures primary focus area to determine if the goals and objectives and the changing needs of the

Narratives

community are being met. The RSVP project staff and volunteers will administer survey instruments based on national performance measures to determine if assignments are meeting the desired evidence-based outcomes. If a station is not meeting the changing community needs, it will be graduated with minimal disruption to volunteers. Volunteers will be reassigned to capacity building where necessary and possible.

To ensure compliance with RSVP federal regulations regarding the establishment of an RSVP Advisory Council, as the incumbent grantee, we will be able to continue with the established format of 15 members representing diverse economic, social, and educational backgrounds, races, and ethnicities. Members are appointed by the Venango County Commissioners and serve a four-year term with the opportunity to serve a second four-year term. Members will include business people (Joy Global; small business owners); policymakers (Venango County Commissioner); active and retired small business professionals; proprietary health organization professionals; a library director (Franklin); retired corporate professionals (Verizon, Quality Engineering, IBM); retired government / school professionals (jail warden; public school teacher); homemakers; and grandparents. The Advisory Council will meet monthly except for July.

To ensure that volunteers are placed in stations with signed MOUs, the RSVP Project will require a signed MOU before we will recruit and place volunteers in a station. We will continue to add stations in the Healthy Futures primary focus area and increase the number of volunteers in rewarding assignments in these stations. Potential volunteers complete an enrollment form and verify their age. Background checks are conducted if/when needed or required.

Organizational Capability

Venango County has successfully operated the RSVP project for 41 years and also operated the Crawford County RSVP for six months in response to an emergency. The RSVP project works closely with the Venango County Human Services/Area Agency on Aging (AAA), local nonprofits, and faith-based organizations to provide volunteers to meet community needs, particularly in the Healthy Futures primary focus area (transportation, food delivery and service, and companionship). AAA provides programmatic oversight and uses case management software (SAMS) to collect, track, analyze, and report data that is critical to its mission to serve seniors. Venango County uses government accounting software (MUNIS) to track all financial transactions, including those of RSVP, prepare reports, and provide fiscal management and oversight for the RSVP project.

Narratives

CNCS funding will provide for a full time RSVP project director. As RSVP Project Director, Monica Vanderhoof will continue to coordinate volunteer services, Advisory Council and community networking, and develop, manage and administer grants, programs, budgets, and plans related to RSVP. Monica earned a Bachelor of Science degree from Purdue University. She has over 12 years of volunteer management experience in nonprofit and community organizations, and three years of experience in volunteer management and recruitment in the Venango County RSVP project. Monica regularly attends CNCS-approved trainings to update skills and abilities to effectively manage the project and ensure sound programmatic compliance with RSVP requirements. Monica is a member of the National Association of RSVP Directors and the Pennsylvania Senior Corps Directors Association.

The RSVP Director reports to Barb Hinds, who is the Administrator of the Venango County Area Agency on Aging. Barb also serves as the sponsor's authorized representative for the RSVP project. Barb has 29 years of experience in Human Services. Beginning as a case manager with Venango County AAA, Barb held increasingly responsible positions leading to her present position as Administrator. Barb received her undergraduate degree in Individual Family Studies from Penn State University.

Fiscal operations are provided by County Fiscal Officer Mark Thomas, who will track expenditures, request funds, and generate report. Mark has 13 years of experience in accounting with the Venango County Human Services/ Area Agency on Aging and RSVP. Mark previously worked in accounting with Pennzoil. He received his undergraduate degree in accounting from Clarion University.

Clerical support is provided by Sharon Bradford who handles paperwork related to the Advisory Council such as taking minutes at meetings and maintaining council information.

Sponsorship by the Venango County Commissioners/Human Services/Area Agency on Aging extends the organizational capacity of the RSVP project. First, housed in the County Human Services complex, RSVP benefits from offices that are fully equipped with all standard office facilities (office space, desks, files), equipment (computers, telephones), services (utilities, software, and support) and supplies (pens, paper, etc.). Management of capital assets is governed by county policy. Second, county policies define accounting and purchasing procedures such as using specific forms for requisitions, purchase

Narratives

orders and reconciliations. Third, a human resources department defines personnel management support, as well as job descriptions that describe responsibilities and roles for staff and administrators.

The County Commissioners value and support the volunteer program and provide the 30% match through the Venango County Human Services/Area Agency on Aging. The sponsor's authorized representative has managed grant funds for over 20 years and the fiscal officer has worked with expense tracking, requesting funds, and assisting with developing the RSVP grant budget for 13 years. The current RSVP director has managed the grant for over three years.

Other

N/A

PNS Amendment (if applicable)

N/A