

Narratives

Executive Summary

Primeplus Norfolk Senior Center (Primeplus) is dedicated to enhancing the quality of life for older adults in South Hampton Roads, VA. Primeplus provides programming to support intellectual, physical, emotional and social needs and has been the pre-eminent provider of services, activities, and information addressing the needs and interests of older adults in South Hampton Roads since 1968. Primeplus programming consists of two parts; Active Adult and Adult Day Services.

The Active Adult Program provides healthcare screenings, wellness programs and fitness classes for mental stimulation as well as opportunities for social interaction; which helps to prevent isolation, depression and decline in health, premature placement in nursing homes or death. Primeplus offers more than 50 classes each month from Spanish, Painting, and Ceramics, to Wild Life Wood Carving, Yoga (chair or floor), Water Therapy, Classic Movies and more. We also offer a series of annual healthcare clinics from flu, blood pressure, hearing, and dental to presentations and workshops by host guest speakers on a variety of health related and financial topics such as diabetes and hypertension. When a need is identified, we respond as quickly as possible to provide information to our community.

The Adult Day Services (ADS) is a Virginia State licensed and Veterans Administration approved program for adults over the age of 45 with chronic conditions requiring daily supervision, and our licensed caregiver respite program operates each weekday. This community based service helps maintain the family unit and decreases the need for more costly institutional services. Client diagnosis includes Alzheimer's and related disorders, cardiovascular disease, severe depression and many others. This service helps keep families together and prevents premature placement in nursing homes. Our Nutrition program is an important part of both the Adult Day Services and the Active Adult programs. Primeplus provides more than 1,100 hot, home-cooked meals to seniors in South Hampton Roads each month. Seniors in South Hampton Roads who participate in our Nutrition Program reside in Norfolk, Virginia Beach, Chesapeake, Portsmouth and Suffolk, Virginia. Many are challenged by the infirmities of old age and more than 63% live at or below the Federal poverty level, (based on Department of Housing and Urban Development guidelines). In Virginia, 1 in 54 people deal with issues of hunger and improper nutrition on a regular basis. For seniors in Hampton Roads that number is 1 in 5, (according to a recent US Department of Agriculture report.) Additionally, we prepare and distribute shelf stable meals for seniors who may need them for a variety of reasons; due to power outages during storms, lack of transportation during evenings or on weekends, or whose money has been spent for unexpected emergency needs before the next social security check arrives.

Narratives

Our Transportation Department eliminates an additional obstacle for seniors by providing door-to-door transportation to and from our center for our congregate nutrition program, clinics and other classes. We also offer a variety of monthly shopping trips for seniors to support independent living. In the past twelve months, Primeplus provided 2,011 curb to curb rides for seniors with limited or no transportation options.

Primeplus currently has more than 920 members. They represent a cross-section of older Virginians of both genders and all races and ethnicity including Caucasian (79%), African American (17%), Asian (1%), Hispanic (1%), Native American (1%), unknown (1%) They reside primarily in Norfolk Virginia Beach, Chesapeake, Portsmouth and Suffolk, Virginia. Health-wise, they are on the continuum between healthy and frail/handicapped. Many are challenged by the infirmities of old age. More than 80% are retired military and veterans.

For almost 50 years, we have served tens of thousands of seniors and their families through our Active Adult, Adult Day Respite, Nutrition and Transportation Programs. Primeplus is proud to be such an important resource for our area's seniors as they seek to live independently. We continuously evaluate, update and add programs to reflect the changing needs of our community and to ensure that more of Hampton Roads' seniors continue to live independently and live healthy, productive lives.

In the last twelve months Primeplus received 60,999 inquiries from 4,787 seniors, their caregivers and family members requesting information and assistance to access community resources. Seniors and their families expressed difficulty navigating the confusing paperwork, unfamiliar terminology and determining the various levels of care and services available in the community. Based on this community need, Primeplus launched a new geriatric care management program to provide seniors and families with solution-oriented assistance to understand the financial, medical and health related option available to them.

