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Executive Summary

A program of Elder Services of Cape Cod and the Islands since 1993, RSVP intends to place 550 unduplicated volunteers in RSVP focus area workplans. Each year 35% of the total number of volunteers will be placed in our primary focus Healthy Futures workplans, addressing the unmet needs of homebound, older adults, including Veterans, and the disabled. Within a network of 32 non-profit social service agencies across Cape Cod and the Islands volunteers will provide increased access to health care and health education, transportation, food delivery, and increased social supports to improve quality of life for 7550 persons by the end of the three-year grant. Using activity and attendance logs we will ensure documentation of volunteer hours served. The Healthy Futures workplans activities align with outcome targets and will be measured by survey to validate that the number of beneficiaries reporting increased social ties/perceived social supports was met. Fifty-three percent (53%) of volunteers will be placed in Disaster Preparedness, Economic Opportunity, Education, Environmental Stewardship, and Veterans and Military Families workplans within 56 non-profit, town and government agencies, and school districts to aid communities in emergencies, assist economically and academically challenged students to improve academic engagement and to keep ecosystems balanced, water sources safe, and the public informed of environmental issues. The remaining 12% of volunteers will participate in community priority workplans with libraries, advisory boards, and non-profits assisting young families. Surveys, timesheets, attendance logs, database tracking systems, volunteer hours served and citizens served will be used to effectively measure outcomes and impact on our communities. The CNCS federal investment of \$140,099.00 will be supplemented by \$146,932.00.

Strengthening Communities

Cape Cod is a 70 mile long peninsula surrounded by 550 miles of shoreline and located in the southeastern most portion of Massachusetts, creating an isolated geography. Martha's Vineyard and Nantucket Islands are located 7 and 30 miles respectively from mainland Cape Cod. The 22 towns in the three counties of Barnstable, Dukes and Nantucket, with a population of over 242,000, are all designated as rural according to the U.S. Census Bureau, except the Town of Barnstable which has a metropolitan designation. Cape Cod's population is diverse as demonstrated by ethnicity; cited in Barnstable County's 'In Focus' 2013 report there is a 56% increase in persons identifying themselves as 'non-white' including Black, Cape Verdean, Hispanic, Asian and Native Americans and an increase in school children for whom English is a second language. Economic diversity is indicated by a

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poverty rate of 27.3% for female heads of households. Poverty exists among 13% of families with children under age 18 and 6% of over 65 year olds. In terms of education Cape Cod is rich with highly educated retirees; however, 29% of the Cape's population has less than or a high school education only. Cape residents age 85 and over will grow by 9% in the next few years and, with age, disabilities increase. Currently 12% of the population claims a disability. Diversity in life style is evidenced by Barnstable County ranking fifth in the U.S. and the Town of Provincetown, Massachusetts having the highest concentration of same-sex couple households. Our members bring their own diversity to bear on their volunteer experiences, for example, our male volunteers represent a third of our total volunteer group, and we have 43 Veterans and 41 volunteers over the age of 85 and 5 over age 90.

Community Need- Primary Focus- Healthy Futures: Elder Services of Cape Cod and the Islands Needs Assessment 2012, mandated by the Older Americans Act, clearly identifies the critical needs of older adults on Cape Cod and the Islands as; transportation specifically to medical appointments and to obtain basic necessities of living, access to health care education and services and insurance information, and access to social supports. Other areas of concern for older adults include having enough nutritious food, maintaining their independence, and being socially isolated. The most identified barrier to obtaining services is lack of awareness of available services. Programs that were identified as most helpful were Meals-on-Wheels, Elder Services and councils on aging programs, Serving the Health Insurance Needs of Elders (SHINE), hospice groups and support groups.

