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Executive Summary

Dove, Inc sponsors the Retired and Senior Volunteer Program, RSVP, of Macon and DeWitt Counties. Dove, Inc is a private, nonprofit 501(c)3 multi-service agency formed in 1970 to meet the unmet needs of the community. RSVP, has been a part of Dove for 37 years. To continue to support this long-standing and successful program we are proposing to have 500 volunteers and are requesting \$62,768.00 in Federal Funding. The federal investment of \$62,768 will be supplemented by in \$58,858 state and local support. Our Primary Focus Area will be Healthy Futures, with RSVP volunteers providing in-home services and transportation needed to age in place. Volunteers will also support food pantries that work to alleviate long-term hunger and assist with health education. We will partner with agencies that are using researched based models to serve seniors, such as Meals on Wheels, Faith in Action, Senior Health Insurance Program and local Food Banks. Seniors will tell us they are less lonely, staying healthy, better informed and more comfortable in their home because of the services we provide. In Education, RSVP volunteers will work with reading and math literacy and school readiness and will be trained by reading teachers on best practices to use for reading literacy and fluency. Pre-post evaluations as well as input from the teachers will assure that students have the skills necessary to advance to the next grade. In Economic Opportunity, RSVP volunteers will assist with tax preparation by assisting low-income taxpayers with the preparation and filing of accurate tax returns to comply with the law. RSVP volunteers will be trained by Project Read to assist adults with functional literacy improvement leading to employment and will continue working with Habitat for Humanity in building affordable homes for low income families. Our RSVP volunteers will provide services and transportation to Veterans and Military Families, keep the community environmentally clean and safe by providing recycling programs for paper, plastic and cans, and RSVP volunteers will recruit new volunteers to enhance the services that have been identified as pressing needs in the community. In collaboration with our community partners, volunteer stations, Advisory Council, volunteers and staff we will be able to meet the needs we will address with this grant.

Strengthening Communities

RSVP of Macon and DeWitt Counties is located in central Illinois amid corn and soybean fields about 180 miles southwest of Chicago, IL and about 130 miles northeast of St Louis. They have a combined area of 1,167 square miles and according to the USDA Agricultural Census of 2007, farmland accounts for 764 square miles. This is a very rural area. Macon County seven public schools districts with 43 schools, two higher educational facilities, twelve private or parochial schools, twelve Pre-

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K/ECE classes and two Head Start programs. DeWitt County has two public school districts with ten public schools, one parochial school and three Pre-K/ECE classes and one Head Start program. Population centers in Macon County are Decatur 75,407, Mount Zion, 5,875 and Forsyth, 3,490 and in DeWitt County there is Clinton 7,158 and Farmer City 2,037 according to the 2010 US Census Quick Facts. In the area there are a number of Fortune 500 companies including three of the world's largest agribusinesses. Both counties have manufacturing, construction and retail trade as the highest employers (2010 US Census Quick Facts). Still many residents travel 30 -- 40 miles for their employment. There are thirteen news outlets, nine libraries, nine medical and health facilities, two transportation centers and several social service organizations that collaborate to help meet the area's needs.

The population statistics of Macon County are as follows: Total population 110,768 of which 17% are 65+. DeWitt County's total population is 16,516 of which 17% are 65+. The 65+ population for the State of IL is 13.3% (Ibid). According to East Central Illinois Area Agency on Aging, both counties will see an increase of greater than 28% for the 65+-age range.

According to Index Mundi.com 15.7% percentage of Macon County residents live in poverty while 8.6% of DeWitt residents live in poverty. 12.3% in Macon County and 9% in DeWitt County receive SNAP benefits (US Census Quick Facts). Those 65+ who have an income below the poverty level in Macon County is 7% and in DeWitt County is 6%.