Primeplus is proud of the impact we've had in Hampton Roads, Virginia. In the past twelve months:

11,897 hot, home-cooked meals were provided to seniors in need, (83% increase over 2011)

44,047 hours of activities, classes & wellness services were provided, (12% increase)

2,089 low income seniors received support

2,011 curb-to-curb rides were provided, (24% increase)

60,999 informational inquiries were received by 4,787 older adults, caregivers and their family members, (18% increase)

30,409 hours of respite care were provided through our adult day care program, (12% increase.)

Primeplus has been changing lives of seniors in South Hampton Roads for almost 50 years and we

Narratives

continue to do it everyday. As a 501(c)3 nonprofit organization, Primeplus relies a great deal on volunteers to help keep program costs to a minimum by supplementing staff. Primeplus has a loyal volunteer base of more than 400 adults and youth who provided in excess of 20,000 hours of volunteer service in the last twelve months. Over 100 of those volunteers have been participating in RSVP Portsmouth for the past three years. RSVP Portsmouth's volunteer program aligns flawlessly with the mission of the Corporation for National and Community Services and Primeplus Norfolk Senior Center.

The focus of this program will be Portsmouth, Virginia. Located approximately seven miles from the Primeplus office, Portsmouth has a population of 95,535 (Census 2010) and a racial makeup that consists of 54% Black/African American, 40% white, 3% Hispanic and 3% two or more races. The median household income in Portsmouth is \$43,082, (compared to \$63,302 for the remainder of the state) and 17% of its residents live below the Federal poverty level, compared to 11% of residents in Virginia as a whole. The unemployment rate in Virginia is currently 5.9%, while Portsmouth is over 8%. There is a strong need for programs like RSVP in Portsmouth. RSVP Portsmouth will continue to serve low to moderate income households, the elderly, homeless, veterans and children, however, all residents can benefit from one of the many facets of RSVP Portsmouth.

RSVP Portsmouth will address Healthy Futures, with an emphasis on seniors, homeless, low-income residents and veterans.

Strengthening Communities

Our project will address the following community needs through the Healthy Futures CNCS Primary focus area:

1. Aging in Place through food security and congregate meals. In Virginia, 1 in 54 people deal with issues of hunger and improper nutrition on a regular basis. For seniors that number is 1 in 5, (U.S. Department of Agriculture.) According to a recent report by the Food Bank of South Eastern Virginia, 48% of all households in Portsmouth, VA with seniors report food insecurities, compared to 21% with no seniors residing in the household.

Good nutrition is vital to the health of every individual, regardless of age. As a population, older adults are more likely than younger adults to be afflicted with a variety of age-related diseases and functional impairments that may interfere with the maintenance of good nutritional status. Seniors are also at increased risk of medication related nutritional deficiencies due to the number of prescription drugs they take, (according to the Department of Health & Human Services.) Studies

Narratives

show that certain medications (whether over-the-counter or prescription) can reduce appetite, cause nausea, or make food taste differently. If a senior doesn't feel hungry due to medication side effects, he/she is less likely to eat even though his/her body does need food and calories. RSVP Portsmouth recognizes these issues and will address them through partnerships in nutrition that will provide senior specific meals, as well as through diet and nutrition educational workshops.

Seniors with limited or fixed incomes are also at increased risk of nutritional deficiencies. Due to lack of adequate financial resources, older adults may reduce grocery expenses by purchasing cheaper and less-nutritious food to stretch their budget, or elect to skip meals altogether. Lacking money to pay for adequate foods can result in a host of nutrition problems.

There are currently 12,706 Portsmouth residents over the age of 65, which accounts for 13.3% of the total population and 3,208 of these seniors live below the Federal poverty level, (as defined by HUD guidelines.)