The Cape's elder population is growing rapidly. Martha's Vineyard and Nantucket Islands population of residents age 65 and over is 15% and 11%. Barnstable County has the highest percentage of residents age 65 and over compared with other counties in New England and surpassed only by counties in Florida with seasonal variations, a fact reported by Barnstable County Human Services. The latest statistics from Barnstable County's 'In Focus: Demographics and Socioeconomic Landscape' 2013 report states that 25% (60,500) of the population is age 65 and over, that 23,810 individuals self-report a disability and that 3809 individuals are homebound. Both male and female Veterans represent 14.4% (25,680) of the population as compared to 7% for the remainder of Massachusetts. Sixty percent of these Veterans are age 65 and over and are aging in place. We have identified 43 volunteers so far who are Veterans and who served 4,300 hours within their communities in the 2012-2013 grant year. RSVP has partnerships with the NamVets Association, Operation Military Kids, the Massachusetts Military Reservation, and Cape Cod Veterans Organization. Volunteers impact our veteran and military family population by serving in food pantries for Veterans, by building projects at the New Seabury Veterans Center, by preparing 'hero' kits for children of deployed personnel, by

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transporting Veterans to medical appointments and by educating Veterans and their families about their benefits.

The aging population will continue to grow and by 2015, the 'In Focus' report projects that Cape residents aged 55 and over will represent 36% of the population and persons over age 85 will increase 9% compared to all of Massachusetts where the projection is half that number. There will be an estimated increase of 12,763 persons age 65 and over on Cape Cod by 2015. Our aging population has increasing care and service needs that are overwhelming agencies at a time when there are less people to serve them. While our elder population surges ahead there are 9% fewer residents age 20-54, the prime work years, than the remainder of the state to provide care services for these elders. On Cape Cod and the Islands the number of homebound, older adults or disabled persons with unmet transportation, food delivery, companionship, health information and access and other supportive needs is approximately 7,550 and will rise due to our growing aging population. 'Social Support and Self-Reported Health Status of Older Adults in the United States', a report published in the American Journal of Public Health, states that "perceiving adequate social supports are associated with better self-reported health status in older persons." The report concludes that having expansive social supports is a crucial element to better health status and while many social services exist "several million older persons lack adequate support". The Meals-on-Wheels Program, for example, has proven successful and according to the National Survey of Older Americans Act Participants, a survey conducted for the U.S. Administration on Aging, 87% of meal recipients say the Meals-on-Wheels Program helps improve their health, 91% report the program helps them feel more secure and 93% state the program means they can stay living in their own home. On Cape Cod the 76% of elders and disabled who receive transportation from our RSVP Volunteers at 7 service partner stations state that "they could not keep their appointment without the service of the volunteers" and 96% report the transportation service provided by volunteers met their need for medical/social service appointments. One hundred and ninety (190) RSVP Volunteers will fill the unmet critical need gap on Cape Cod and the Islands by providing proven effective activities such as transportation to medical appointments and treatments, social service appointments and to obtain necessities of living, such as food and medicine; food delivery with Meals-on-Wheel, support groups and companionship, increasing access to health care and information, and providing health education for over 7,550 persons in three years. In doing so, RSVP Volunteers will meet the goal of the Healthy Futures workplans to increase homebound, older adults and disabled persons' social ties, social supports or their perception of having increased social ties or supports.

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Plan to Manage RSVP Volunteers: Research from The Institutes of Medicine, the Journal of Social Service Research and from the National Institute of Health has proven that social isolation is considered a risk factor in the development of disease and disability. The National Institute of Health study published in 2011 states "poor quality and low quantity of social ties is associated with adverse health outcomes". The study concludes that having increased social ties results in better self-reported health status by positively influencing health habits, providing information, instilling a sense of responsibility and leading individuals to practice behaviors that protect their health. This study most closely demonstrates that highly effective Healthy Futures activities will create a positive impact on older adults in our communities. RSVP will recruit, train, support, place and recognize volunteers each year in activities that address the National Performance Output H8: Number of homebound or older adults and disabled individuals receiving services that allow them to live independently and Outcome H9: Number of homebound or older adults and disabled individuals who report having increased social ties/perceived social ties/supports.

A program of Elder Services of Cape Cod and the Islands, Inc. (ESCCI) for twenty years, RSVP is in line with the mission of Elder Services to provide services to enable elders to enhance their quality of life and maintain independence. The RSVP program compliments other Elder Service programs by engaging older adults in meaningful volunteer activities that utilize their education and lifetime skills to serve the community. RSVP has a proven track record of effective volunteer management. The RSVP Program Director works closely with the RSVP Volunteer Coordinator and service partner stations to ensure that program design and operation is effective and in compliance. Volunteers are properly screened, trained, supervised and supported by RSVP staff and through RSVP contact with service partner site supervisors. All volunteers receive a volunteer handbook, instruction on how to record activities and hours and a volunteer job description for their assignment. Volunteers are evaluated by service partner survey and volunteers evaluate their experience as well. A survey tool using CNCS on-line learning center material has been developed. This will ensure high quality and accurate data collection of National Performance Measure outputs and outcomes as indicated in the workplans. The survey will be distributed to beneficiaries of services, collated and the results will be reported on an annual basis by the RSVP Program Director to CNCS.

