

# Narratives

## Executive Summary

A total of 350 RSVP volunteers will serve Lake County. Some of their activities will include Assisting in classroom-Head Start (School Readiness), Tutoring-Public Schools (K-12 Success), Food Delivery (Aging in Place), Transportation (Aging in Place), Developing/Maintaining Community Gardens (Obesity and Food), and Assisting a Dept. of Veterans Affairs Program (Veteran and Military Families). The primary focus area of this project is Education. At the end of the three-year grant, under the Education Focus Area: 30 volunteers assisting in Head Start Classrooms with one volunteer per child using pre/post teacher surveys will show 15 children demonstrating gains in school readiness in terms of social and/or emotional development, 30 volunteers assisting in Head Start Classrooms with one volunteer per child using math assessment tool will show 20 children demonstrating gains in school readiness in terms of numerical skills, 20 volunteers assisting in Classrooms with one volunteer per child using literacy assessment tools will show 10 children demonstrating gains in school readiness in terms of literacy skills, 35 volunteers tutoring in public schools with one volunteer per child using pre/post teacher surveys will show 75 students in grades K-8 that participated in the tutoring who demonstrated improved academic engagement; under the Healthy Futures Focus Area: 50 volunteers assisting homebound elderly to remain in their homes with Food Delivery (Meals On Wheels) services using a survey to show 75 homebound elderly reported having increased social ties/perceived social support, 30 volunteers assisting homebound elderly to remain in their homes with Transportation to medical appointments and food delivery using a survey to show 100 homebound elderly reported having increased social ties/perceived social support, 5 volunteers will assist with Food Distribution to individuals receiving emergency food from a nonprofit food pantry using a survey to show 200 individuals that reported increased food security of themselves and their children, 20 volunteers will assist with Maintaining a Community Garden to individuals receiving support, services, education and/or referrals to alleviate long-term hunger using a survey to show 100 individuals that reported increased food security of themselves and their children. The CNCS federal investment of \$40,032 will be supplemented by \$15,927.00).

## Strengthening Communities

Lake County is located in the northeast corner of Illinois on the southwestern coast of Lake Michigan. Waukegan is the County seat. The County's 470 square miles are divided into 18 political townships and 52 municipalities. While the economy of the County has experienced significant growth, parts of the County, such as the cities of North Chicago, Waukegan and Zion have experienced disinvestment.

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Lake County has been put on the Poverty Watch List along with 41 other counties according to the Heartland Alliance 2010 poverty report. According to the 2010 US Census, Lake County has a population of 703,462 and 57,910 are below the poverty level. Demographics and Geographical Features of Lake County Illinois 2010-2011 -- US Census Bureau:

Education Levels (2011): Total Population 25 years and over 451,039; Less than high school graduate 11.4%; High School graduate, GED, or alternative 21.6%; Some college or associate's degree 25%; Bachelor's degree or higher 42%. Population 60 and over 114,498; Less than high school graduate 11.9%; High School graduate, GED, or alternative 28.4%; Some college or associate's degree 22.9%; Bachelor's degree or higher 36.8%. Age Break-out (0-100): Under 5 years 47,115; 5-9 years 53,615; 10-14 years 56,719; 15-19 years 565,143; 20-24 years 42,235; 25-29 years 39,824; 30-34 years 41,236; 35-39 years 47,000; 40-44 years 52,747; 45-49 years 58,539; 50-54 years 55,444; 55-59 years 45,041; 60-64 years 34,711; 65-69 years 23,903; 70-74 years 16,533; 75-79 years 12,420; 80-84 years 10,342; 85 years & over 9,895. Income (2011 Inflation-Adjusted Dollars): Total households 240,051; less than \$10,000-11,257; \$10,000-\$14,999: 7,338; \$15,000-\$24,999: 18,898; \$25,000-\$34,999; 18,857; \$35,000-\$49,999; 26,382; \$50,000-\$74,999: 38,419; \$75,000-\$99,999: 30,145; \$100,000-\$199,999: 20,524; \$200,000 or more 26,137; Median household income (dollars) 74,266; Mean household income (dollars) 102,557. Race/Ethnicity Population: White/Non Latino 528,204; African American 49,033; Asian 44,358; Latino 139,987; American Indian/Native Alaska 3,279; Native Hawaiian and Other Pacific Islander 294