In a recent survey by the Food Bank of South Eastern Virginia, 81% of low income seniors surveyed reported that, during the previous 12 months, they had been in a situation where the food they bought "just did not last" and they did not have money to get more. In addition, 72% of those surveyed were, often during the previous 12 months, in a situation where they "could not afford to eat balanced meals."

Portsmouth, having one of the highest poverty rates in all of Virginia, also has a very large homeless population. According to a 2012 Point in Time report, Portsmouth has a homeless population of 332 individuals and 272 families, of which, 122 are veterans and 43 seniors, (over the age of 55.) The same Food Bank survey reported that 75% of homeless felt stress over food insecurities, not knowing where their next meal will come from. Norfolk, Virginia is host to the largest naval base in the world and Portsmouth is home to one of the largest naval shipyards in the country and a Coast Guard Station. The surrounding cities of Norfolk and Virginia Beach have an army base and a naval air station. Portsmouth has a veteran population of 10,438, which is 11% of the total population.

The RSVP nutrition partnership initiatives will provide healthy, home-cooked meals with an emphasis on these low income seniors, veterans and the homeless population through a partnership with Oasis

Narratives

Social Ministries. Oasis Social Ministries provides free meals to low income seniors, the large homeless population and those living below the poverty level in the city of Portsmouth. In addition, they offer food assistance through their food pantry and clothing assistance in the form of vouchers to shop at their thrift store for those who qualify. Oasis Social Ministries has seen a large increase in the demand for their services in the last year and therefore need more volunteers to help with this growing community need. In the past twelve months, Oasis Social Ministries provided food assistance to 6,738 individuals, (40% were low income seniors) and over 44,000 congregate meals were served.

Twenty-five, (25) RSVP volunteers will provide approximately 6,000 hours of service in support of the Oasis Social Ministries by cooking and serving meals as well as assisting in the food pantry in the next twelve months.

2. Another vital component of aging in place, (Healthy Futures) is that of companionship & independent living. A study published in the National Academy of Sciences showed that older adults who had limited or no social/support network had a 26% higher death rate than seniors who were active and social. Seniors living alone make up 25% of all households, and the number of seniors who said they have no one to talk to about important matters grew from 10% in 1987 to 25% by 2010. Additional research shows that older adults make 59% fewer shopping trips and visits to restaurants and 65% fewer trips for social and family visits as they age. These seniors are at increased risk of isolation and institutionalization, ultimately leading to declining health. There is also a significant financial benefit to keeping seniors in their own homes and delaying the need for nursing home care. The average nursing home cost in Portsmouth is \$76,000 annually; by promoting independent living through RSVP, we save families and Virginia taxpayers in excess of \$2.8 million annually.

Three assisted living facilities in the City of Portsmouth have indicated that they have many elderly patients who are in need of additional socialization, and who also need stimulation through a variety of exciting special events and activities. Of these, 60% are frail elderly who need more individual attention, due to lack of families in the area. Many do not have regular visitors to help them maintain social contact or assist them in any capacity. All three assisted living facilities lack additional non-medical staff to provide adequate one-on-one time to meet the individual needs of each senior. There is a significant shortage of assistance for the 300 elderly housed in these facilities annually.

Narratives

Other seniors in need of companionship live in the Section 8 housing complex Effingham Plaza and Phoebus Square. Effingham Plaza consists of 176 units made up of elderly and disabled veterans of Portsmouth. Phoebus Square was built as part of the Portsmouth Redevelopment & Housing Authority's 2005 HOPE VI Revitalization Program. The complex, managed by the Portsmouth Redevelopment & Housing Authority, is a 122-unit senior living community. All residents of the 298 apartments live at or below the Federal poverty level. RSVP Portsmouth volunteers will offer an atmosphere conducive to alleviating isolation, loneliness, depression and boredom.