Other Focus Areas Community Needs: Disaster Preparedness: The Massachusetts Emergency Management Agency and Wood's Hole Oceanographic Institute have identified storms due to climate change as the most likely cause of natural damage and resulting hardship to person and property from hurricane, flood, wind, and ocean surge on Cape Cod. A team of Colorado State University

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meteorologists predicts above-average hurricane activity in 2013. Emergency Management Director Randy Webster said "It's more important to focus on being prepared because it will happen". "It could be this year, it could be next year but it will happen". Cape Cod is geographically vulnerable to hurricane activity in particular. Cape Cod and the Islands' year round population of 242,000 nearly doubles in the summer making it imperative to have an effective emergency plan in effect. RSVP of Cape Cod's Disaster Preparedness projects will focus on increasing the number of citizens having the ability, with volunteer involvement and through town, government and agency cooperation, to be prepared and knowledgeable in the event of a natural or man-made disaster. Twenty (20) volunteers in this focus area workplan will train and cross train in disaster management, drill to test the effectiveness of disaster and evacuation plans and educate the public about readiness preparation within 6 agencies for 3000 hours in three years.

Economic Opportunity: Each year a survey of the number of homeless persons is conducted by the Cape and Islands Regional Network's 'Ten Year Plan to End Homelessness'. There are an estimated 1,733 homeless persons living in shelters, on the street, in temporary settings such as motels or with friends and family. According to the NamVets Association 125 homeless Veterans are included in this number. With 796 shelter spaces there is potential for 937 unsheltered persons. The reasons for homelessness are the high cost of housing and/or rent, lack of available year round rentals, rentals that convert to summer rentals, and low wages based on a seasonal economy on the Cape and Islands according to the End Homelessness Plan. The Massachusetts Integrated Plan to Prevent and End Homelessness Among Veterans cites a four point plan to assist Veterans including housing, prevention, intervention, and partnerships. Proven strategies to improve outcomes for the homeless cited by The Ten-Year Plan to End Homelessness include prevention, providing information and referral services, and strengthening existing housing services. Within the Economic Opportunity Focus Area is the need to provide financial literacy. Over 500 complaints of financial exploitation, scam, and inability to pay bills and manage personal finances resulted in over 100 substantiated cases according to Elder Services of Cape Cod and the Islands Protective and Money Management Programs. The Elder Law Project of South Coastal Counties Legal Services and Consumer Assistance of Cape Cod report that in 2012 they receive approximately 1,000 cases of complaint that lead to 364 cases needing mediation or legal services that the clients could not afford. RSVP of Cape Cod and the Islands will place, manage, train and recognize 58 volunteers who will assist with housing searches by providing information and referral, and assist in building and/or rehabilitating housing, provide financial literacy, and mediate consumer complaints. They will serve over 3,000 economically

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disadvantaged individuals within 8 reporting service partner agencies who specialize in housing and financial literacy services in three years of the grant.

Education K-12: School enrollment decreased by 13.5%, but the number of students receiving free lunch increased by 43% in 2012, an astounding 75% increase over the rest of the state's average. Cape Cod has a poverty rate of 13% for families with children and a 27.3% rate for female heads of households compared to the state's 22% rate. Children under 18 have a much greater poverty rate of 22.3% as compared with 11.6% for the state. An indicator of poverty is the fact that 81% and 56% of students at two elementary schools in Hyannis are on a free or reduced lunch plan. The situation is worsened because 29% of the Cape's population has less than or only a high school education and 77% of children whose parents have only a high school education are low income. Moving out of poverty is difficult due to the Cape's dependence on a seasonal economy with leisure and hospitality, retail and service businesses being the largest employers in our community with an average annual wage 32% lower than the state's average. Students without positive adult interaction, who live in poverty and/or in a single parent household or live in an unstable environment, are less likely to be academically engaged according to several research studies. Eighty-two (82) RSVP Volunteers will tutor one hour per week for the full school year in 7 school districts (24 public schools) to report an outcome target of 1800 students who demonstrate improved academic engagement in three grant years.