Areas of Low-Income Resident Concentration: According to the Social Impact Research Center - A Heartland Alliance Program: Scale of Chicago Region Poverty, 2011, Lake County scale shows Extreme Poverty (under 50% Federal Poverty Level-FPL) 31,714 (4.6%), Poverty (under 100% FPL) 78,190 (11.4%) and Low income (under 100%-199% FPL) 97,565 (14.2%). According to Community Action Partnership of Lake County's Head Start Community Assessment 2011, poverty is concentrated in Waukegan, Zion, Mundelein, North Chicago, Highwood and the Round Lake areas. The Lake County Consolidated Plan 2010-2014 reports the following cities in Lake County with the highest concentration of the population below the Federal Poverty Level, North Chicago 15.1%, Round Lake Park 10.7%, Volo 33%, Waukegan 13.9% and Zion 11.9%. Pockets of persistently high unemployment are reported in Waukegan and North Chicago. From 1999 to 2008 Waukegan's average annual unemployment rate ranged from a low of 5.6% in 2000 to a high of 13.2% in 2008. North Chicago's average annual unemployment rate ranged from a low of 7.4% in 2000 to a high of 13.2% in 2008. The 2007 recession also impacted employment in both cities. In November 2009, seasonally

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unadjusted unemployment was 13.2% in Waukegan and 18% in North Chicago.

State Budget Crisis Impact on Partners and Service Area: (mention cuts to IL Aging). According to Southern Illinois University's WSIU Public Broadcasting, Illinois' crippling budget crisis is forcing state university, community college, public health, and social service agency officials to consider employee layoffs, furloughs, and program cutbacks as the state heads into the next calendar year with nearly \$4.5 billion in unpaid bills. Based on a report by 501 Connect, a nonprofit news outlet, The state of Illinois contracts with nonprofit organizations to provide the majority of its human services including child care; after-school programs for teens; skills training or help finding jobs; counseling for victims of sexual or domestic abuse; assistance for those with mental illness and developmental disabilities; in-home care for the elderly. In a new survey that gauges the impact of the crisis on critical services in Illinois communities, more than half of responding Illinois' human service organizations report taking actions that reduce access to vital programs and services. Four in ten responding organizations report expanded waiting lists for services, and more than a quarter reports that they have closed programs due to budget cuts. The survey also demonstrates that the impact of the financial crisis on people receiving human services is remarkably similar across Illinois regardless of region or organizational size. Nearly all responding organizations (95%) stated they had been affected in some way by the crisis. Of the human service organizations responding to the survey: 53% reported reduced hours or levels of service; 41% reported increasing waiting lists; 49% reported staff layoffs; Of those who had to institute layoffs, on average, organizations laid off 13% of staff.

Transportation Challenges: Inadequate public transportation Among the barriers to a better Lake County according to the United Way 2005 Update: Community Assessment Executive Summary, more than 47% of survey respondents rated public transportation as a serious issue in Lake County. Inadequate public transportation worsens traffic, lengthens commute times, and decreases employment and education options for those who don't or can't drive. The RSVP program will address the transportation challenges by placing volunteers close to their volunteer station. Primary Focus Area-Education: School Readiness and K-8 Success:

According to the United Way 2005 Update: Community Assessment Executive Summary (UWLC), the lack of basic education is one of the barriers to better Lake County. UWLC states, "One of three children entering kindergarten is unprepared for school-and likely won't catch up. Children who have not developed some basic literacy skills by the time they enter school are 3-4 times more likely to drop out in later years. The report, The Need for Early Childhood Education and After-School Services Among Low-Income Persons in Lake County developed for the Lake County Community Foundation

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reports there are 17,000 low-income children 0-15 years of age in Lake County, which is a large portion of low-income residents in our community. This group is important because it includes the period of a young person's life when he or she receives much of their formal education, and precedes the years of transition into the workforce. Per the Lake County Community Foundation report, under Lake County's Non-Profit Capacity, Community Action Partnership of Lake County's Head Start program is one of the five nonprofit providers identified as providing early childhood education services to low-income families. In some Lake County schools, 76 % of kindergarteners have little or no knowledge of books. The Community Action Partnership of Lake County (CAPOLC) Head Start program is a comprehensive preschool program targeting low-income families with 3-5 year olds. CAPOLC Head Start serves 698 children in 7 centers with over 34 classes throughout Lake County. Head Start includes children of all diverse and cultural backgrounds including 7% of the children have disabilities which include an Individualized Education Program (IEP) that qualifies them for pull out services through the local school districts. Head Start ensures a child's readiness for kindergarten by promoting nurturing educational experiences, good physical and mental health and the involvement of parents and families. The CAPOLC Head Start Community Needs Assessment 2011-2012 and Head Start PIR Report identify challenges specific to our parents which impacts their desire to complete goals. The report states that one of the largest barriers for our Head Start families is the ever-growing single parent families that are in need of childcare. The single parent is both the provider as well as the caretaker. Many of the children in these families do not have the opportunities available for kindergarten readiness. Additionally, of the 698 families served, 423 parents have less than a high school education. In the CAPOLC Head Start 2012/2013 Child Outcomes Report, over 30 children were below age level in social/emotional development, showed that mathematics was the highest area in which children scored an overall 8% lower than children the same age and showed that a few of the children's literacy skills were lower than children the same age. Head Start does not have the capacity to work with children one-on-one throughout the day. Head Start staff has identified a need every school year for volunteers to provide one-on-one guidance to children in the program who are below age level in social/emotional development throughout the day to help integrate children into classroom activity, one-on-one assistance during a set-aside time period with children in the program who are below age level in mathematics and one-on-one assistance during a set-aside time period with children in the program who are below age level in literacy. RSVP volunteers will collect data on the number of children completing participation in the program using an activity log per student session. RSVP volunteers will use the Head Start "Teaching Strategies Gold" assessment tool to

