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Executive Summary

An estimated 356 RSVP volunteers will serve. Some of their activities will include: food delivery, companionship, respite, distributing information on health insurance, teaching adult ESL, and assisting veterans with supportive services. The primary focus of this project is Healthy Futures. At the end of the three-year grant: the volunteers will have provided services of food delivery, companionship and transportation to homebound or older adults and individuals with disabilities that will increase the clients' feelings of social ties and perceived social support, and volunteers will have provided respite to caregivers; therefore increasing their feelings of social ties and/or social support. The CNCS federal investment of \$130,253 will be supplemented by \$95,372.

Strengthening Communities

Boston is a city comprised by 23 neighborhoods with a population of 671,594. Each neighborhood hosts seniors of multiple ethnic, cultural, educational, and socioeconomic backgrounds. According to the 2010 census, Boston is home to over 88,000 people age 60 plus and it is estimated that by 2020 that number will increase to 105,000, making almost 1 out of every 6 residents over the age of 60. Almost 40 percent of this population lives on less than \$20,000 a year, and 35 percent of this group lives alone. Additionally, a study conducted by the University of Massachusetts found that of the 10 largest cities in Massachusetts, Boston had the greatest proportion of seniors living in poverty.

These statistics clearly show that the over 60 population of Boston (the geographic service area for this grant) is in need of services to allow them to continue to live independently. The services that we plan on providing in our Primary Focus Area - Healthy Futures, why we determined that these are the services that are needed, and how the service activity leads to National Performance Measure outputs or outcomes are described below.

We plan to provide 5 services that fall within the Healthy Futures Focus Area and that fill a need for the community of Boston older adults.

1) We plan on offering delivery of food from pantries to Boston's older adults. There are two major problems for Boston residents utilizing food pantries. While some older Boston residents can get themselves to a food pantry, they cannot take the items home with them because the items are too heavy/cumbersome or seniors too frail or disabled to transport items. The other problem is that some

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residents don't have transportation to and from food pantries. According to the 2010 census, 19.1% of Bostonians over the age of 60 live on less than \$10,000 a year. According to a study done by the Boston Greater Food Bank (2010) 33% of households with a senior 65 years or older are food insecure. Additionally, according to the 2012 Boston Redevelopment Authority study Boston by the Numbers, approximately 41.6% of the elderly live with some type of disability. The service activity of delivering food will lead to National Performance Measure output by providing clients with a dependable source of nutrition; therefore they can continue to live independently.

2) We plan on matching volunteers with 3 to 4 clients each at housing developments, congregate meal sites, senior centers or other appropriate sites to be companions. The volunteers will connect their client to resources, plan activities with them, engage them in conversation, etc. Our conversations with housing developments, congregate meal sites, and senior centers have informed us that there is a pressing need for engagement and activities. Most public elderly and disabled housing developments in Boston do not have resident service coordinators; those that did were laid off due to sequestration. According to estimates released by the Goddard House 39% of older adults in Boston leave their home less than 4 times a week and 10% don't leave their homes at all. Additionally, staff is already stretched at congregate meal sites and senior centers and do not have the time to engage one-on-one with the clients. It can be concluded that these seniors have very little social engagement therefore matching them with a volunteer companion would help alleviate their social isolation and its attendant mental and physical health consequences. The service activity of companionship will lead to National Performance Measure outcome by providing clients with a dependable person to with whom they can share their life and who will engage them socially; therefore the clients will report increased social ties.

3) We plan on matching volunteers with caregivers to offer them respite services. Evidence shows that most caregivers are ill-prepared for their role and that they provide care with little or no support, yet more than one-third of caregivers continue to provide intense care to others while suffering from poor health themselves. According to the National Alliance for Caregiving in collaboration with AARP; (November 2009), 23% of family caregivers caring for loved ones for 5 years or more report their health is fair or poor. Additionally, according to the National Academy of Sciences, Dec 7, 2004, family caregivers experiencing extreme stress have been shown to age prematurely. This level of stress can take as much as 10 years off a family caregiver's life. Studies have shown that an influential factor in a caregiver's decision to place an impaired relative in a long-term care facility is the family caregiver's own physical health. The service activity of respite/companionship will lead to National

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Performance Measure outcome by providing caregivers with a dependable person who will care for and engage their family member allowing them personal time; therefore caregivers will report increased social support.

