

# Narratives

## Executive Summary

Created in 1916, Catholic Charities Southwestern Ohio (CCSWO) is a non-profit, 501(c) 3 organization separate from the Archdiocese of Cincinnati. CCSWO services are open to anyone in the community regardless of religion, race, gender, or national origin. The main offices are located at 100 E. 8th Street, Cincinnati, Ohio 45202. Catholic Charities mission is: "Enlighten the community to see God's love for the poor. Serve the community to in turn serve the vulnerable. Empower the community so all God's children rise from spiritual and material poverty."

CCSWO has sponsored Senior Corps programs since 1967, and has been the Retired and Senior Volunteer Program (RSVP) grantee since 2008. The RSVP program promotes civic engagement in Cincinnati and Hamilton County, Ohio by promoting meaningful volunteer opportunities for seniors and retired members of the community.

It is expected that volunteers will participate in the focus areas of Healthy Futures, Education, Economic Opportunity, Capacity Building and Community Priorities. The primary focus area will be Healthy Futures. Specifically, RSVP volunteers will work as facilitators for caregiver support groups in the community, providing respite for the ever increasing number of people who are caring for family members. RSVP volunteers, and other volunteers recruited by them, will work with Catholic Charities Refugee Resettlement Services, Su Casa Hispanic Mission and local organizations involved with refugee and immigrant services, helping them overcome cultural, language and political barriers, and eventually find employment. The RSVP program will also work with neighborhood-based community centers to provide opportunities for and access to age appropriate educational, social and recreational activities in order to stimulate seniors' mental, social and physical health.

An estimated 150 RSVP volunteers will serve. They will act as group facilitators, companions, instructors, tutors, drivers, docents and program supporters through a network of 10 volunteer placement sites such as Catholic Charities Caregiver Assistance Network, Refugee Relocation Services, and Su Casa Hispanic Mission, as well as Cincinnati Community Centers, area hospitals and other non profit social service agencies. The primary focus area of this project is Healthy Futures. At the end of the three-year grant, 200 caregivers of homebound or older adults and individuals with disabilities will report receiving respite services. In addition, at the end of the three year grant a minimum of 10% of individuals receiving respite services will report having increased social ties/perceived social support. The Corporation for National Community Service investment of \$60,105 will be supplemented by \$27,553 in local and in-kind support.

## Strengthening Communities

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Hamilton County, Ohio, with Cincinnati as its county seat, lies at the extreme southwestern part of the state. It is situated on the northern bank of the Ohio River, with Kentucky to the south and Indiana to the west, forming the Greater Cincinnati Tri-state Area. It is made up of 17 villages, 12 townships and 20 cities including Cincinnati, the largest and county seat. The US Census Bureau 2009 estimated population of Hamilton County was 855,062, with 332,252 living in Cincinnati. 13.5 % of Hamilton County residents and 12.3% of Cincinnatians were 65 and older. According to the Census Bureau, the median household income was \$50,285 in Hamilton County and \$29,493 for Cincinnati. 13.6% of the population of Hamilton County was considered below poverty level in 2008, and 21.9 % of Cincinnati residents were below poverty level. Its racial makeup is not overly varied with 72.9% white, 23.4% African American and the balance made of Asian, Hispanic, Native American, Pacific Islander and others.

The RSVP grant was awarded to Catholic Charities SouthWestern Ohio (CCSWO) in 2008, after sponsorships with three other organizations since RSVP came to Cincinnati in 1972. All three of the Senior Corps programs are currently sponsored by CCSWO. Catholic Charities has been successfully involved with Senior Corps programs and pilot projects since 1967. Since that time, CCSWO has taken a leadership role in programs involving seniors the Cincinnati area. Senior Corps programs are well-known because of their involvement in schools, senior centers, hospitals, environmental agencies, arts organizations and more. The Senior Companion program is noted as one of the most cost-effective and compassionate programs of its type in the area.

The Senior Corps programs seek community involvement in their programs and to this end have established a single Advisory Council for all three programs. The Advisory Council is comprised of volunteers from each of the three programs, a retired Proctor & Gamble employee, retired Department of Jobs and Family Services employee, current managers of the United Way, the Council on Aging, and the City of Cincinnati, as well as members of the local business community. The Advisory Council meets every other month, and helps plan, implement and evaluate many of the activities of the Senior Corps Programs.