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measure outcomes in the number of children demonstrating gains in school readiness in terms of social and/or emotional development and numerical skills. The Head Start assessment tool includes the measurement of social-emotional, literacy and mathematics and is designed to show which areas the children have progressed in and which areas children need additional help in order to achieve the next level and is administered three times a year for each session (Fall/Winter/Spring). The CAPOLC Head Start 2012/2013 Child Outcomes Report Head Start's demographic data as 46% of the population are males and 53% female. CAPOLC Collaborations: Head Start program receives support services from the Child Care Coalition of Lake County, CoEd and North Shore Gas, Fair Housing Center, Lake County Association for Home and Community Education, Lake County Council against Sexual Assault (LaCasa), Urban League of Lake County, YWCA. Head Start receives consulting services from Family Services of North Lake County, Family Services of North Lake County, Lake County Health Department, Lake County Mental Health and Zion Township Youth Services. Head Start has program service disability partnerships with 26 school districts, health partnerships with 9 service partners and nutrition partnerships with Lake County Women, Infants and Children (WIC) program and Mano-A-Mano. For 10 years, CAPOLC has had a partnership with the College of Lake County providing the GED program, English as a Second Language (ESL), and for over five years the Parents As Reading Partners (PARP) program has provided hands on reading strategies, pairing the parent/grandparent with the child to foster more parent involvement as well as improving the literacy skills of the child; Partnership with Waukegan Public School District -- Early Partnership In Collaboration (EPIC) program providing dual enrollment services to Head Start students to increase classroom time, increased learning with dual learning styles and environment.

Also, the RSVP program will partner with the Words on Wheels, Inc. volunteers to provide the one-on-one assistance to Head Start children below age level in literacy. The Words on Wheels volunteer program "seeks to enrich the lives and futures of young children through the power of words" and they provide a volunteer base with infant and toddler specialization. To meet the educational need for K-12 Success, RSVP volunteers will target K-8 low-income in Lake County school district's who have been identified by the Adequate Yearly Progress report in need of student performance improvement and are located in the areas with the highest poverty levels. The No Child Left Behind (NCLB) Act of 2001 requires all states to measure each public school and district's achievement and establish annual achievement target for the state. The overarching goal is for all students to meet or exceed standards in Reading and Mathematics by 2014. Each year the state will calculate a school or district's Adequate Yearly Progress (AYP) to determine if students are improving their performance based on

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the established annual targets. According to the statistics published as the Illinois Report Card in 2012, 76.7 % of students meet or exceed the State standards in math, reading, and science. The remaining students (23.7%) are below the State standards. The Illinois Report Card in 2012 for school districts in Lake County with the highest percent of poverty reports the average rate of Economically Disadvantaged per target district is: Waukegan District 60-reading 54.8% and math 63.3%; North Chicago District 187-reading 50% and math 52.3%; Zion District 6-reading 66.6% and math 77.5%; and Round Lake District 116-reading 59.7% and math 70.1%. All four districts have been identified for District Improvement according to the AYP specifications of the federal NO Child Left Behind Act. Also, the poverty rates are the highest in North Chicago (16%), Zion (15.7%), and Round Lake area (14%). Waukegan has the highest number in poverty in the county at 11, 422 persons. The Waukegan, North Chicago, Round Lake area and Zion elementary school districts have identified a need for volunteers to provide one-on-one tutoring assistance during school hours to students grades K-8 who are low-income and below the State standards. Due to the overall reduction of \$861 million (11.6 percent) from FY09 appropriation levels in the Illinois education budget, school districts do not have the capacity to work with children one-on-one throughout the day. Specifically, the economically disadvantaged students who typically need more individual attention. RSVP volunteers will provide one-on-one tutoring teacher-identified elementary school students in six elementary schools in the targeted areas.