The USDA defines food insecure people as "those who do not have enough adequate access on a regular basis to enough safe nutritious food to sustain an active and healthy lifestyle. These households have reduced quality and variety of meals and may have irregular food intake." Food insecurity is 16.7% for adult and 23.3% for children in Macon and 9.9% for adults and 17.8% for children in DeWitt. Students who qualify to receive Free or Reduced Lunch is 48.5% in Macon and 45% in DeWitt. Also of concern is the increase in adult diabetes and obesity, 10.2% and 28.7% respectively in Macon County. DeWitt has 8.8% in adult diabetes and 27.6% in adult obesity. The state's numbers are 8.3% for diabetes and 25.2% for adult obesity. Preschool low-income children are also at risk of developing obesity according to CityData.

In the report, FeedingAmerica.org, we read "Elderly households are much less likely to receive help

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through the Supplemental Nutrition Assistance Program (SNAP) than non-elderly households, even when expected benefits are roughly the same" and they require more consideration due to medical conditions. Without proper nutrition their health will deteriorate. Food insecure seniors had significantly lower intakes of vital nutrients in their diets when compared to their food secure counterparts. These seniors are 2.33 times more likely to report fair/poor health status and had higher nutritional risk, (Ibid). The 2010 IL State Report for Hunger in America by Feeding America.org found that while 26.8% of households with seniors had to at one time or another choose between food and medical care. The study also found that 40.5% of households with seniors had to choose between food and utilities. This is happening more and more as state and federal budgets are cut and programs that used to be available to seniors are no longer there. Their personal budgets have to absorb the cost of the cut services. Senior hunger is expected to increase over the next decade by 36% and continue upwards as the population of those 65+ increases. According to East Central Illinois Area Agency on Aging, the population of persons 60+, in the area they cover, will increase 69% by 2030.

Services such as transportation, are a key element in keeping seniors aging in place. With the loss of motor coordination, sight, and other abilities, many seniors make the right decision to stop driving. This was their last vestige of independence. Having a viable transportation program that will take them to medical appointments, social engagements, grocery shopping, et al, and keep them a part of the community will have a profound effect on their well-being. A survey done by Faith in Action of DeWitt County found that when seniors voluntarily gave up their license or it they lost it, their health started to decline at a rapid rate. They started to worry about getting groceries, taking their pet to the vet, loss of social activities and how they will get to their doctor for medical care. When their transportation needs were met they reported feeling better.

In research done by the American Association of Retired Persons (AARP), nine out of ten seniors prefer to grow old in their own homes maintaining their independence and dignity. This is commonly referred to as "aging in place". Even if they begin to need daily care or assistance during retirement, 82% would prefer to stay in their homes. Only a few express a preference for moving to a facility where care is provided (9%) or for moving to a relative's home (4%). Continuing to live under one's own rules is a key reason for staying in one's own home. 42% of seniors choose this as one of their top three considerations. Supportive services are required to age in place successfully.

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Other services such as companionship, light housekeeping, minor home repair, and meal delivery will be continued by the 37% of volunteer currently serve in our Primary Focus Area, Healthy Futures. We will increase our volunteers to 50%: to promote Independent Living for homebound or older adults and individuals with disabilities, enabling them to age in place and remain at home; the remainder of those in the Healthy Futures Focus Area address food insecurity - long-term hunger in the low-income elderly and emergency nutrition needs for individuals and families or provide health education programs for healthy aging.

Managing the RSVP volunteers and stations vary depending on the confidentiality, screening process and training needs for each of our partners. We currently have 28 stations that have Healthy Futures opportunities for the volunteers. Each of the stations has signed a 3-year Memorandum of Understanding (MOU) and we work to develop job descriptions to have on file that meet the needs of the station and community. Volunteers are recruited by other RSVP volunteers, RSVP coordinators, current stations and or the full-time RSVP Program Director. All volunteers go through a RSVP orientation and then complete their training with the program manager at the various stations. Volunteers for Faith in Action of Macon County, Faith in Action of DeWitt County, Peace Meals, Meals on Wheels and Senior Transportation are eligible to seek mileage reimbursement. All RSVP volunteers are covered by supplemental auto, medical and liability insurance while they are volunteering. Ongoing communication and meetings with the program managers ensure that training, volunteer recognition, needs assessments and tracking information are all handled in a timely manner. When we renew the MOU we review and discuss the activities completed by the volunteers. RSVP offers volunteer recognitions throughout the year. Stations and other volunteers are encouraged to nominate an outstanding volunteer for the R.O.S.E. (Recognizing Outstanding Service Excellence) given out each year to a man, a woman, a couple and a station. All paid staff participates in continuing education opportunities through the Central Volunteerism Conference, the Central IL Volunteer Coordinator Association, Human Service Association Consortium and the Serve IL Commission.