4) We plan on recruiting volunteers to be trained on the SHINE (Serving Health Information Needs of Elders) program to offer free, unbiased and confidential health insurance information, counseling and assistance to Massachusetts residents with Medicare. SHINE is the State Health Insurance Program (SHIP) for Massachusetts. According to the Office of Management and Budget (OMB 2009) there were 92,219 Suffolk county residents on Medicare. In 2012 SHINE only reached 58,750 clients across the entire state of Massachusetts due to its need to more volunteers. The service activity of distributing information will lead to National Performance Measure output by providing clients with important health insurance information.

5) Volunteers will provide transportation to Boston adults ages 60+, and visually impaired adults, through the Independent Transportation Network. According to the census, 35% of Boston residents do not have access to a car. The service activity of providing transportation will lead to National Performance Measure outcome of increased social support because it will allow older adults and the visually impaired the freedom to leave their home to continue to live independently.

We will work closely with volunteer sites (our partner agencies) on our plan to support data collection. See below for plan.

1) Food Delivery: We are looking to partner with Elders Living at Home Program; this program supports elders making the transition out of homelessness and provides supportive services. They have over 100 clients who need help with pantry food delivery and they are hoping to expand the program. Many of their clients are non-English speaking. Our partner will match the volunteers with clients, train the volunteer, determine the dosage of food delivery and provide the bags of food. We will track the number of clients to whom food is delivered with a log, track the outcome with a survey done bi-annually, and track hours served with a timecard. The survey will ask if the client reports increased social support and if services are still needed.

2) Companionship: We will be working with Kit Clark Senior Services, Boston Housing Authority, and other organizations. A site supervisor will match up volunteers with clients, determine a schedule, and train the volunteer. The volunteer would meet with the clients at a senior center, community space or congregate meal site and have activities planned with their clients. Activities would include playing board games, cards, discussing a book, engaging in a conversation, etc. Site supervisors will keep a log

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of the clients, timecards will log the hours served, and a client survey done bi-annually will report increased social ties and if services are still needed.

3) Respite: We will be partnering with Boston area aging service providers and the Massachusetts Lifespan Respite Coalition to match, train and supervise volunteers to provide respite services to caregivers. Supervisors will have a log of the clients and manage the relationship between the volunteer and the client. Clients will be surveyed annually to determine increased perception of social support and to determine continued need. Timesheets will track hours served.

4) Health Insurance Information: We will partner with the Ethos SHINE program to train and supervise volunteers on SHINE. Supervisors will also track time sheets and number of clients served will be tracked with a log called the Client Contact Form.

5) Transportation: We will partner with Independent Transportation Network (ITN). A site supervisor will schedule volunteers with clients, train the volunteer, and log the timecards. Clients will be surveyed annually to determine increased perception of social support.

We also plan on developing two workplans in Other Focus Areas in service to veterans. In one plan volunteers will coordinate activities with and assist state and local agencies that provide veterans with educational benefits. Volunteers will be stationed at the City of Boston Department of Veterans Affairs and other veterans services agencies. Volunteers will assist with the preparation and logistics of events held by the City of Boston Department of Veterans Affairs for veterans. Volunteers will follow up with veterans about their benefits. Volunteers will reach out to newly discharged veterans and educate them on benefits available to them.

In the second workplan, the volunteers will assist veterans with disabilities, veterans who are unemployed and older veterans with supportive services. They will be stationed at the VA Hospital-Jamaica Plain and the VA Hospital-West Roxbury. Volunteers will assist veterans with: arranging transportation, companionship, keeping them company as they wait for their appointments, providing drinks and snacks, arranging for wheelchair transportation between departments, and bringing meals to visitors and family members of veterans in hospice.