Veteran and/or Military Families in the Primary Focus Area and Other Focus Areas: Healthy Futures-Food Delivery (Aging in Place), Transportation (Aging in Place), Food Distribution (Obesity and Food), and Developing/Maintaining Community Gardens (Obesity and Food): According to AARP research findings regarding The Seven Things to Know About Isolation: Living Alone Is a Factor: People are more likely to suffer from isolation when they live alone, and the number of people age 65 and over who do so is rising. In 2000, 25 percent of those 65-plus lived in one-person households; in 2010, that had increased to 40 percent. The US Census Bureau estimates Lake County has 73,093 (11.3%) persons over 65 years of age and 18,223 (7.6%) live alone. One of the greatest threats to seniors is loss of transportation independence. Once individuals are no longer able to drive, they are at risk for institutionalization. According to AARP research findings regarding "The Seven Things to Know About Isolation: Transportation: having available, cheap transportation is critical to connect with other people and avoid isolation. Although life expectancy exceeds safe driving expectancy after age 70 by about six years for men and 10 years for women, few plan ahead to a time when driving is no longer possible. People living in places without adequate public transportation are

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much less likely to see friends, visit their doctors, go to the grocery store and take part in community activities". More than 47% of survey respondents rated public transportation as a serious issue in Lake County. Inadequate public transportation worsens traffic, lengthens commute times, and decreases employment and education options for those who don't or can't drive, published in the United Way 2005 Update: Community Assessment Executive Summary (UWLC). In 2012, Healthcare Foundation of Northern Lake County (HFNLC) commissioned a report to develop information on barriers to healthcare access in northern Lake County: Transportation was listed as one of the barriers, "Participants in our community meetings made many comments on the lack of public transportation in Lake County. The public bus system for the county is managed by the regional Pace system. There are multiple bus routes in Lake County, but these are concentrated in the eastern and southeastern portions of the county. Northwestern Lake County has one or two Pace bus lines running approximately west to east. Participants in the Antioch community meeting noted that the closest hospital to Antioch, Illinois, is a 40 minute drive. Southwestern Lake County (an area of 120 square miles) has no public bus service. Four Metra commuter rail lines cross the county, but they are oriented toward movement into and out of Chicago. Finally, most hospitals and county health centers are located in the eastern portion of the county, making it hard for persons from the population centers near, for example, Antioch or Round Lake, to travel to get care. Catholic Charities and Meals on Wheels Association (MOW) states that 4 of 10 MOW programs have waiting lists. There are more seniors in need of door to door delivery of meals than they can provide. Catholic Charities of Lake County has indicated the need for more drivers to deliver food. Food delivery to homebound, older adults and the disabled persons is needed to keep seniors independent and nourished so they do not end up in a nursing home. ElderCare at Christ Church and Southeast Lake County Faith In Action provide escorted door-to-door services to seniors 65+, chronically ill or disabled. ElderCare reports that over 90% of clients' surveyed say that receiving any of their services contributes to their ability to live independently. Both organizations have indicated a need for more volunteers due to an increase of homebound seniors in Lake County. Based on the Report on Illinois Poverty "Social Impact Research Center-A Heartland Alliance Program", the number of people in poverty in Lake County is 76,376. The "Hunger in Lake County Report, commissioned by the Lake County Community Foundation reports one in ten Lake County residents has inadequate access to food. Feeding America estimates that 11.7% of Lake County residents experience some form of food insecurity. Based on the client reports conducted by Northern Illinois Food Bank, low-income families have to make choices between food and other necessities, such as: 35% of clients report choosing between paying for food