Healthy Futures service activities: 1. Volunteers provide Food Security monthly as they pick up and deliver RSVP commodities to seniors living in the public housing high rises; 2. Volunteers provide Independent Living transportation services to seniors and those living with disabilities -- driving them

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to medical appointments, shopping and other 'quality of life' places and activities; 3. Volunteers currently provide Independent Living service -- light housework, money management, lawn work, minor home repair, ramp building, meal preparation, and other assistances needed by homebound, elderly or those living with disabilities; 4. RSVP volunteers currently provide Independent Living -- Home Delivered Meals service through Meals on Wheels and Peace Meal programs; 5. RSVP volunteers currently serve in local food pantries, soup kitchens, stocking shelves, picking up food; they cook & serve meals, assist guests in choosing, packing, loading, and unloading food items. 6. RSVP volunteers provide Food Security currently by working with community volunteers who work in cooperation with food insecure individuals in community gardens growing food.

a) Community Need: 7% of Seniors in Macon Co and 6% of Seniors in DeWitt live below poverty according to East Central Illinois Area Agency on Aging (ECIAAA). As living costs rise, seniors report having to choose between buying food or paying bills. Seniors require greater consideration towards their health and medical needs that can become compromised when there is not enough food to eat. A study, which examined the health and nutritional status of seniors, found that food insecure seniors had significantly lower intakes of vital nutrients in their diets when compared to their food secure counterparts. In addition, food insecure seniors were 2.33 times more likely to report fair/poor health status and had higher nutritional risk. (Lee JS, Frongillo, Jr. EA. Nutritional and health consequences are associated with food insecurity among U.S. elderly persons. J. Nutr. 131: 1503-1509, 2001).

RSVP Service Activity: Once a month "Commodity" volunteers deliver USDA commodities and local food bank items to low income seniors living in public housing in Clinton. In addition to receiving food, clients often receive healthy recipes to utilize the food they have received. We will recruit additional volunteers to serve within the Food for Seniors Program. Anticipated Output(s) or Outcome(s): Output: individuals will receive support, services, education and/or referrals to alleviate long-term hunger. Outcome: seniors will report increased household food security.

b) Community Need: The Midwest Foodbank serves emergency food to 28 agencies in Macon and DeWitt Counties. They report that their distribution amounts have risen each year. But then, they've never seen a need this great. The number of people served by the Foodbank's member food pantries continued continues to rise. Data released in 2012 reported that 16% of people -- including nearly 1 in every 4 children -- in east central Illinois are food insecure.

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RSVP Service Activity: RSVP volunteers currently cook & serve meals at soup kitchens, assist clients in choosing pantry items at food pantries, and load/unload and/or shelve food items at the food bank.

Anticipated Output or Outcomes: Output: individuals will receive emergency food from food banks, food pantries, soup kitchens or other non-profit organizations. Outcome: individuals will report increased food security of themselves and their children.

c) Community Need: "Give a person a fish, he eats for a day. Teach a person to fish, he eats for a lifetime."

In East Central Illinois, gardening is popular. Low-income individuals do not have access to land to grow fresh produce. Community gardens provide the needed experiences to learn how to garden and the means to increase food security.

RSVP Service Activity: Volunteer gardeners will educate and work along side clients demonstrating good gardening practices. Client will benefit from having additional fresh foods.