Recruitment and Development

Boston RSVP's sponsorship within the Commission on Affairs of the Elderly (EC) will provide us with an infrastructure that will keep us at the forefront of information concerning the needs of the elderly population within our catchments area and the organizations that serve them. As the designated Area

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Agency on Aging (AAA) for Boston our role is to assess the needs of the over 60 population, and fund, monitor and evaluate service providers to ensure the quality of their services. As the Council on Aging in Boston, the Elderly Commission has strong relationships with aging service organizations serving older adults in the city. Boston RSVP will be able to benefit from this knowledge base, establishing relationships with those organizations whose goals most closely align with those of both the Elderly Commission and CNCS and whose programs will have the greatest impact on the community.

Identifying strong volunteer stations is key to operating a successful RSVP program. It has been Boston RSVP's experience over the past 40 years that it is vital to the success of both our volunteers and the programs they support, that they feel confident that their work has a direct positive effect and that they personally believe that they make a positive impact through their volunteering. The sites we will be partnering with provide high quality volunteer opportunities in CNCS-designated focus areas that allow our volunteers to choose the particular aspect of volunteering that best suits their talents and experience. Our work plans will provide a range of volunteer options -- including but not limited to helping older adults and people with disabilities remain in the homes and communities, expanding transportation options, supporting veterans, and teaching English as a Second Language -- designed to allow interested volunteers to find a good fit so that they are successful.

Boston RSVP's plan is to partner with agencies, based on their alignment with CNCS and RSVP's initiatives, in order to address the most pressing needs of Boston's elderly community. The RSVP director will visit every Boston RSVP station to determine that each station meets the community need specified in their focus area, that the station supervisor understands the objectives and rules of the RSVP Program and is willing and able to meet volunteer training, tracking and oversight responsibilities. In this way we will guarantee the best placement for our volunteers. Station supervisors will be invited to participate in the RSVP Advisory Committee and asked to keep us abreast of changes. The RSVP director will also familiarize herself with station trainings and will review station manuals and curriculum. The Director will meet with the station supervisor and any other personnel (teachers, program managers etc.) with whom our volunteers will be working. Frequent communication between the RSVP director and station supervisors will help to insure and remedy any insufficiencies in training or volunteer performance.

Boston RSVP will utilize its position inside the EC to stay current about the changing needs of the

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community it serves. Boston RSVP will use the information it receives about new training opportunities and modalities to keep its volunteers and station supervisors apprised of new ideas and developments to meet changing needs.

To insure that every RSVP volunteer receives the training needed to be highly effective, both Boston RSVP and the volunteer stations will provide volunteers with information and training. This training is imperative to best carry out their volunteer assignments in a manner conducive to their satisfaction and personal development, as well as that of the person they're serving.

Upon entering the RSVP program, the RSVP Director will train every new volunteer on their responsibilities to the program and appropriate professional behavior within their station. RSVP will provide volunteers with a RSVP Volunteer Handbook that will offer RSVP contact information, policy information and an outline of prohibited activities to use as a referral tool. Each volunteer coming into the RSVP Program will be provided with an introductory packet that describes the RSVP program, its mission and its history. This packet will provide a list of our stations. Each station will be described as to its mission, its volunteer opportunities, location, access to parking, and public transportation. After determining what station(s) interest them they will meet and discuss their choice(s) with an RSVP staff member who will then contact the station supervisor (s) to arrange a meeting. Many supervisors recommend that the volunteer visit the station to observe before making a decision in order to insure that the volunteer's expectation and the station volunteer experience is a good match. If the volunteer prefers, a Boston RSVP Staff will accompany them on the initial visit. If an RSVP volunteer finds that they're unhappy with their placement, a process is in place to help them find another that better suits them.

All stations will also provide placement-specific trainings, as well as sensitivity training, where it is appropriate (in our Primary Focus Area, Healthy Futures). In those stations where RSVP volunteers will be entering the homes of elderly clients to provide food or services, they will be given trainings on what services and interactions are appropriate and how to handle client requests in a way that is both sensitive and firm. The stations will also visit each client, prior to their being assigned a volunteer, in order to evaluate the clients' needs, preferences and any conditions that might prove detrimental to a volunteer (presence of pets, unsafe, unsanitary, hoarding, smoking, severe illness or dementia). RSVP volunteers receive safety training, as well, to determine what unsafe conditions are and how to report

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them to the stations as needed for the clients' safety and well-being. Many stations also determine specific interests of their clients, in order to brief the volunteer or provide a sheet of client information to help make a successful match between volunteer and client.