Fifty-five, (55) RSVP volunteers will conduct daily wellness checks on residents to ensure seniors safety. Many of these seniors are homebound and do not receive any other interaction with others. These RSVP volunteers will also provide interaction and socialization through musical programs, mobility exercises, reading and friendly conversations.

Additional unmet Community Needs in Portsmouth include:

1. Children & Youth Safety Programs. The City of Portsmouth is an urban community with many children living in low-income housing and apartment buildings which lack safe and secure areas for children to play. Portsmouth has 22, 958 children under the age of 18, (2010 Census.) Portsmouth is 46.6 square miles and has 25 parks, (one every 1.8 miles.) The new trend is charging admission to certain parks and a few in Portsmouth charge \$2.00 per person. According to the National Transportation & Safety Board, traffic fatalities (as pedestrians) are the number one cause of death for children 2-14 years of age. In 2011, 390 children were injured or killed by vehicles as pedestrians in Portsmouth. To reduce or eliminate further accidents, RSVP Portsmouth in partnership with Safety Town teaches school aged children about traffic safety. Safety Town is an award winning miniature city in Portsmouth in which realistic pedestrian traffic conditions are explained in the classroom and practiced on the streets of Safety Town. Students learn pedestrian safety, correct bicycle safety practices, bus safety and "stranger danger."

The partnership between RSVP and Safety Town began when the Sheriff of Portsmouth contacted our Program Director and asked for assistance with recruiting and training volunteers. This partnership has been in existence for over two years and has far exceeded our goals. Originally expected to serve 600 children annually, Safety Town has actually served in excess of 1,500 children annually; making Safety Town a rousing success.

Narratives

Recruitment and Development

A vital component to strengthening communities in the face of overwhelming community challenges is through developing a network of diverse partnerships. The most important partnerships are with the Portsmouth RSVP Advisory Council, Portsmouth Sheriff's Department and Portsmouth Social Services. These groups are able to help identify unmet needs in the community and contact RSVP to fill the void. Advisory council members visit volunteer stations and supply input from their visits. They go into the community and actively volunteer at the volunteer stations and assist with enhancing programs already in place as well as make recommendations for improvements of established sites and recommend the creation of new sites when a need is identified. The RSVP program coordinator is a member of the Portsmouth TRIAD and attends monthly meetings, seminars and trainings. TRIAD is a cooperative effort of law enforcement agencies, (police, fire and sheriff), senior citizens and senior organizations, focused on reducing crimes against seniors as well as educating seniors on local and state resources available to them. Primeplus Norfolk Senior Center is host to the TRIAD chapter in Norfolk.

Additionally, recruitment is conducted as an ongoing task for the director and coordinator, who communicate and work with leaders in the community to identify potential volunteers, and to provide a wide array of volunteer opportunities. This includes all fraternal organizations, churches, non-profit organizations, human service agencies, law enforcement agencies, businesses, local government, civic leagues and online services such as Volunteer Match, Volunteer Tidewater and Volunteer Hampton Roads. The coordinator and advisory council members actively seek out information about non-profits in the community, their goals, and any identifiable unmet needs. Then the coordinator meets with members of these organizations to discuss any mutual objectives and potential collaborations. Presentations about the benefits of RSVP are conducted regularly with businesses, non-profit organizations and assisted living facilities. This approach ensures that the program staff stays abreast of the community's changing needs and that local input is used when determining future work plans and programs.

Once a need is identified and the program coordinator meets with the prospective senior station, a formal relationship is developed by signing a Memorandum of Understanding, (MOU). Key components when choosing new partners are based on community needs and goals that are beneficial to both parties. Sites that have a compelling drive to help the community and a desire for utilizing

Narratives

seniors to achieve their goals are given preference. Preferred partnerships are organizations that accept full responsibility for assignment and supervision for the RSVP volunteer. Once a MOU is signed and both parties responsibilities are clearly defined in writing, the volunteer placement process begins.