Output: individuals will report an increased food security in themselves and their children.

d) Community Need: The percentage of persons ages 65+ per county (U.S. Census Bureau): Macon 17%;

DeWitt 17%. National and local predictions forecast the numbers will continue to increase at alarming rates. The benefits of aging in place are indisputable: it allows seniors to maintain their dignity, social networks, limits negative effects of relocation, and importantly, minimizes the provision of unnecessary care, instead offering a range of flexible services to fit individuals' needs, thereby reducing costs. (Lawler, K. (2001, October). Aging in place: Coordinating housing and health care provisions for America's growing elderly population. Cambridge, MA & Washington, DC: Harvard Joint Center on Housing Studies & Neighborhood Reinvestment Corporation.)

RSVP Service Activity: Volunteers currently do companionship, grocery shopping, cooking, mowing lawns, light housekeeping, help with minor home repair, assist with bill payment and money management, and more to homebound, elderly or disabled clients.

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Anticipated Output: homebound OR older adults and individuals with disabilities will receive food, transportation, or other services to live independently.

e) Community Need: "I do not know what I would do without you. I am always on time for my appointments and the driver is so pleasant to visit with." -- from a senior client, Faith in Action of DeWitt County Transportation Program in a note to her RSVP volunteer. The availability of safe, dependable and adequate transportation enables older adults and disabled persons to live independently in their communities, helps to prevent isolation, depression and a host of other concerns, including the need for long-term care placement. The lack of adequate transportation was cited as one of the most profound problems facing local seniors in a report by ECIAAA. According to 'Aging in Place, Stuck without Options', "absent access to affordable travel options, seniors face isolation, a reduced quality of life and possible economic hardship. A 2004 study found that seniors age 65 and older who no longer drive make 15% fewer trips to the doctor and 59% fewer trips to shop or eat out than drivers of the same age. A 2002 study in the American Journal of Public Health found that men in their early 70s who stop driving will need access to transportation alternatives for an average of 6 years; women in the same age group will, on average, need transportation alternatives for 10 years."

RSVP Service Activity: Volunteers currently use their own vehicles to drive the frail elderly or disabled to medical appointments, to the grocery store, and to "quality of life" activities.

Anticipated Output(s) or Outcome(s): Output: older adults and individuals with disabilities will receive transportation services to live independently. Outcome: older adults and individuals with disabilities will report having increased social ties/perceived social support.

f) Community Need: According to the East Central Illinois Area Agency on Aging, the 60+ population in east central Illinois will increase 69% from 138,592 to 234,624 by 2030 and those 85+ in Illinois will grow to 402,311. Many of the volunteers who deliver for MOW and Peace Meal are RSVP members and seniors themselves. MOW serves Macon County clients and Peace Meal serves those in DeWitt County. Homebound clients of both programs will receive a hot, nutritionally balanced meal and they

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and their family will have peace of mind knowing that someone is checking on them on days when younger family members may be working. Many seniors no longer have family members living nearby.

RSVP Service Activity: Volunteers currently use their own vehicles to deliver prepared meals through Meals on Wheels and Peace Meal home delivery programs. At the same time, the volunteers' visits constitute a friendly "wellness check" and volunteers will report any concerns to program managers.

Anticipated Output(s) or Outcome(s): Output: homebound OR older adults and individuals with disabilities will receive food and other services to live independently. Outcome: homebound OR older

adults and individuals with disabilities will report having increased social ties/perceived social support.

g) Community Need: As we age, we loose muscle tone, decreased bone density, stamina and see an increased need for lifestyle activities to change. We grow fearful of falling, being hospitalized, and becoming a burden to family members. This leads to isolation and depression.

RSVP Service Activity: Volunteers will be trained in presenting programs developed to engage seniors in activities that will assist them in maintaining their physicality. Programs like Fit for Life, A Matter of Balance, dietary needs and ways to modify activities.