In our work plan to provide respite for caregivers by providing transport supervision to a day program for seniors suffering from dementia and memory loss, our volunteers will not only be provided with specific station training, they will be provided with an extra training from the Alzheimer's Association on dealing sensitively with memory loss and dementia patients and effective tools for maximizing their productive impact on the patients. The day program station will also provide training on the safety concerns involved in transporting dementia and memory loss patients. Many volunteers unfamiliar with dementia and memory loss are unsure of their ability to cope and have a positive impact on this population. Therefore, Boston RSVP and the station have developed a model plan to ease volunteers into this activity. In this instance, the station will provide a small bus for pickup and the RSVP volunteer will accompany the trained driver to provide support and assistance to the dementia patients. Since this activity only requires a commitment of 2 hours, at the beginning and end of a shift, and the volunteer is accompanied by another trained person, Boston RSVP and the station supervisor believe that this will be the ideal way to acquaint volunteers with the patients and allow them to see how great an impact even a small commitment will make to both the patient and the caregiver they are providing respite to. From this initial commitment, many of our volunteers will gain the confidence and experience to expand into larger roles within the Memory Loss Day Program providing respite.

Volunteers at the Greater Boston Chinese Golden Age Center (GBCGC) and The Greater Boston Chinatown Neighborhood Center, (GBCNC) will receive training and ESL Adult Education support materials from the programs' volunteer coordinators. They will then be matched with students in one on one small group settings, or as class aides, assisting ESL Teachers in programs like GBCNC's 2 tiered Adult Education program, "Survival to Success", to provide adult immigrants the English skills they need to become full participants in U.S. society and attain economic and social well-being for themselves and their families.

We will propose to volunteer stations and partner agencies (i.e. local colleges and hospitals) that they extend an invitation to our volunteers to attend lectures and appropriate trainings, which will develop

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new skills both for their volunteer activities and personal development.

Additionally, RSVP's affiliation with the EC will garner plenty of opportunities for volunteers to develop new skills and improve their quality of life. Civic engagement is encouraged, as volunteers are invited to participate in any of the EC's two monthly task force meetings. For those volunteers looking to take on a leadership role, RSVP recommends they join the AAA Mayor's Advisory Council where they help develop policy and advocate for the rights of seniors in their neighborhood. For volunteers looking to gain knowledge in aging services, volunteers are encouraged to join the Health and Long Term Care Task Force. Volunteers are provided with other opportunities to learn new things at memoir writing workshops, health fairs, and educational lectures.

Boston is a city comprised of 23 neighborhoods with a population of 671,594. Each neighborhood hosts seniors of multiple ethnic, cultural, educational, and socioeconomic backgrounds. According to the 2010 census, Boston is home to over 88,000 people age 60 plus and it is estimated that by 2020 that number will increase to 105,000, making almost 1 out of every 6 residents over the age of 60. Almost 40 percent of this population lives on less than \$20,000 a year. This is the population Boston RSVP will serve and from which we will recruit.

37.1% of Boston residents speak a language other than English, i.e. Vietnamese, Chinese, Spanish, and Russian. Boston RSVP will recruit from ethnic groups that include Irish, Russian, Italian, Chinese, Vietnamese, Portuguese, Haitian, and Hispanic (Mexican, Dominican, Ecuadorian, Brazilian, and Puerto Rican) seniors.

Boston RSVP will market our program and recruit potential volunteers from all Boston neighborhoods. We will utilize the many avenues of media available to us through our sponsor the EC, including our radio show on Zumix, our TV show on BNN, our magazine, and our Facebook page. We will display and distribute Boston RSVP literature to our target audience through our affiliation with numerous municipal offices, state offices and centers such as the Elderly Commission, the Boston and Massachusetts Offices of Veterans Service, The Boston Center for Homeless Veterans, The Boston and Massachusetts Disability Commissions, Renew Boston, the Office of New Bostonians, the Boston Housing Authority, and Boston senior and family community centers. Our partners will also alert us to opportunities to outreach to potential volunteers within the communities.