Environmental Stewardship: According to the Cape Cod Commission, the regulatory agency charged with regional land use and planning, the Cape's landscape is environmentally vulnerable to damage due to storm damage and human impact, including residential growth. The report indicates that Districts of Critical Planning Concern (DCPC) areas; at-risk and sensitive ecosystems, require protection, preservation and improvement. The Commission's report also indicates a priority need to protect our sole aquifer from contamination and improve other land and water eco-systems thereby preserving economic means, such as fishery resources and tourism. The most effective ways to protect these DCPCs, according to the Cape Cod Economic Development Council among others is to provide education and advocacy, track indicators of healthy species by census, protect and maintain open space, and protect shellfish beds, marine and freshwater environments and marshlands. Thirty-one environmental non-profit, town and government agencies on Cape Cod will engage 110 RSVP Volunteers to protect, and improve 900 at-risk land acres and 100 miles of at-risk water ecosystems by engaging in effective preservation, protection and improvement activities in three years.

Veterans and Military Families: There are 25,686 Veterans living on Cape Cod and the Islands. There are 43 RSVP Volunteers who are Veterans. Our RSVP application asks if the applicant is a Veteran

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and we have announced that request in our newsletter. In the 2012-2013 grant year the 43 identified Veteran Volunteers served 4,300 hours within their communities across all service activities. RSVP has 4 service partners that specifically serve Veterans. They are The NamVets Association, Operation Military Kids, The Massachusetts Military Reservation and the Cape Cod Veterans Organization. The NamVets Association has 700 clients using their services and they estimate that the number will rise to 900 in the next three years. In an effort to assist agencies helping Veterans twenty (20) RSVP Volunteers, Veteran and non-veteran, will serve the needs of homeless Veterans and provide basic necessities of life through the NamVets Association by building affordable homes, assisting to build the Veterans Center, providing information and referral to housing services and collecting and distributing food and other life necessities. Volunteers will participate in creating care packages for the children of deployed parents with Operation Military Kids. Volunteers will continue to work with the Cape Cod Veterans Organization to host informational events about Veteran benefits, including education and career opportunities in conjunction with the local Veteran's Administration Representatives. RSVP will identify as many Veteran Volunteers as possible and recruit, manage and provide training to volunteers to serve 900 Veterans in three years.

Recruitment and Development

Our RSVP proposal places 88% of the volunteers in the primary focus and in the 5 other focus areas. The RSVP mission will commit to advocating for the promotion and engagement of older adult volunteers in beneficial service to our community. On Cape Cod and the Islands we are fortunate to have a large pool of educated, interested and diverse older adults who 'retire' here and are willing to share their life and work experience. Our recruitment plan will be inclusive of persons from diverse ethnicities, sexual orientations, languages, physical and intellectual abilities, and Veterans which will be reflective of Cape Cod's population. We build awareness and support for our program when we bring people of diverse backgrounds together to utilize unique strengths that build a strong community ultimately attaining significant change. For example, 2013 MLK Day activities engaged AmeriCorps members with RSVP members to assist the Cape Abilities Farm in building hydroponic tomato growing systems. The systems will sustain the efforts of the disabled adults working at the farm to increase production to supply restaurants with locally grown produce. RSVP received wide spread media coverage for this project. The value of RSVP volunteers demonstrated potential for capacity building to Cape Abilities leading to a viable relationship between the two organizations allowing Cape Abilities to reach their goals. Consumer Assistance Council, Audible Local Ledger, Sight Loss Services, Nam Vets Association, school systems on Cape Cod and the Homeless Prevention

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Council serve diverse groups and are a resource for more volunteers. Programs such as intergenerational book clubs, tutors in schools, consumer assistance and mediation bring persons of different age, socio-economic and education levels together. We invite the challenge of engaging younger seniors and keeping them motivated and interested while providing flexibility at the same time as having a dedicated core of elder seniors who want consistency.