Anticipated Output: number of seniors/clients participating in health education programs.

Recruitment and Development

Our office is located in Decatur, with a satellite office in Clinton. The RSVP program has been in existence for thirty-seven years. Our occupancy expenses are 7% of the agency budget for square footage. Our staffing structure for all recruitment and development consists of 1 full-time director, 1 part-time program specialist in Macon County and 1 part-time volunteer coordinator in DeWitt County. The budget calls for \$56,590 in direct program staff salaries and \$25,612 for payroll taxes, life and health insurance and retirement. In addition to paid staff, we have a 21-hour a week Experience Works worker who assist with data entry, filing, answering phone, calling volunteers and other duties needed to support the program. We have two Advisory Councils. Macon County's has 12

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members and DeWitt County has 10 members. Both Advisory Councils are responsible for helping to recruit new volunteers and new non-profit partners. Council Bylaws also stipulate that the Council may make advisory recommendations re: establishment of goals and objectives, development of the planning, operating, and policies and procedures of RSVP, compliance with requirements of Corporation for National and Community Service (CNCS) and other program funders and volunteer recognition. The Program Director reports to the full-time Director of Volunteers and Community Relations.

Our RSVP volunteers benefit from rewarding experiences that help to reduce stress and increase happiness. The Corporation for National & Community Service itself notes the many health benefits associated with volunteering that result from the sense of accomplishment that senior volunteers feel when helping others. As recently as January 2012, we surveyed our members to see if there was a definitive correlation between their health and the meaningfulness of their assignments (i.e., to provide evidence that their volunteer activity enhances the quality of the volunteers' own lives.) Overwhelmingly, those volunteers who responded positively when asked to measure their levels of job satisfaction and meaningfulness (helping to improve lives across the generations in their communities) also responded positively when asked if their overall health and well-being had improved or remained the same during their terms of service.

Due to the emphasis being placed on RSVP programs to align their volunteer opportunities into the national focus areas, our program will work on our structure to emphasize volunteerism in the focus areas, our program will be structured to promote those focus areas identified by the Serve America Act (SAA) that align with our RSVP program's geographic area and community needs -- Healthy Futures, Education, Economic Opportunities, and Environmental Stewardship. To minimize the disruption to our volunteers we will collaborate with our stations and volunteers that do not fit in the focus areas to evaluate interest and potential in aligning with the focus areas. Volunteers will be offered the opportunity to move to a site that is part of our service program design or to become a community volunteer. This will move us from an all-encompassing volunteer recruitment program to a more targeted, focus-based volunteer recruitment program.

Individual volunteers join our RSVP program with the expectation of a high quality volunteer experience. Applicants complete a volunteer application through which we learn of their personal

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interests and previous work and volunteer experiences. The information asked for on the application is an attempt to pique their interest by introducing potential volunteers to a wide range and variety of service opportunities. Upon receipt of the application, a meeting is scheduled. Through the interview process we work with the new volunteer to locate an assignment that the individual will find rewarding and satisfying.

Subsequently, we are working with our nonprofit partners to develop additional volunteer opportunities that offer extensive learning and leadership opportunities. The levels of training vary with volunteer assignments. For instance, VITA volunteers complete 28 hours of training and enjoy the opportunity to become Coordinators and Quality Assurance experts; Adult Literacy Tutors with Project Read complete 12 hours of training prior to their assignments and are offered additional continuing education opportunities throughout their service.

Prior to placement with one of our non-profit partners ("stations"), the RSVP staff provides basic orientation regarding RSVP policies and procedures and effective volunteering to the new members. Each new member receives an official RSVP Name Badge and a copy of our Volunteer Handbook, handouts -- "Reasons to Volunteer", "Ten Tips for Wise Volunteering", timesheets and our business cards. Printing expenses are included in our annual program budget. The Program Director and/or Volunteer Coordinator meet regularly with the stations' volunteer coordinators and/or agency directors to review job descriptions and station operations, which include volunteer orientation and training. (Staff receives mileage reimbursement, currently budgeted at \$.30 per mile.) The Advisory Council and staff plan and execute two learning events for the volunteers' continuing development.