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Boston Seniority, the monthly magazine of the Elderly Commission, will run a monthly advertisement for Boston RSVP. Boston Seniority is widely distributed throughout our geographic area at senior centers, community centers, health centers, Boston housing, senior citizen complexes, hospitals and a variety of other locations. We will also invite volunteers to appear on the Elderly Commission's radio and television shows to talk about their service benefits and how volunteering makes a difference in the community they serve and in their own lives. We will highlight volunteers in the Boston Seniority magazine with articles about volunteers' lives, accomplishments, and contributions.

The EC employs 8 fulltime multiracial, multiethnic neighborhood advocates, some of whom are bilingual in Spanish and Vietnamese, to provide services for seniors in Boston's diverse neighborhoods, will act as RSVP Ambassadors, keeping us apprised of events, celebrations, health fairs and markets where Boston RSVP can provide and distribute recruitment materials. The advocates will also provide Boston RSVP materials to potential volunteers and provide Boston RSVP with contact information for interested candidates.

Our stations will display and distribute Boston RSVP literature to prospective volunteers. Since Boston RSVP already has stations and a volunteer presence in the African American, Asian, Russian and Haitian Creole communities of Boston, we will be able to continue to reach out to new volunteers from diverse backgrounds and of multiple linguistic proficiencies. Through our two veteran hospital partners and our expanding relationship with the Boston Center for Homeless Veterans, Boston and Massachusetts Offices of Veterans Service, The Boston and Massachusetts Disability Commissions, and the organizations associated with them, we plan to expand our outreach to potential volunteers among veterans and the disabled community.

Boston RSVP also plans on partnering with the City of Boston and State Retirement Offices, the Boston Teachers Union and other relevant professional organizations to attract volunteers.

We plan to recognize RSVP volunteers at an annual event where appreciation is shown for their ongoing dedication and service. As the Senior Companion Program is also sponsored by the EC, we plan to combine recognition events to increase our budget allowance for the event and to allow

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volunteers from our two separate Senior Corps programs to meet and get to know each. This will create Senior Corps brand recognition both among the volunteers and in the Boston area. Some of the volunteer stations will also sponsor individual events to recognize volunteers, which Boston RSVP staff will attend. In order to retain and recognize RSVP volunteers, the Elderly Commission will provide appreciation benefits to RSVP in the form of occasional tickets to concerts, movies or events where volunteers will be able to expand their social networks.

Additionally, since volunteers' satisfaction is vital to the success of the program, we will ask our volunteers to complete an annual volunteer survey that asks if they are satisfied in their assignments and if they personally feel that they make a positive impact through their volunteering.

Program Management

Boston RSVP's position within the infrastructure of our sponsor, The Elderly Commission of the City of Boston means that the Elderly Commission is well versed and practiced in managing relationships with partner organizations. As the Area Agency on Aging (AAA) for Boston, the Elderly Commission's role is to assess needs, and fund, monitor and evaluate services that make it possible for older adults to remain in their homes and communities as long as possible. We intend to use that monitoring information to evaluate and partner only with those stations that demonstrate effective management and quality impactful services.

Each Boston RSVP station will be trained by the director on RSVP rules and regulations as well as the station's responsibilities, the RSVP's responsibilities and the volunteers' responsibilities. Each station will be provided with a Station Handbook that includes prohibited activities. Each new station is required to sign a Memorandum of Understanding (MOU contract) which will contain the list of prohibited activities stating that they understand and will abide by these guidelines.

We plan to partner with agencies based on their alignment with CNCS and RSVP goals and initiatives. We will be partnering with stations that provide volunteer assignments within our Primary Focus Areas of keeping seniors living at home and our two other focus areas of helping economically disadvantaged individuals develop English Language skills and providing veterans with educational and other supportive services thereby addressing Boston's pressing community needs within the CNCS Focus Areas.