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and paying for utilities or heating fuel, 30% had to choose between paying for food and paying their rent/mortgage and 30% had to choose between paying for food and paying for medicine or medical care. The Community Services Block Grant program's Food Pantry addresses the hunger needs of low-income households (target population 0-200% of the Federal Poverty Guidelines) in our community by assuring that every eligible Lake County resident with a food crisis would have their basic needs met with consideration given to the specific needs of the homeless, i.e. non-perishable easy access items. According to the 2010 US Census, Lake County has a population of 703,462 and 57,910 are below the poverty level. About 20.8% of the people are obese in Lake County, Illinois. According to a Lake County Health Dept. study published in November 2010, close to 19% of Lake County residents between ages of 18 and 24 fall in the obese category, and there is an upward trend in growth. "[Obesity] is the number one public health problem, public enemy number one. It has very deep-reaching ramifications that we have got to find the answer for." Dr. Damon T. Arnold, Illinois Department of Public Health. Illinois Obesity Prevention Act -- Report to the General Assembly reports that one in five Illinois children is obese. Also, Illinois is ranked 10th in the country for obese or overweight children between 10 to 17 years of age. "In 2004 a CLOCC [Consortium to Lower Obesity in Chicago Children] study found that 24 percent of Chicago children were obese at kindergarten entry". "Preschool children are now in one of the greatest risk groups for adult obesity as an increase in weight velocity from age 2 to 5 is a particularly potent predictor of adult overweight status. The influence of day care providers and non-familial adults and peers on children's food choices, exposure to media and opportunities for physical activity during the day may be salient predictors of weight gain during this age range. The first step toward a healthier nation and a healthier world lies quite simply in how we nourish our bodies. In 2011, Yellow Tractor and the Kellogg School of Management created a garden project for the purpose of teaching children how to grow their own food. Although the project successfully produces over three harvests shared with students, their families and the community, we were unable to expand the program due to capacity. This year, Yellow Tractor has approached CAPOLC to assist with the planning of a new community garden for low-income families in Lake County to learn about nutrition and how to grow their own healthy foods with the outcome of sustainability, education and increased food security. CAPOLC has requested assistance from RSVP to provide volunteers to develop and maintain the community garden. The Yellow Tractor Project is a non-profit organization that creates fruit and vegetable gardens to advocate for healthier tomorrows, physically, environmentally and economically. Through the simple act of creating a garden, we enable organizations in under-served communities to deliver

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better health, nutrition, and well-being to the individuals they serve. They align volunteers, project partners and materials for an integrated approach to achieve the greatest sustainable impact.

Veteran and Military Families: The Naval Training Center at Great Lakes, located in North Chicago, is the only naval basic training facility in the US. Lake County is home to The Captain James A. Lovell Federal Health Care Center (FHCC) which is a first-of-its-kind partnership between the U. S. Department of Veterans Affairs and the Department of Defense (DoD), integrating all medical care into a fully-integrated federal health care facility with a single combined VA and Navy mission. Located in North Chicago, Illinois, the Lovell FHCC was established on Oct. 1, 2010. The arrangement incorporates facilities, services and resources from the North Chicago VA Medical Center (VAMC) and the Naval Health Clinic Great Lakes (NHCGL). A combined mission of the health care center means active duty military, their family members, military retirees and veterans are all cared for at the facility. The health care center ensures that nearly 40,000 Navy recruits who transition through Naval Station Great Lakes each year are medically ready. They care for nearly 67,000 eligible military and retiree beneficiaries each year, and bring Veterans throughout Northern Illinois and Southern Wisconsin first-rate care. The Captain James A. Lovell Federal Health Care Center's (FHCC) is expanding their VA Caregiver Support Services in the area of respite care services. The VA Caregiver Support Services reports that for family caregivers, it can be hard to find time for a much-needed break from your daily routine and care responsibilities so that they have some time for themselves. According to AARP research findings regarding isolation experienced by Caregivers: "Care giving often triggers isolation. The number of people providing unpaid care for a friend or relative rose 23 percent -- to 54 million -- from 2004 to 2009, and that number continues to grow. Caregivers often work by themselves, and more than half (53 percent) say they have less time for friends and family. All too often, they don't call doctors when they are sick, and they have little or no time to exercise or eat well". Studies show that up to 70 percent of caregivers have clinically significant symptoms of depression. The Chief of Community Affairs has indicated a need for volunteers to assist homebound veterans' families in Lake County. Fort Sheridan Army Reserve Center-Retiree Support Office is one of the Area Councils governed by the Retiree Services Council made up of an equal number, one from each service, of retired officers and enlisted, widows of retiree's and disabled retirees. The Councils were established to expand the management responsibilities for the Fort McCoy Retiree Support Services Program and Council. The Retiree Services Program is a set of programs, services and information designed to assist military retirees and their families in the transition to retirement and keep them up-to-date on their rights, benefits, and

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privileges after retirement. For over 12 years, RSVP volunteers have impacted Veterans and Military Family members at the Fort Sheridan Center which has been manned by mainly volunteer military retirees and spouses of military retirees. The Retiree Support Office has indicated a need for volunteers to assist military retirees and their families with telephone referrals to counselors for disability, health, ID cards and additional family support and with direct services including providing counseling on cases involving military service record corrections, research of military paperwork to verify qualifications to receive benefits, and putting retirement packet information together for the retired veteran or veteran's family. VET Activities: A few years ago, RSVP volunteers collected donations totaling \$470.00 to purchase canteen booklets that were redeemable at the PX for personal items that hospitalized veterans can use to purchase. There were enough booklets to support over four hospital wards of sick veterans. For the next project year's, RSVP volunteers have indicated their support to re-establish the canteen program with our local veteran's health care center.