Dove maintains an up to date website at www.doveinc.org. We also have a Facebook page, one for Dove, Inc and one for Dove, RSVP. RSVP volunteer opportunities within our community are promoted on all three sites, as well as on Volunteer Match. The local radio station in Clinton hosts talk shows weekday morning. The Volunteer Coordinator is a regular guest. Our local newspapers are very supportive of the program. They regularly have articles about RSVP. Weekly, the Program Specialist sends out an e-news brief to the volunteers to keep them up to date and apprized of community events and volunteer opportunities. Dove has a Media Relations Director on staff that is available to assist when news worthy program activities are being presented in the community. Press releases regarding our projects, special events, recognition events, orientation schedules and general

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information for the volunteers and seniors are designed and delivered in a timely fashion. We also speak at various organizations, social clubs and faith-based organizations.

Volunteer demographics are entered into the Volunteer Reporter software system used for data entry and tracking. Membership in RSVP of Macon and DeWitt Counties is free and open to all persons age 55+. Our Advisory Council members help us to recruit new members so we strive to match the diversity race and gender of each county (Macon -- White 79.9%, African American 15.7 and DeWitt - - White 97%, African American 1.1%; Macon -- Male 49.1%, Female 50.9% and DeWitt -- Male 42.1%, Female 57.9%). Because we are a service program We do NOT ask for, nor do we track, income information for our members. Our membership represents a diverse educational range - members with doctoral degrees and members who did not finish the 8th grade. Several of our volunteers are "disabled" (although many would not claim that designation for themselves) using canes, walkers, scooters and wheelchairs. Through our outreach to assisted living facilities and public housing we have been successful at recruiting new RSVP members. We look forward to recruiting individuals who use English as a second language when they have aged into our program.

The Coalition of Veterans' Concerns is a not for profit community organization of service providers and interested citizens that meet on a regular basis to address the needs of veterans in our area. The primary focus is to share information on services, needs, events and opportunities to assist veterans, in particular those who are homeless or at risk for homelessness. The prior Project Director, who recently retired, is the secretary of the organization. We will support their activities such as the "Veteran's Stand Down" and assist with the annual Community Appreciation Dinner for Veterans and their families, collecting household supplies, etc for the housing project for homeless veterans, distributing education literature and supporting other future activities. Being visible in veteran's circles will aid us in recruiting veterans and their family members as RSVP volunteers. We are demonstrating to them ways that they can get involved.

Dove also has a monthly newsletter, DoveTales, which is mailed to over 6000 homes and several hundred more via email. One page is devoted to RSVP. Here we give program highlights, volunteer opportunities, educational tips, reminders -- such as Medicare Renewal time and recognition of RSVP volunteers. We will publicize activities designed to serve Veterans and Military Families and recruit them as new RSVP volunteers through public speaking, networking with veterans organizations,

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Public Service Announcements (PSA's) submitted to our local media, etc. Many chain restaurants located in our 3-county area (Applebees, Olive Garden etc) offer free meals to veterans on Veteran's Day. We are working with them to publicize our volunteer activities and to recruit veterans and military families as new RSVP volunteers via "table tents", etc. at that time.

Our RSVP application offers applicants the opportunity to tell us if they have a disability; many opt not to do so. Based on the information given at the time of application (data is inputted and retrieved for reporting purposes using Volunteer Reporter software), 0.4% lists themselves as having a disability. We know this number is much higher because we personally know many of them who became disabled some years later. 79 of our members are ages 85+ and 5 of those are between the age 95-99. We visit senior housing sites, retirement villages and assisted living communities to promote RSVP and recruit new members.