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Boston RSVP will concentrate on determining and meeting specific unmet community needs in each of its work plans. For instance in our Healthy Futures Work Plan dealing with food delivery we determined an unmet community need at the station that collects and assembles nutrition specific food for frail seniors. The station had the food but the frail seniors lacked the strength, transportation and/or assistance to pick the food up and get it home. RSVP has created a work plan to bridge that gap by providing drivers who will pick up and deliver the food and provide companionship to the frail seniors. In one of our veterans assistance work plans we plan to bridge the knowledge gap that exists between veterans/veteran's families and the benefits that may be available to them under new laws.

As part as their RSVP training, station directors and supervisors will receive an initial RSVP instructional session from the RSVP director, either at the RSVP Office or the volunteer station, where they will be instructed on the duties, obligations and tracking and reporting responsibilities of RSVP stations. Boston RSVP feels that a full understanding of what we do, the specific purpose and impact of each volunteer assignment and the vital importance of reporting information is necessary to a successful partnership. Boston RSVP will also provide an RSVP Station Handbook to refer to for questions concerning stations responsibilities and RSVP prohibited activities. The second RSVP training will be held at the station and will include any teachers, supervisors or other station personnel who share responsibility for evaluating and tracking the performance of volunteers to insure the impact of their service.

We will assess the performance of the stations periodically. First, we will personally visit to evaluate the station and its programs. We will meet with the station supervisor and any other personnel (teachers, program managers etc.) with whom our volunteers will be working. We will examine curriculum and manuals and take any volunteer training that the station will make available to us. We will ask all of our volunteers to complete an annual survey on their volunteer experience, on their perception of the station, and on their assigned service activity. Finally, we will ask all station supervisors to complete an annual program assessment, describing the activities of each volunteer and the impact that each volunteer's activities are having on the needs of the community. This will give the Boston RSVP Program several perspectives on the stations compliance, volunteer assignments and the effectiveness and impact of the programs.

Boston RSVP's sponsorship within the Commission on Affairs of the Elderly (EC) will place us at the

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forefront of information about the changing needs of the elderly population within our catchments area and the organizations that serve them. Our RSVP volunteers, station supervisors, representatives from our sponsor, the Boston Commission on Affairs of the Elderly (including field advocates who work directly with senior centers, family centers and other community based organizations throughout Boston's neighborhoods) help Boston RSVP to remain knowledgeable about the changing human and social needs of the community.

The director of Boston RSVP has already met with many of the existing stations to discuss the changes in the new RSVP 2014 competition grant. In many instances, Boston RSVP has been able to work with existing stations to restructure our existing volunteer assignments to conform to the requirements of the new grant. Stations, such as hospitals and museums, that could not be restructured but that still provide important services, will be placed under the Community Priority work plan. These stations have been informed that the RSVP cannot accept or provide any more volunteers. If Boston RSVP is awarded the 2014 RSVP competition grant, the director will initiate a dialogue with these volunteers, as well as the volunteers from graduating stations, such as Hebrew Senior Life Assisted Living, Marion Manor Nursing Home, German Centre Assisted Living, Isabella Stewart Gardner Museum and the USS Constitution Museum that no longer fit into CNCS approved objectives, to offer them the opportunity of adding an additional volunteer assignment within a CNCS approved activity. Boston RSVP does not anticipate that disturbance will be great since most of the existing stations that no longer fit within CNCS/RSVP approved categories currently have few volunteers.

Boston RSVP's Primary Focus area is also the focus of our sponsor, the Mayor's Commission on Affairs of the Elderly (EC). The EC was established in 1970 to address the needs of the city's older citizens and to serve as their advocate. The official mandate was to "be cognizant of federal and state legislation concerning financial assistance, information exchange, and planning for better community programming for the elderly" and to "coordinate or carry out programs designed to meet the needs of the elderly in coordination with the (State's) Commission on Aging..." Since the EC is also the Area Agency on Aging (AAA) and Council on Aging (COA) for Boston, we share the goal of making it possible for older adults to remain in their homes and communities as long as possible by providing older adults with home and community-based services.