Community Priorities: Hospitals, currently are being understaffed, medical professionals often have no choice but to rush from room to room caring for a large volume of sick individuals, sometimes leaving behind patients who are confused, lonely or depressed. Volunteers perform a large variety of services that would not be available to patients if hospitals had to pay. Many Senior Centers and Faith-based organizations in our area have indicated the need for RSVP volunteers to help provide congregate meals, food pantry support, and assistance with resident activities. Blood centers provide a needed service to their local hospitals. However, they need volunteers to support the blood drives held in local communities. Local libraries, museums, historical societies and community/social services have requested RSVP volunteer support due to budget reductions. CASA Lake County is a nonprofit membership organization that advocates for the best interests of abused and neglected children within the juvenile court system. Based on the belief that every child is entitled to a safe and permanent home, thoroughly trained CASA volunteers work in collaboration with key agencies, legal counsel and community resources to serve as the child's advocate and represent the child's best interest in juvenile court. CASA Lake County has indicated a need for RSVP volunteers with diverse backgrounds who live in the communities of the children they serve who come from very diverse population in Lake County.

### **Recruitment and Development**

New volunteers will be interviewed by the new RSVP Coordinator, who has human resources, training, and development experience. Volunteers can choose placement in an existing volunteer opportunity or choose volunteer opportunities of their own. RSVP ensures the development of

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meaningful volunteer opportunities. If volunteers choose their own placement and do what they are interested in doing, it is more likely that the volunteer will continue volunteering for a long time. Volunteers have the opportunity to volunteer at multiple sites. Volunteers with a higher skill levels will be given opportunities to work in assignments where their specific experience and skills can be utilized based on the stations job descriptions. The RSVP Coordinator will identify and coordinate training, leadership development programs and skill building opportunities for volunteers based on the volunteer job assignment and/or interest of volunteers. Skilled volunteers Volunteer Station supervisors will receive training as needed, through webinars, workshops and information materials. The largest hands-on training project is the Assisting in the Head Start classrooms and Tutoring in elementary schools. Volunteers must make a commitment of 2 hours per week for entire school year. The Community Action Partnership of Lake County Head Start program provides three In-Service Training Activities three times a year to their teaching staff. The RSVP volunteers will be a part of those training activities as well as receive a full day's orientation/training to volunteers along with three in-service training activities. The RSVP Coordinator will conduct an orientation with all RSVP volunteers and utilize the Senior Corps Volunteer Tutoring Toolkit to place and provide training to educational volunteers. Elementary stations will provide an orientation and on-going training at each site for RSVP tutors. The hospital stations have training hours for each volunteer job worked, including an orientation session; the stations providing transportation services to seniors provide volunteers with orientation, job specific training and ongoing training; Fort Sheridan Army Reserve Center and VA Hospital provide initial job specific training to new RSVP volunteers. Recruiting activities are conducted by the RSVP Coordinator, Advisory Board and active volunteers. The RSVP Coordinator and/or Board members will schedule speaking engagements in each city of Lake County at senior residences, senior group meetings, community events and attend volunteer fairs and other events to recruit new volunteers to maintain a the diversity of our community. We will target our recruitment efforts based on the station locations and the diversity of the community served by the stations. In 2000, white (non-Latino) were located more than 90% of the 73.4% of Lake County's population lived in the southeast, southwest and northwest corners. The Latino population which accounts for 14.4% of Lake County's population resides in Waukegan at 44%, Highwood at 38.2%, Park City at 37.8% and Round Lake Beach at 31.3%. The African American population which accounts for 6.3% of Lake County's population lives in North Chicago at 35.8 %, Zion at 26.5% and Waukegan at 18.8%. The Asian population in Lake County accounts for 3.9%, Vernon Hills at 11.6%, Buffalo Grove at 10.1%, Park City at 8.8% and Gurnee at 8.1%. The population

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of 65 years and older in Lake County accounts for 51,714 of Lake County's population and 34% have a disability. Civilian Veterans account for 10.9 percent of Lake County's population. The RSVP Coordinator will utilize the Sponsors' contacts in the business and corporate community and professional organizations to develop opportunities to recruit skilled volunteers from employees planning retirement. In turn, identify additional new stations in need of higher skilled volunteers to enhance the volunteer's experience. The RSVP Coordinator will coordinate recruitment activities with volunteers and volunteer station supervisors and encourage them to notify the RSVP Coordinator of potential volunteers and volunteer job opportunities. The RSVP Coordinator will advertise in local (English, Bilingual, Senior and Military) community newspapers, bulletins, chambers and use the Sponsor website as a recruiting tool. Retaining volunteers largely depends on assuring that their placement is with a site that has an experienced Volunteer Coordinator. Our program provides volunteers training, feedback and friendly exchange engaging with other volunteers or clients. RSVP will recognize volunteers through phone calls, satisfaction surveys, thank you notes, small gifts, annual appreciation/recognition events for years of service, in the sponsor's quarterly newsletters (which will occasionally feature an RSVP success story) and volunteers will be spotlighted in the bi-annual program newsletter. RSVP hosts an annual Appreciation Luncheon. Each year, the RSVP Coordinator and Advisory Board uses the satisfaction surveys from the Appreciation Luncheon to review volunteer training interest and concerns. Once interests are identified, the RSVP Coordinator will work with the Sponsor's HR Leader to review annual scheduled staff training opportunities within the organization to include volunteers on the roster. Currently, most of the stations provide orientation and training to volunteers. The RSVP Coordinator will host annual webinars and utilize training tools from the CNCS website based on the satisfaction survey feedback to assist volunteers improve themselves and the quality of their volunteerism. Volunteers will receive a bi-annual program newsletter announcing training available and updated volunteer research.