We mobilize resources when volunteers, through their organizational affiliations, mobilize others to become volunteers. Our First Home RSVP volunteer builders referred other volunteers at the site to join RSVP. Service partners routinely send their existing volunteers to us and recommend our program to agencies in need, for example, Brewster Council on Aging encouraged Eastham Council on Aging to join and recruited their volunteers to RSVP.

Recruitment is accomplished by using a current and updated media list including print and radio media for public service announcements, appropriate newspaper sections, community bulletins, and volunteer recruiting websites. There are challenges of recruiting volunteers who live on the unique setting of the islands. We will work to add to the 17 volunteers on Martha's Vineyard and Nantucket Islands who currently participate in transportation, food delivery, disaster preparedness and environmental projects. The RSVP newsletter, 'Volunteer Central' is produced monthly and includes trainings and volunteer opportunities and is sent to all volunteers and service partner contacts. Special projects will be advertised to our volunteers quickly through our Volgistics database e-mail as a one-time opportunity. Our program is well represented and supported by our Director of Community Services at community events and by her attendance at our Advisory Council meetings and the RSVP staff regularly reaches out to community groups to present our program.

Our program focuses its recruitment efforts on filling the areas of critical need with the best volunteer for the opportunity. Volunteers fill out a registration, pass a Criminal Offender Record Information (CORI) check and have a face-to-face interview with RSVP staff to ascertain their interests and aptitudes to ensure proper placement. Volunteers receive a welcome packet with volunteer insurance information, instructions on how to fill out their timesheet and mileage reimbursement form. The Volunteer handbook includes all policies and procedures RSVP Volunteers must follow including their rights and responsibilities, conflicts of interest, confidentiality, and incident reporting. Many volunteers and service partners speak to others about their experiences and recommend our program to their friends and existing or potential new volunteers. Volunteers who wish to be challenged become leaders in the osteoporosis prevention exercise program or as trainers of other volunteers, for example, in environmental fieldwork.

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Volunteers in our primary focus Healthy Futures workplans receive training specific to the activity they will perform preparing them to be effective in their assignment. Volunteers providing health insurance information will receive 5 weeks of training and certification from the state of Massachusetts. Osteoporosis exercise class leaders receive a one-day, hands on training each year by a physical therapist to update their knowledge and skills. Safe driver training is provided 2 times per year by the Registry of Motor Vehicles and by AARP for volunteers transporting clients. Meals-on-Wheels volunteers receive one-on-one on site food safety and meal route training and are supervised daily. All volunteers are oriented to the RSVP program, to their service partner station before beginning their assignment and are supervised by an RSVP volunteer coordinator weekly to monthly. In all other focus areas volunteers receive training through the specific service partner, monthly meetings with the respective RSVP coordinator, and community offerings. Tutor volunteers receive 8 hours of pre-training before the school year begins in communication with students and teachers, effective methods of tutoring, and behavior management. Tutors are personally introduced to the teacher and directly supervised weekly by the Three R's Tutor Coordinator for the entire school year. Volunteers participating in environmental activities receive a 6 hour safety training provided by the Environmental Fieldwork Coordinator prior to beginning service. Environmental service and other community partners provided trainings in water quality sampling, radon testing, conducting species census, rabies baiting, insect borne diseases, indoor environmental issues, and geographic information systems.

Every year we survey our service partners and volunteers to ascertain their level of satisfaction with RSVP, the volunteer and their volunteer experience. Ninety-seven percent (97%) of service partners were highly positive about their RSVP Volunteers. Eighty-eight percent (88%) of volunteers state on survey they felt their contribution was appreciated and recognized and would recommend RSVP to others. On survey, volunteers listed reasons for volunteering as it makes them feel good to help others and to be with others, keeping them active, giving them purpose, sharing knowledge and providing community service. Our retention rate is close to 85% with illness, caregiving and death as the 3 most common factors influencing RSVP Volunteer attrition. RSVP recruited 59 new volunteers in the 1st half of 2013.

Recognition of our volunteers is an extremely important part of our program. When volunteers are recognized by service partners a copy of that recognition is added to the volunteer file. Additionally, when we receive letters of appreciation from service partners we send congratulations along to the volunteers involved with the project. All RSVP Volunteers are recognized at a formal luncheon each

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year and we feature a picture and article about the luncheons in our newsletter. We travel to the islands to recognize RSVP Volunteers there. In addition, the Program Director meets with the staff to nominate 3 RSVP Volunteers for recognition as a Volunteer of the Year at the Elder Service's Annual Meeting held in May. We solicit volunteers and service partners to speak at recognitions about their volunteer experience. This type of exchange gives volunteers and service partners a chance to share experiences and reflect on what their volunteer service means to our community. This not only honors the service of the volunteer but is a great way to promote RSVP in a public forum.