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The EC has a long history of managing impact-based programming, managing RSVP since 1972 and the Senior Companion Program (SCP) since 1988. Additionally, the EC has, through RSVP, won two PNS's in the programs lifetime.

Boston RSVP has a proven record spanning 40 years of volunteer management. Currently, in the Primary Focus Area of Healthy Futures we are managing 14 stations that have long-term relationships with Boston RSVP. In our station supervisor assessments and our volunteer surveys we ask specific questions relevant to measuring volunteer performance. These assessments help us gather specific data, percentages and numbers that we use to show that our program and volunteers are doing impactful work in their community. Boston RSVP also has several station supervisors in the Primary Focus Area on their advisory committee and plans to restructure the committee to include at least one station supervisor from each focus. The director regularly touches base with supervisors/directors on order to keep current with program changes, volunteer concerns or assignment challenges.

All of the input we gather assists us in determining current performance and helps dictate future strategy. Additionally, we use Volunteer Reporter as our tracking software to keep computerized records of: individual volunteer and station records, hours broken down monthly, annually, lifetime as needed per volunteer or per station, and start and end dates of volunteer service and station affiliation. This tracking software is where we pull all information for reports such as the PPVA and the PPR. This system also keeps track of statistical data on our volunteers such as age, race, gender, ethnic background, and past employment experience and skills.

Boston RSVP's position within the infrastructure of our sponsor, The Elderly Commission of the City of Boston means that in addition to being in compliance with RSVP program regulations our stations must also be aware of and in compliance with all the rules, regulations and business practices of the City of Boston.

In compliance with RSVP Regulations 45CFR§2553.24, Boston RSVP already has an Advisory Committee made up of current RSVP volunteers, station supervisors, and representatives from our sponsor, the Boston Commission on Affairs of the Elderly, including Elderly Commission field advocates who work directly with senior centers, family centers and other community based

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organizations throughout Boston's neighborhoods. The advisory council members are people knowledgeable about the human and social needs of the community; competent in the field of community service and volunteerism; capable of helping the sponsor meet its program responsibilities including, publicity and programming for impact; interested in and knowledgeable of older adults; and, of a diverse composition that reflects the demographics of the service area. Our plan for the 2014 RSVP program is to expand our existing advisory committee to include station supervisor from each of our focus areas reflective of the changes in the new grant in order to add their knowledge and experience.

Boston RSVP has been administering the CNCS RSVP Grant and is well versed in the RSVP regulations. A signed MOU is in place for our current stations through the 2014 completion date of our existing RSVP Grant. If Boston RSVP is awarded the 2014 Competition Grant, those stations that fit the requirements of the 2014 RSVP Competition grant will execute an updated MOU after meeting with the director to ensure that they fully understand the new requirements. New stations will be contacted to sign an MOU and to be trained on the rules and regulations of being a station.

In order to establish their eligibility to participate in the Boston RSVP program a volunteer must meet with a representative of the Boston RSVP Program and supply them with picture identification (Massachusetts Driver's License, Massachusetts State Issued Identification Card or Passport) in order to establish their identity and age. A CORI check is then run through our sponsor, the City of Boston.

Organizational Capability

The Commission is well accustomed to managing federal grants as we have secured the RSVP and Senior Companion Program (SCP) grants for over 30 years each. Additionally, we are the Area Agency on Aging for Boston; this means that we are well versed in the types of programmatic and fiscal requirements of the federal government.

The Deputy Commissioner of Finance and his staff follow the infrastructure put in place by the Treasury Department to ensure robust financial management of the grant. Their responsibilities include: reviewing the budget for fiscal viability, managing drawdown of funds, processing meal and travel reimbursements, paying vendors, and accounting for any in-kind contributions, etc.

As a department of the City of Boston, the Elderly Commission is subject to the rules, regulations, and

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business practices of the City. The Elderly Commission receives and manages over four million dollars a year in federal funds. The City of Boston's Auditing Department oversees all city funds to ensure accountability and proper use. Each grant has its own separate account on the BAIS Financial system so there is no co-mingling of grant and city funds. The City of Boston is subject to the Single Audit (A-133) every year which is conducted by one of the big accounting firms.