Caring for a friend or family member who is chronically ill, disabled, or aging can be emotionally and physically demanding. More than 15 million Americans provide unpaid care for a person with Alzheimer's or dementia.

Those caregivers, who are predominantly middle-aged women, spend an average of 20 hours per week on caregiving responsibilities, a commitment that interferes with work and can lead to health problems. -- Lisa Zamosky, Web MD "Why Caregivers Need Care, Too"

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People who care for adult family members or friends fulfill an important role not only for the people they assist, but for society as a whole. While this care is unpaid, its value has been estimated at 257 billion dollars annually. Although caregivers make many contributions, being a caregiver may take a personal toll. We find the demand on caregivers' time can range from a few hours a week to 40 or more hours per week - essentially constant care. Caregivers also provide a range of activities. These activities can be relatively undemanding, such as driving the person you care for to an appointment. Or the activities can be highly demanding, such as bathing, dressing, and feeding the care recipient. Therefore, it is not surprising that some caregivers report experiencing physical strain, emotional stress, or financial hardship as a result of providing care, while others report a far different experience. Although many caregivers receive some level of help from others, the majority say they assume the role as a primary caregiver. Fifty-seven percent (57%) of caregivers act as primary caregivers, that is, either they receive no other unpaid help or they consider themselves to provide most of the unpaid help.

The following information is from 'Caregiving in the U.S'. by National Alliance for Caregiving and AARP, April 2004 Funded by MetLife Foundation;

\* Caregiving appears to create more emotional stress than physical strain. One third (33%) of caregivers say taking care of the person they help rates a four or five, on a five point scale where five is very stressful.

\* Half of caregivers say they have less time for families and friends than before taking on caregiving responsibilities. A substantial proportion say also say they have given up vacations, hobbies, or other social activities as a result of caregiving.

\* We asked caregivers if they need more help or information about fourteen activities or issues that caregivers commonly face. Two-thirds (67%) say they need more help with or information about at least one of these items.

\* More than one in three caregivers (35%) say they need help to find more time for themselves. Three in ten say they need help or information about balancing work and family responsibilities as a caregiver, and managing emotional and physical stress.

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Catholic Charities Caregivers Assistance Network (CAN) works to help caregivers, providing a wide range of services, including:

- \* 25 monthly support groups for more than 340 caregivers throughout Greater Cincinnati where caretakers meet to gain the support they need in their care (Hamilton, Butler, Warren, Clermont and Clinton County).
- \* 2-3 workshops a month on issues faced by caregivers.
- \* Videos on various caregiver issues.
- \* CAREline, a toll-free hotline providing resource information, referrals and support
- \* BALANCE newsletter with articles of interest to caregivers.
- \* Annual Caring Matters Conference, a one-day conference to build skills for caregivers.

RSVP Volunteers will work as facilitators for caregiver support groups held at community centers, church facilities, hospitals, etc. They will also assist the CAN coordinator with administrative support for the program, help with the newsletter and flyers, and help with preparation for the annual caregiver conference.

Through these services, caregivers can learn how to take care of their family member and gain valuable resource information they need to care for their loved ones. Caregivers can also learn how to take care of themselves and keep from isolating themselves, "burning out" or becoming ill. In addition to learning more about the resources and assistance to help them care for their loved ones, caregivers can learn how to maintain a loving relationship with their family member.

### Recruitment and Development

Recruitment strategies for RSVP volunteers include: utilizing internet technology, issuing PSAs via media advertisements, posting print media stories, and creating a public awareness campaign. RSVP will work seamlessly with the sponsor, Catholic Charities of SouthWestern Ohio in all of these areas.