In recent months, due in large part to the success of Portsmouth RSVP, organizations, institutions and private enterprises have contacted Portsmouth RSVP to supply much needed volunteers. This past year, RSVP Portsmouth was contacted by the American Red Cross' Northern Virginia Chapter, (which was 150 miles from our RSVP office.) The Director heard about the great work being accomplished by the volunteers in Portsmouth and wanted to be included in this program. However, because that chapter was out of our service area, we forwarded the information to the appropriate RSVP office for them to pursue. This speaks to the importance of RSVP in all our local communities and the positive impact this program has in every community across the country.

To ensure successful outcomes and a rewarding experience for volunteers the RSVP Coordinator offers comprehensive and appropriate training for each volunteer, and orientations are performed by each organization. The RSVP Coordinator identifies one lead volunteer at each senior station and provides additional training for that volunteer. The lead volunteer is responsible for daily oversight of their respective senior station. The lead volunteer communicates directly with the RSVP Coordinator about any issues that may arise. The RSVP Coordinator will offer in-service training for those who need to brush up on previous skills, or to enhance existing skills, and to provide additional on-site training opportunities for each volunteer as needed at each station.

Periodic evaluation of the volunteers through self-reporting and site visits from the RSVP Coordinator provides guidance for leadership potential, and enables those who want to accept more responsibility on-site to be identified for advancement to volunteer station supervisor. Site visits and regular meetings with volunteers ensure adherence and major program impact for our most vulnerable citizens in Portsmouth, VA.

Retention is achieved by making certain the expectations of all involved are clearly understood, the responsibilities of all involved are clearly defined, and monitoring of the volunteer experience is carefully managed. This includes assessing the success of the volunteer to meet the needs and

Narratives

expectations of each organization. The retention rate of our volunteers is high; with volunteers typically only leaving service due to illness or death. New volunteers are referred through friends that participate in the program, by other organizations, and through the recruiting methods previously mentioned. If the funding level is sufficient to support more volunteers, the RSVP program in Portsmouth could grow to meet more of the community's needs.

Holiday and thank you cards are sent by the RSVP Coordinator to each volunteer regularly. Recognition of the volunteers is coordinated with a rotating monthly acknowledgement through our newly launched RSVP newsletter. We also spotlight these individuals on the Primeplus website, in promotional materials and in email blasts to local groups which serve as examples of service to the community and to others. This also serves to provide recognition for the continuation of service provided by each volunteer. Additionally, we submit press releases to local media outlets on newsworthy stories.

An Annual Volunteer recognition Luncheon is held to recognize all those who contributed to their community by offering their services. The recognition is held in the spring at the Trinity Episcopal Church, which houses the RSVP program. The church provides a central location and has historical significance in the community. The space is easily accessible for the seniors and includes a commercial kitchen for ease of food storage and preparation.

RSVP is vital to affecting change in Portsmouth and endeavors to build solid relationships with volunteer stations, volunteers and the community as a whole. We request each site under a MOU to evaluate and rate our program by completing periodic site evaluations and ensure volunteers complete volunteer evaluations.

Program Management

A vital component to strengthening communities in the face of overwhelming community challenges is through developing a network of diverse partnerships. The most important partnerships are with the Portsmouth RSVP Advisory Council, Portsmouth Sheriff's Department and Portsmouth Social Services. These groups are able to help identify unmet needs in the community and contact RSVP to fill the void. Advisory council members visit volunteer stations and supply input from their visits. They go into the community and actively volunteer at the volunteer stations and assist with enhancing programs already in place as well as make recommendations for improvements of established sites

Narratives

and recommend the creation of new sites when a need is identified. The RSVP program coordinator is a member of the Portsmouth TRIAD and attends monthly meetings, seminars and trainings. TRIAD is a cooperative effort of law enforcement agencies, (police, fire and sheriff), senior citizens and senior organizations, focused on reducing crimes against seniors as well as educating seniors on local and state resources available to them. Primeplus Norfolk Senior Center is host to the TRIAD chapter in Norfolk.