The Deputy Commissioner of Communications supervises the management of both RSVP's and SCP's day-to-day operations. The Deputy Commissioner of Communications communicates daily with staff to be kept abreast of concerns and issues, and to assist in resolving them. Program directors and the deputy commissioner keep abreast of statutes, regulations and OMB circulars through participation in local and national organizations (Massachusetts Senior Corps Association, Massachusetts Service Alliance, National Association of Retired and Senior Volunteer Programs, National Senior Corp Association) and through emails from CNCS. The Elderly Commission is also required to report on its programs and budgets to the City Council of Boston. The department is accountable to the citizens of Boston to maximize the efficiency's and effectiveness of its systems and programs.

Patricia McCormack is the RSVP Director. She has a Master's in Education and came to us from the Commonwealth Museum where she was Director of Education. Her background includes managing a 3.5 million dollar museum renovation project, writing, developing and teaching programs and creating a volunteer workforce. Patricia will be responsible for the development and day-to-day operations of the program. She is responsible for authorizing the approval of all reimbursement requests submitted by the senior volunteers, implementing a recruitment plan which meets the recruitment goals set, preparation of the annual recognition event as well as overseeing program staff and volunteers, and assisting all station supervisors in their efforts to work with the RSVP. The administrative assistant will be responsible for: processing the meal and travel reimbursement, answering any day-to-day concerns of the volunteers, assisting the project director in managing the day-to-day operations of the program and maintaining the volunteer personnel files, client records and statistics. Tula Mahl is the deputy who oversees the RSVP Director. She has a Masters in Health Communications and a Bachelor's in Business Management. She has been overseeing RSVP since March 2008. Tula's role is to monitor the RSVP Director for proper implementation of RSVP regulations. She reviews, approves and submits grant renewals and progress reports. She also assists the director with any day-to-day issues and directs her in the planning of the annual recognition or

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other events. Erik Andersen is the Senior Budget Analyst and manages the fiscal issues including monthly, yearly, and grant renewal fiscal reporting in Egrants. He has been in this role for over 15 years. Annette Richardson is the fiscal assistant. She receives the spreadsheet of reimbursements from the program director bi-monthly and prepares it for submission to the auditing department for payment. She has been in this role for over 4 years. Janice Locke is the office manager; she is responsible for ordering, receiving, and delivery of all supplies for the office as well as payroll. Andrea Peracchi has been the principal personnel officer for the past 18 years. She handles all aspects of employee relations including the new hire process and orientation, personnel files, employee conflict resolution, and informing employees of upcoming training opportunities. Recently, a development director, Ellen Roth, was hired. She graduated from Boston University in 2008 with a Bachelor's degree in Sociology. Formerly she served as Development and Outreach Specialist at The Community Family, a non-profit with operates Adult Day Health Centers in Greater Boston. She is well-versed in capital campaigns, grantwriting, fundraising events, annual appeals, and instituting donor databases. This position will assist with fundraising and soliciting donations for the recognition event.

For 43 years the Elderly Commission has had the support and commitment of the Mayor, City Councilors, and the Elderly Commissioner. The Elderly Commission will continue to play an important part of city governance and to be financially and physically supported. RSVP will manage capital assets such as facilities, equipment and supplies as set forth by the rules and regulations of the City of Boston, including but not limited to: purchasing procedures, accounting principles, and union contracts. These regulations will be overseen by the Deputy of Finance and Administration, Labor Relations, Auditing, Treasury, Human Resources and any other department that is required.

The Elderly Commission has a long history of managing federal grants funds, managing RSVP since 1972 and the Senior Companion Program (SCP) since 1988. Additionally, the EC has through RSVP won two PNS's in the programs lifetime. The Elderly Commission also manages other volunteer programs including the Senior Citizen's Property Tax Work-off Program. This program gives qualifying applicants 60 years of age or older the opportunity to offset their property tax through part-time employment.

Other

Not Applicable

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PNS Amendment (if applicable)

Not applicable