- Internet Technology: Volunteer opportunities for RSVP will be posted using Catholic Charities eNewsletter Happenings, Volunteer Match, and Facebook.
- Presentations: Staff and volunteers will conduct presentations to civic groups, faith-based organizations, social groups, corporations, social services agencies, and other groups of interest.
- Information Referral Service: RSVP participants will be provided a wide spectrum of opportunities for individuals and organizations. Individuals can be connected to compelling volunteer opportunities, learning opportunities, encore career opportunities, ways to enjoy free time, ways to explore their

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future, and information on issues that are important to the 50+ population. Organizations can enjoy learning tools, best practice information, and research engines for a variety of topics.

- Print media stories: Inspirational volunteer stories will be highlighted through various print media outlets.

- RSVP will develop and implement a public awareness plan of volunteer and encore opportunities and the contributions of boomers and older adults in service.

- Church Bulletins: CCSWO's affiliation with the Archdiocese of Cincinnati offers the opportunity to access the Sunday church bulletins and parish newsletters on a regular basis. Notices of volunteer opportunities and success stories have proven to be effective ways to promote the program.

Retention strategies include:

- Ensuring opportunities allow for flexibility in areas such as volunteer activity, length of commitment, location, population served, leadership opportunities offered, new skills that are gained, and the like;

- Providing a well-organized benefits structure that includes service learning;

- Offering intergenerational opportunities for events, including national days of service;

- Conducting follow up with volunteers after they are placed to ensure satisfaction has been achieved;

- Making personal contact with volunteers who are not active;

and

- Developing educational, social, and cultural activities for members.

Recognition will be comprised of traditional and non-traditional activities; these include benefits that directly serve the volunteers.

- Formal recognition will occur at an annual event. Volunteers will be honored for their achievements.

- An email and printed newsletter will feature volunteer opportunities, volunteer and station spotlights and relevant volunteer resources.

- Occasional awards for extraordinary service or achievement

- Thank you notes, especially during Volunteer Week, holidays, birthdays, anniversaries.

Training:

Project Staff: CCSWO, the local sponsor, offers professional development training and support to project staff. In addition, staff will continue to receive trainings in workshops provided at local and national professional meetings on volunteerism and community service.

## Program Management

Catholic Charities Southwestern Ohio (CCSWO) uses a variety of community assessments to

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determine needs and direction for services. The United Way Trend Report, the Agenda 360 Report and the Council on Aging report on community needs of the elderly through several different annual reviews. US Census information, Cincinnati Public Schools Report Card, the Hamilton County and City of Cincinnati web sites also provide useful information relative to the current state of community need in the area. These sources help to determine where we can offer the most support and impact. RSVP will work with Catholic Charities programs and other volunteer stations that address critical community needs identified in the CNCS focus areas of Healthy Futures, Education, Veterans and Military Families and Economic Opportunity. Volunteers will also assist at stations having programs that address other community priorities. These volunteer stations provide assignments and support needed to sustain volunteers while producing a positive change. Clear expectations, procedures, policies, communication channels and data collection requirements are included in the Memorandum of Understanding with the volunteer station. RSVP volunteers will receive orientation, training, and supervision at their respective volunteer sites. Regular communication with volunteer station staff will produce the opportunities for feedback exchange between RSVP staff, volunteers and volunteer station staff. This communication will help provide stability to the assignment and support to the volunteers. Annual evaluation of volunteers and volunteer stations will be provided via survey forms with feedback from volunteers, station staff, RSVP staff and others.

Survey data will be collected on annual basis for measuring impacts and assessing the overall program performance. Monthly time sheets completed by individual volunteers or tabulated by volunteer coordinators will be used as source documents to track volunteer hours, travel expense, and meals. This data will be recorded in a Volunteer Reporter data management system ("Volgistics"). The Advisory Council will continue to assist with achieving goals for fund raising and program promotional activities. Collected surveys and impact report data will be used to complete Progress Reports to be submitted to the Corporation for National and Community Service.

In addition, the Catholic Charities Chief Financial Officer will also take an active role in the development of the annual budgets for RSVP. Monthly financial reports will be completed from to help ensure quality to overall program budget controls. The RSVP Director will apply for additional grants to supplement current resources for program operation and expansion. The CCSWO Director of Agency Advancement will work closely with the RSVP director and staff to secure additional resources, to sustain and expand the project.