Program Management

RSVP of Elder Services of Cape Cod and the Islands (ESCCI) is one of the largest area volunteer organizations with 20 years of program development and volunteer management experience. ESCCI, a not-for-profit agency committed to serving older adults, and is the federally designated Area Agency on Aging (AAA), the state designated Aging Services Access Point (ASAP), and the Aging and Disability Resource Consortium (ADRC) for Barnstable, Dukes and Nantucket counties. Local input into the design and evaluation of RSVP is vital. RSVP is overseen by the Director of Community Services who is the staff liaison for the AAA Advisory Council. The Board of ESCCI, AAA Advisory Council and the Advisory Council for RSVP receive an RSVP monthly activity report. Board and advisory council members represent all towns within RSVP's service area. The AAA Advisory Council performs community needs assessments every four years and awards Older Americans Act (OAA) Title III grants in addition to overseeing the activities of the agency's federally funded programs. The RSVP Advisory Council members are volunteers, community leaders and service partner representatives who meet quarterly to evaluate, promote and provide community input into our program and projects. In addition to input from boards and advisory councils much research is brought to bear on choice of service partners. Information used for this research includes publications from the U.S. Census Bureau; the Cape Cod Foundation's Understanding Cape Cod; Barnstable County Human Services' Monitoring the Human Condition; the Cape Cod and Martha's Vineyard Commission Regional Planning reports; the Massachusetts Department of Education; the Executive Office of Elder Affairs and the Elder Services of Cape Cod and the Islands needs assessments. Based on this research community needs are identified and the focus area our program has chosen for primary focus is Healthy Futures. Other focus areas volunteers will be assigned to are Disaster Preparedness, Economic Opportunity, Education, Environmental Stewardship, Veterans and Military Families, and Community Priorities.

From the outset we carefully choose service partners who demonstrate that they address an urgent

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need as stated in our grant application. Initial discussions include identifying the need, how volunteers can serve to fulfill that need, and how volunteer impact will be measured. Service partners whose proposal and volunteer job description are in line with community needs assessments and meet the 501(c) (3) status are enrolled by signing a Memorandum of Agreement, a handicapped accessibility form and agreeing to necessary reporting for performance measures. Compliance of CNCS regulations by service partners is insured by language in our Memorandum of Agreement which clearly defines the prohibited volunteer activities, the responsibilities of RSVP and of the service partner. Volunteers receive a handbook detailing prohibited activities as part of the orientation. Service partners are contacted quarterly for a year initially and then yearly to assess systems and the volunteers' performance. Our Volunteer Coordinator, Tutor Coordinator and Environmental Fieldwork Coordinators make weekly to quarterly site visits to assure volunteers are performing the approved activities.

Our program's relationship with the community is sensitive to and addresses unmet needs thereby building the capacity of non-profits and agencies to carry out their missions. This is evident in our service partners exhibiting a strong and continuing interest in RSVP. For example, at the Orleans Planning Department an RSVP volunteer is a task force member meeting monthly to solve wastewater issues; at the Cape Cod Citizens Corp Council the RSVP Director participates in county emergency planning meeting monthly to disseminate emergency information to seniors; and with the Cape Light Compact RSVP developed a program to educate and assist consumers with home energy audits. When a service partner no longer meets the plan for our RSVP program we work with the agency to discuss the changing community need in an effort to reassign volunteers into similar volunteer agencies. For example, recently Nauset FISH transportation disbanded due to lack of leadership within the group. RSVP reached out to the volunteer drivers to find alternate assignments with minimal disruption to the community while still maintaining the drivers as RSVP Volunteers. Within our primary focus area, Healthy Futures, we will recruit and train as necessary to maintain the 190 volunteers who engage in activities at service partner agencies that address these critical needs: H2: the number of clients to whom information on health insurance, health care access and health benefits programs is delivered, H4: the number of clients participating in health education programs, and H8: the number of homebound or older adults and individuals with disabilities receiving food, transportation or other services that allow them to live independently will be the numbers of clients receiving the respective services. The numbers will be tracked by activity or attendance logs filled out and signed by the service partner representative sent to RSVP monthly. This