Additionally, recruitment is conducted as an ongoing task for the director and coordinator, who communicate and work with leaders in the community to identify potential volunteers, and to provide a wide array of volunteer opportunities. This includes all fraternal organizations, churches, non-profit organizations, human service agencies, law enforcement agencies, businesses, local government, civic leagues and online services such as Volunteer Match, Volunteer Tidewater and Volunteer Hampton Roads. The coordinator and advisory council members actively seek out information about non-profits in the community, their goals, and any identifiable unmet needs. Then the coordinator meets with members of these organizations to discuss any mutual objectives and potential collaborations. Presentations about the benefits of RSVP are conducted regularly with businesses, non-profit organizations and assisted living facilities. This approach ensures that the program staff stays abreast of the community's changing needs and that local input is used when determining future work plans and programs.

Once a need is identified and the program coordinator meets with the prospective senior station, a formal relationship is developed by signing a Memorandum of Understanding, (MOU). Key components when choosing new partners are based on community needs and goals that are beneficial to both parties. Sites that have a compelling drive to help the community and a desire for utilizing seniors to achieve their goals are given preference. Preferred partnerships are organizations that accept full responsibility for assignment and supervision for the RSVP volunteer. Once a MOU is signed and both parties responsibilities are clearly defined in writing, the volunteer placement process begins.

In recent months, due in large part to the success of Portsmouth RSVP, organizations, institutions and private enterprises have contacted Portsmouth RSVP to supply much needed volunteers. This past year, RSVP Portsmouth was contacted by the American Red Cross' Northern Virginia Chapter, (which

Narratives

was 150 miles from our RSVP office.) The Director heard about the great work being accomplished by the volunteers in Portsmouth and wanted to be included in this program. However, because that chapter was out of our service area, we forwarded the information to the appropriate RSVP office for them to pursue. This speaks to the importance of RSVP in all our local communities and the positive impact this program has in every community across the country.

To ensure successful outcomes and a rewarding experience for volunteers the RSVP Coordinator offers comprehensive and appropriate training for each volunteer, and orientations are performed by each organization. The RSVP Coordinator identifies one lead volunteer at each senior station and provides additional training for that volunteer. The lead volunteer is responsible for daily oversight of their respective senior station. The lead volunteer communicates directly with the RSVP Coordinator about any issues that may arise. The RSVP Coordinator will offer in-service training for those who need to brush up on previous skills, or to enhance existing skills, and to provide additional on-site training opportunities for each volunteer as needed at each station.

Periodic evaluation of the volunteers through self-reporting and site visits from the RSVP Coordinator provides guidance for leadership potential, and enables those who want to accept more responsibility on-site to be identified for advancement to volunteer station supervisor. Site visits and regular meetings with volunteers ensure adherence and major program impact for our most vulnerable citizens in Portsmouth, VA.

Retention is achieved by making certain the expectations of all involved are clearly understood, the responsibilities of all involved are clearly defined, and monitoring of the volunteer experience is carefully managed. This includes assessing the success of the volunteer to meet the needs and expectations of each organization. The retention rate of our volunteers is high; with volunteers typically only leaving service due to illness or death. New volunteers are referred through friends that participate in the program, by other organizations, and through the recruiting methods previously mentioned. If the funding level is sufficient to support more volunteers, the RSVP program in Portsmouth could grow to meet more of the community's needs.

Holiday and thank you cards are sent by the RSVP Coordinator to each volunteer regularly. Recognition of the volunteers is coordinated with a rotating monthly acknowledgement through our

Narratives

newly launched RSVP newsletter. We also spotlight these individuals on the Primeplus website, in promotional materials and in email blasts to local groups which serve as examples of service to the community and to others. This also serves to provide recognition for the continuation of service provided by each volunteer. Additionally, we submit press releases to local media outlets on newsworthy stories.