### **Program Management**

Our program collaborates with each station to offer the best match between the volunteer and station. Our volunteers go through an enrollment and interview process to determine their abilities and skill level, before placement is established. Volunteers, initially receive a Volunteer Packet to include an enrollment form, RSVP history and explanation of our volunteer requirements, and reimbursement form. The volunteers are required to complete the enrollment form and interview with the RSVP Coordinator preferably in-person or over the phone to review the volunteer requirements, access their placement interests and available focus area opportunities. The RSVP Coordinator will meet with

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stations in the focus areas initially providing a RSVP program package and an opportunity for improved communication between the program and station. In the process of establishing the MOU, stations provide station information, job opportunities and descriptions, and training opportunities available. When recruiting stations, we look for stations with Volunteer Coordinators. Stations that do not have a designated Volunteer Coordinator are less likely to be successful in retaining their own volunteers, thus we do not send volunteers. Most Stations that depend on volunteer services most likely offer training, however if training is not provided, RSVP offers the Strategic Action for Volunteer Engagement process. RSVP works with stations to insure training is updated with annual surveys of both the station supervisor and volunteers. RSVP reviews the Memorandum of Understanding with stations every three years. Also, the CNCS strategic goals and service categories focus areas are reviewed annually. Stations receive an annual performance evaluation and survey to maintain program compliance and identify new training opportunities for volunteers. The Volunteer Reporter database is used to maintain updated information for each station, including changes in volunteers and new jobs available. Graduating Stations: If a station can no longer provide placement in the focus areas under the CNCS Performance Measures, we will close the station. The RSVP Coordinator of Advisory Council member will meet with the station personally or send a letter to notify station of closing or perhaps an opportunity to move into a focus area if applicable. RSVP will then provide volunteers with new opportunities at other stations. The RSVP Lake County Advisory Council has been established for over 30 years. The Council actively participates in fundraising events, appreciation luncheons, securing donations, completing site visits, and all other activities required to have a successful program. The Council is made up of no more than 12 members that reflect the community we serve and includes the two of the Sponsors Board of RSVP Coordinators. Membership representation reflects the interest of senior and volunteer issues. Community Action Partnership of Lake County (CAPOLC), our sponsor, has administered the Head Start Early Childhood Development program for over 49 years serving 698 children annually. Also, CAPOLC administers the Kids Club Summer Day Camp, Teen Career Reach, Adventure Kids Before and Aftercare, and has established partnerships with over 13 school districts providing early childhood development and youth services. The Sponsoring agency requires monthly program assessments. Monthly meetings are scheduled with our sponsoring Executive RSVP Coordinator and monthly program reports are submitted. Monthly meetings are scheduled with Advisory Board, which include review of program goals and current issues. Volunteers, Station Volunteer Coordinators and Community Partners are surveyed annually specifically to gather performance data, update stations changes, to ensure they are meeting