### **Organizational Capability**

Catholic Charities SouthWestern Ohio (CCSWO) has been in operation for over 90 years and their

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Senior Corps programs have over forty years of history with CNCS. Through expertise and experience CCSWO has developed the ability to place many seniors in a variety of different capacities, from volunteer to professional. Cincinnati was selected as one of the original 21 FGP program sites in 1965 and CCSWO became the grantee for the program in 1967, operating it since that time. CCSWO was selected to operate one of the two nationally awarded Senior Friends pilot projects in 1968-69, which was later to become the Senior Companion Program. In 1974 it was awarded one of the original 18 SCP grants and likewise has sponsored that program ever since. CCSWO began placing FGP volunteers in Cincinnati Public Elementary School classrooms in 1978, and had SCP volunteers in private homes assisting other elderly since its inception. The agency has made good use of demonstration authority to expand potential SCP services through local support with stipended volunteers 55 years of age and older with no income limitations. The result has been over \$100,000.00 dollars annually in local support of SCP services.

The RSVP director has over 10 years of experience in managing and directing senior corps programs. The RSVP staff have established RSVP community contacts, and exhibits a successful management style. Day to day program operation is the responsibility of the Program Director. Overall program supervision, management and support come from the CCSWO Senior Corps Program staff, made up of the Director, Administrative Assistant, Chief Financial Officer and the Chief Operations Officer. The Senior Corps director is a Licensed Social Worker.

CCSWO has approved job descriptions for every position of employment and volunteer service. Each has clear expectations and direct reporting responsibilities. Catholic Charities financial department likewise has over 40 years of experience as the grantee of Senior Corps Programs. Years of staff experience, robust computer programs, annual audits and a well-established system of checks and balances have proven to support Senior Corps Programs with excellent fiscal management. Program Directors are responsible for managing their budgets and receive monthly, quarterly and annual financial reports which are designed to aid program staff with the management process. All volunteer stipends and reimbursement checks, (travel, meals, etc.), are handled through direct deposit, which has proven to be a safe, quick, convenient and cost effective payment process.

The FGP and SCP programs of CCSWO have been in on the ground floor of ACTION and the Corporation for National and Community Service's development of outcome, impact based programming. The RSVP volunteer station coordinators are asked to provide data and complete questionnaires or surveys relating to the performance measure work plans of their service area. This requirement is included in the MOU agreement completed by volunteer coordinators.

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RSVP is sequentially the third program of Senior Corps under the Senior Corps Department of CCSWO. The program is physically located with SCP and FGP on the 5th floor of the Archdiocese of Cincinnati Building. This direct co-location of the three programs adds to the natural coordination and cooperation among the programs. Adequate office space is currently available with potential space for expansion. All equipment, supplies, and office procedures are in place and made available for SCP, FGP and RSVP. The RSVP Program Director is responsible for the day to day operations of the program and reports to the Senior Corps Program Department Director, with the Chief Operations Officer and Administrative Assistant of this department also available to help in areas of program management and operation. The Director and Administrative Assistant offices are located in this same program area. The SCP/FGP Program Director has always received support and guidance from the various levels of CCSWO Administration, including the Executive Director. The channels of authority and responsibility in Catholic Charities are well established.

Self-assessment starts with the program's Advisory Council which performs an annual program evaluation. This evaluation may be very broad, or it may focus in on a very narrow field of operation for review and appraisal. Catholic Charities is evaluated by the Council on Accreditation of Services for Families and Children. This extensive review process includes the Senior Corps Volunteer Programs. These assessments have always found the Volunteer Programs to be providing necessary and quality services. The most recent review by the Council on Accreditation was completed in 2013 and CCSWO and its programs earned accreditation for another multi-year term. The grantee's Continuous Quality Improvement process requires programs to complete quarterly reports. The Senior Corps Programs are part of this process and receives final results from the committee and peer review groups when the monitoring is finalized for each period. The RSVP Director is a member of CQI Council.

Travel for Senior Corps staff is governed by CCSWO agency policy and limited by the program budget. Forms for travel reimbursement have been approved by agency auditors and must be completed for travel request approval and reimbursement. Attendance at an annual conference approved by CNCS State Office is included in the annual budget.

### **Other**

Nothing additional to report

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

Not Applicable