An Annual Volunteer recognition Luncheon is held to recognize all those who contributed to their community by offering their services. The recognition is held in the spring at the Trinity Episcopal Church, which houses the RSVP program. The church provides a central location and has historical significance in the community. The space is easily accessible for the seniors and includes a commercial kitchen for ease of food storage and preparation.

RSVP is vital to affecting change in Portsmouth and endeavors to build solid relationships with volunteer stations, volunteers and the community as a whole. We request each site under a MOU to evaluate and rate our program by completing periodic site evaluations and ensure volunteers complete volunteer evaluations.

Organizational Capability

Primeplus has a long history of success in the Portsmouth community having served all of South Hampton Roads as the pre-eminent provider of services, activities, and information addressing the needs and interests of older adults of South Hampton Roads. Our reputation for service to seniors is known throughout the region and we currently have over 50 classes offered monthly, serving 920+ members for older adults and a caregiver respite program for those who need supervision during the day.

Our successes are well-documented in the Annual Report produced for the Board of Directors, and through reporting to our grantors which include the Older Americans Act, United Way of South Hampton Roads, Virginia Department of Aging, Alzheimer's Association and others.

STAFF- Paid and Volunteers: Primeplus currently employs a staff of 9 full-time employees and 10 part-time employees. In addition, Primeplus serves as a training facility for low-income older adults assigned by A.A.R.P. to receive on-the-job training in nutrition, retail, housekeeping, personal care/activities, and office work. In 2012, more than 289 adults and youth volunteers donated in

Narratives

excess of 10,000 service hours, helping to keep paid program-level staff at a minimum. The Board of Directors is comprised of both employed and retired professionals and advocates, who are themselves, members of Primeplus and some volunteer through RSVP.

Primeplus has proven financial management systems and past experience in managing federal grants. For almost 50 years, Primeplus has operated as a non-profit serving low-income older adults in South Hampton Roads, receiving grant funding from all levels; federal, state and local.

Successful management of volunteer programming has been a hallmark of Primeplus beginning with the all volunteer boards and advisory committees, extending to the establishment of a cadre of over 289 volunteers who currently serve the agency during the course of the year in a variety of capacities, based on their interests, expertise and enjoyment. The impact of the programming offered is measurable, based upon the goals created, with measurements taken at the outset, which is then periodically measured against the established goals, to monitor progress, which allows for revision as needed, and ending with a final measurement. These methodologies have proven successful for us in our current programs and have been adapted to be used with RSVP.

Primeplus has the capacity to guarantee the project has adequate facilities, equipment, supplies, purchasing procedures, and personnel management based upon our existing proven infrastructure and job descriptions for all staff, administrators and volunteers. We have established internal policies as initiated by our Board of Directors, which also include a travel policy.

Primeplus has created a system of self-assessment, evaluation and revision of goals which is performed in an ongoing basis. Self-assessment is done by staff, member, and volunteers and by the Board of Directors. Annual Utilization reports are used as a gauge for maintaining, and monitoring success for each of our program areas. We conduct annual surveys of our membership to ensure their satisfaction, utilizing all of their suggestions and requests for modification to our programming.

Other

RSVP Portsmouth's volunteer program aligns flawlessly with the mission of the Corporation for National and Community Services and Primeplus. RSVP Portsmouth approaches the needs of Portsmouth residents through complimentary systems. For example; 55 Alive Driver Safety and Safety Town support the same goal of reducing accidents and traffic fatalities by educating

Narratives

pedestrians, drivers and bicyclists. Effingham Plaza and Phoebus Square have the same complimentary goals as the Portsmouth Senior Station of promoting independent living and socialization. Non-homebound seniors participate in activities at the Portsmouth Senior Station while volunteers visit homebound residents at Effingham Plaza and Phoebus Square. However, the goal of both approaches is identical; promoting independent living and socialization.

PNS Amendment (if applicable)

N/A