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program compliance, identify training available and new jobs. All data is collected through time sheets and then recorded into the Volunteer Reporter Software on a monthly basis. This database allows us to track volunteer and station information, record hours, meals and mileage reimbursement and develop program reports for Sponsor. All volunteer and station hardcopy files are kept in the RSVP office in a locked filing cabinet. Once information updates are identified for both a volunteer and station, information is immediately placed in the appropriate file. Managing Project Resources, Financial and In-Kind: All financial and in-kind resources are maintained by the sponsor's Fiscal Department. The Fiscal Operations Manager (FOM), Wendy Williams provides monthly fiscal report to the Board of Directors. A member of the Board of Director's sits on the RSVP Advisory Council. Lisa Hayes, Coordinator of RSVP provides programmatic report on a monthly basis to the Executive Director who shares this information with the Board of Directors on a monthly basis. Fiscal and programmatic reports are submitted to federal and state authorities on a quarterly basis. CAPOLC utilizes MIP, Micro Information Products, a not for profit fund based accounting system to track revenue and expenses and in-kind contributions by fund. The RSVP programs expenditures are recorded into the MIP system by our Accounts Payable Coordinator, Robin Pappenfus. The expenses are generated by Lisa Hayes, Coordinator. All expenses are approved for allowability by the FOM before being posted to the appreciate General Ledger and Fund. Once all expenditures are approved for payment by Wendy Williams, FOM and Mary Lockhart White, Executive Director/CEO checks are processed through MIP. To reduce the liability for the agency all chicks are manually signed by the Executive Director and the Board Chair or Board Treasurer. The checks are mailed out by the FOM as another safety measure and separation of duties from the AP Coordinator who processes the checks. The Advisory Board does an annual event of securing additional funds, however it has been very difficult the past 2 years, due to the recession. It is our goal to solicit larger corporations for donations that can be raffled in an online auction. This fundraiser has low overhead cost and has been successful for other local not for profits in our area. The sponsor has developed a foundation to raise money to offset budget cuts and to promote self-sufficiency as an Agency. The RSVP program currently benefits from free office space provided by the sponsor as well as other administrative support i.e. use of the special events room to conduct volunteer meetings, use of administrative staff, fiscal and human resources as well as the Executive Director and her Administrative Assistant.

### **Organizational Capability**

Community Action Partnership of Lake County (CAPOLC) is one of 1,000 agencies across the United States established under the Economic Opportunity Act of 1964 to fight America's War on poverty and

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the largest social organization in Lake County, providing a wide range of services. For 49 years, CAPOLC, a nonprofit organization, has administered the Lake County Head Start (Early Childhood Development Program), Low Income Home Energy Assistance Program (LIHEAP), Youth and Family Services (Emergency Assistance, Food Pantry and Summer Day Camp), Weatherization, RSVP and affordable housing programs. CAPOLC is the largest nonprofit agency in Lake County serving over 14,000 individuals and families in Lake County. CAPOLC partners with over 13 school districts, 40 agencies and many business and corporate partners. CAPOLC has sponsored the RSVP program for 36 years and the RSVP office has maintained a central location in the County. Agency's Financial Management System: CAPOLC's Fiscal Operations Manager, Wendy Williams is the Grant's Manager for the agency. The agency has extensive experience managing both federal and state funded programs as well as managing the agency's non-grant funded programs. MIP, the financial software is fund driven. It has an extensive reporting ability including charts and graphs. The agency has 12 grant funded programs and 4 non-grant programs that we are able to track revenue and expenses and in-kind contributions through this software. The Agency currently uses a stand-alone program to track volunteers, hours, time, station locations and personal information. This information will soon be incorporated into the Adsystem which is the Agency's single point of entry data base to offer assistance to any of our senior volunteers if the need arises.

Agency's Capacity to Assure RSVP has adequate Facilities, Equipment, Supplies, Purchasing, Procedures and Personnel Management support: The Sponsor supports the RSVP program with matching funds, fiscal support, office space, phone, computer and office equipment, IT and administrative support as needed. The Agency has a Fiscal procedures manual that covers purchasing, travel credit card usage, payroll, benefit, insurance and other important issues that affect the entire agency. The Agency also has an employee manual, code of ethics and code of conduct.

Organization's Procedures for Self-Assessment, Evaluation and Continuous Improvements: the Sponsor conducts annual personnel reviews, monthly Executive Oversight meetings, and monthly financial report meetings for all programs individually, and continuous communication between the Executive Director/CEO and the RSVP Coordinator. This ensures that we are all on task throughout the year. Project Management: Over the years, there has been 4 Program RSVP Coordinators, including Lisa Hayes. The last RSVP Coordinator was Jan Beck, who held the position for 13 years until she passed. Currently, Lisa Hayes has held the position of RSVP Coordinator for 5 months and has worked for CAPOLC for 13 years. Lisa Hayes' 20 year career includes: human resources, recruiting, training, career development, grant writing, fundraising, and marketing. Currently, no

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funding for additional staff is available. The RSVP program uses the Volunteer Report database to track volunteer and station information, record hours, meals and mileage and develop program reports for Sponsor. 350 RSVP volunteers will serve over 30 educational partners, community and social service organizations in Lake County.

### **Other**

MLK Day of Services: RSVP orders stickers and bookmarks to give to the Sponsor's Head Start program children and assist with cultural activities for each class. RSVP Lake County will begin celebrating Senior Corps week with an Open House that will include the Lake County community residents, partners and community leaders and RSVP volunteers and stations. We have not determined the theme for this event as yet.

### **PNS Amendment (if applicable)**

not applicable