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data will be entered into our database tracking system Volgistics. The outcome measure H9: the number of homebound or older adults and individuals with disabilities who report having increased social ties/perceived social support will be the number of persons who state positively on survey that they have increased social ties/perceived social supports. The survey will be supplied to the service partner agencies annually with instruction on how to administer it and will be returned to the RSVP program. The RSVP Program Director will collect, enter the data and produce a report. The other 5 focus areas and Community Priorities workplans will be routinely examined to insure that volunteer recruitment, training and placement is appropriately meeting the needs as stated in our proposal. Our program will assess project performance by using evaluation tools specific to each workplan.

There are three groups, or corps of volunteers. The Friends and Neighbors (FANS) Corps, the largest corps of volunteers, focuses on activities, such as transportation, meal delivery, or services that assist the hearing or sight impaired person, ultimately allowing citizens to maintain their independence longer. The Senior Environment Corps (SEC) volunteers whose mission is to protect, preserve, restore and maintain Cape Cod's fragile environment easily damaged by tourism, natural processes, such as erosion, and development has 110 volunteers. Thirdly, The Adults Benefitting Children (ABC) Corps includes over 80 volunteers in the Three R's Program that provides tutoring and includes all other programs that assist children.

The RSVP staff has over 40 years of volunteer management combined. Our program staff is involved in managing their part of the program within their group of volunteers and service partners, with overall management of the program overseen by the RSVP Director. We use Volgistics for our volunteer data base and reporting system. The Volunteer Coordinator is responsible for maintaining volunteer records, including service hours and activities in the files and in the computer. There are written policies in place for a yearly schedule of activities that keep our files and records as up to date as possible. This system allows for accurate and timely submission of the Program Progress Reports, and other reports that are required by CNCS. We can also demonstrate to our service partners the time and service given by volunteers.

Volunteers are recruited, oriented, trained, and supervised by the coordinator for that service activity. Trainings are geared toward the service activity and like-minded volunteers find common interests with their peer volunteers. Meetings for prospective and returning tutors are held by the Three R's Coordinator before and during the school year and the Senior Environment Corps holds monthly meetings. Recruitment plans and activities are coordinated at staff meetings that are held monthly on a formal basis, but the staff meets informally to adjust plans for the volunteers and track program

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progress as often as needed. The Program Director fosters a team approach with the staff and ensures that systems are in place for proper management of the program and the volunteers. Written policies are on file and updated to reflect current practice. The Program Director seeks out new opportunities, appropriate service partners, creates evaluations for programs, researches information about the community, and ensures accurate and timely reports for the grant. The RSVP Program Director holds a quarterly RSVP Advisory Council meeting with minutes. Our program conducts its own informal audit to insure that Memorandums of Agreement are in compliance. The Program Director meets bi-monthly with the Director of Community Services, who oversees all volunteer programs at Elder Services, to review projects and plan for the future. The Program Director also acts as liaison between the Senior Service Corps staff and Corporation for National and Community Service staff. Our program is in and will continue to remain in compliance with the National Service Criminal History Check as it applies to our RSVP program.

We conduct an annual volunteer, service partner, transportation, and osteoporosis exercise class and teacher surveys. All of these results along with the progress of all volunteer projects are collected in a narrative annually as part of our reporting.

Organizational Capability

Elder Services' (ESCCI) Fiscal Department oversees the financial aspects of our program. Deborah Tranfaglia, Chief Financial Officer (CFO) has supervised an accountant and a bookkeeper in the fiscal department of Elder Services for 13 years. The RSVP budget and financial reports are created and submitted to CNCS by the CFO and her staff and copied to the RSVP Director. There are clearly written RSVP policies and systems regarding proper authorization and recording of purchases, submission of invoices to accounts receivable and payment of bills. Any purchases are authorized by the RSVP Director and/or the Director of Community Services. The RSVP program has a written policy in place for securing in-kind/cash donations that we follow annually. A letter defining an in-kind donation, a list of volunteers serving with a service partner and an in-kind donation form is sent to each service partner. All in-kind donations are recorded by the Program Director and a copy is given to the Elder Services' Fiscal Department for documentation. A volunteer mileage document is prepared and saved monthly by the Volunteer Coordinator, the RSVP Director approves it, the accountant receives the mileage sheet and checks are signed by ESCCI's Executive Director. A check stub is attached to the volunteer's timesheet and filed in the volunteer's file each month.

Elder Services employs the 'segregation of duties' principle and an accrual based accounting system using Microsoft Dynamics software. The most recent audit completed in August 2012 by independent

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certified public accountants, Heald Hoffmeister and Company, Inc., reports that our program is in compliance with policy and procedures.

Elder Services has a wealth of experience managing federal grants. ESCCI's Director of Community Services and the AAA Advisory Council are responsible for distributing and monitoring Title III grants of the Older Americans Act which are awarded to other Cape and Islands non-profits to meet identified critical needs. Another federal program that is administered and managed by the Director of Community Services is the Senior Community Service and Employment Program, a program of the U.S. Department of Labor. ESCCI has partnerships with many human service, state and local government agencies, and connections to our own aging community that enhance the RSVP's ability to recruit and manage volunteers and to obtain resources and sustain effective programs.

ESCCI has approximately 150 staff members and an annual budget of over \$16 million dollars.

ESCCI provides RSVP with space, office equipment and support, utilities, telephones, and computer systems. We are using Volgisitics, an internet volunteer data base for our volunteer records and reports. The Massachusetts Military Reservation on the Upper Cape also provides space for meetings and volunteer projects and that area is also equipped with a telephone and computer system. Elder Services' fiscal staff manages and reports on our program budget and we have an information systems manager who provides computer equipment and technical assistance.

The RSVP staff works together in a team model. The RSVP Director has been in the position since 2008 and brings over six years' experience managing another ESCCI program that was operated entirely by volunteers. Our RSVP staff includes one 3/4-time Volunteer Coordinator who is responsible for processing applications and Criminal Offender Record Information checks of new volunteers, managing the data base for volunteer records, recruiting and placing the volunteers, and for managing the office data entry volunteers. There is one full-time and one part-time Senior Environment Corps Fieldwork Coordinator who each has a territory of the Cape and Islands towns in which to recruit, train and place volunteers in environmental projects. Both have scientific backgrounds that lend credibility with the service partners and volunteers. Both fieldwork coordinators develop new projects and work to expand the program in their area. The part-time Three R's Coordinator is a retired teacher and has worked in city and rural settings and in alternative education programs giving her a wealth of experience and understanding of how schools operate. All coordinators meet with their respective volunteer groups in bi-monthly or monthly meetings and trainings, and meet on project sites to supervise and assess progress of the projects. The Program Director meets with all RSVP staff every week to discuss and plan the week's activities and every

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month to plan for future events. RSVP staff attends training pertinent to their area of expertise. There are no plans to add additional staff. The RSVP Advisory Council members, who meet quarterly, bring their knowledge of the community and provide forward momentum of the program.

We have established and will continue to ensure an excellent track record of program compliance with federal regulations. To maintain proper oversight of program operations and fiscal responsibility the RSVP Program Director, the Director of Community Services and the Chief Financial Officer will monitor the program closely. The primary focus Healthy Futures workplans will be appropriately measured by survey, volunteer hours served and clients served, recorded in our database and reported to CNCS. Program evaluation for all other focus area workplans and community priority workplans will be accomplished by surveys to service partners and to volunteers. The schools will evaluate the impact that the tutors had on their students' progress by pre and post survey results and will assess the tutors themselves. The environmental projects are reported on by the fieldwork coordinators and the results become part of the larger picture for that environmental agency, much of the data collected over years. Beneficiaries of volunteer service are also surveyed to determine the impact that service delivered. For example, would they have been able to get to their medical appointment without the volunteer driver?

Elder Services of Cape Cod and the Islands (ESCCI) RSVP Program's request for CNCS funding is \$140,099. ESCCI's support of volunteers including providing significant mileage reimbursement exceeds and will exceed well above the 30% required match. We will have 550 RSVP Volunteers serving an average of 45,000 hours for each year of the grant.

Other

None.

PNS Amendment (if applicable)

Not applicable.