We have budgeted \$2000 per year for volunteer recognition. We hold an Annual Volunteer Luncheon Recognition Event each fall in Macon County and a Holiday Celebration in DeWitt County in early December, planned and implemented by staff members and the Advisory Councils. At our recognition luncheon last fall, we recognized 8 of our members who had been volunteers with RSVP for 20 years. We also have one volunteer who has been with the program for 31 years and still active in the community. It has been our experience in our 37 years of operation that we have not experienced any real difficulty with retaining volunteers. Those members that fall off our rolls are generally deceased, residing in nursing homes, or have moved out of our service area. In addition to our annual fall luncheon and springtime activities for National Volunteer Week, we recognize our volunteers throughout the year by nominating them for special awards through organizations such as the East Central Illinois Area Agency on Aging, local Chamber of Commerce, the Governor's Volunteer Service Awards etc. Our volunteers are often highlighted in our agency newsletter (written by the agency Director of Volunteers and Community Relations), our agency website and on our Facebook page. We continue to look for new, innovative, and cost-effective ways to thank our volunteers for their service. Because we know that financial hardships may be a deterrent to continued volunteer activity for some of our volunteers, we have budgeted \$6,500 for the year for mileage reimbursement to any RSVP member that requests it. Just over \$2300 is budgeted for volunteer insurance -- supplementary auto, life and health.

Program Management

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Our human resources infrastructure for all facets of program management consists of one full-time and two part-time employees. Total direct salaries and fringes, including taxes are budgeted at \$76,557 per year. Relationship development between the volunteer stations and our RSVP project is the primary responsibilities of the part-time Volunteer Coordinator in DeWitt County and in Macon County by the full-time Program Director. The part-time Program Specialist is responsible for most of the data management, using the Volunteer Reporter software program; she enters new station information and updates into the software system. An Experience Works worker assists the staff with clerical duties such as filing, etc. The Program Director reports to the full-time Director of Volunteers and Community Relations.

A station roster is maintained by our Program Specialist within the Volunteer Reporter software system. Each of our volunteer stations is a public agency, secular or faith-based private non-profit or proprietary health care organization that accepts responsibility for assignment and supervision of RSVP volunteers. Stations are located within our 2-county area. We have a signed 3-year Memorandum of Understanding on file for each station. The MOUs detail each party's responsibilities to the other and they strictly prohibit the use of volunteers as replacement for paid staff. Either the full-time Program Director or the part-time Volunteer Coordinator meets with the station representatives at least every three years to renegotiate and renew the MOU, develop new volunteers job descriptions as needed and verify the safety of the locations where our volunteer serve. Extra care is taken to review impact data collection methods, needs assessments, and volunteer training, orientation and recognition during MOU renewal meetings. The station representative signs the MOU to reaffirm the station's status as a qualified 501(c)3 agency, public agency or propriety health care organization. At least 85% of our partners renew their Memoranda of Understanding every 3 years.

Our full-time Program Director, part-time Program Specialist and part-time Volunteer Coordinator are active in our communities and have strong relationships with existing volunteer stations. In Macon County we are a member of an active community group -- Human Service Agency Consortium (HSAC) which is a voluntary association of human service and community agencies which promotes common goals by sharing ideas, identifying needs to improve the community, identify available resources to accomplish the projects, promotes collaborative efforts and public

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awareness of accomplishments in the human service field. In DeWitt County we are active member in the DeWitt County Coalition, made up of community, business, school, and social service organizations. We seek referrals for potential new stations from the coalitions and our current stations. Our Advisory Councils are key in helping us identify community needs for the development of new stations and updating of current stations. We also ask our RSVP volunteers to share with us any unmet needs that they see.

As 3-year Memoranda of Understanding (MOU's) near their expiration dates, our staff, Advisory Councils members and station representatives to evaluate each current station's status in the new focus areas and how it aligns with the National Priorities. If we determine that a station no longer is a good match, we will study reports generated by our Volunteer Reporter software system to determine whether or not the volunteers that serve that station also serve at other RSVP stations (many do.) We will meet with the station representative to explain why we are "graduating" them. We will contact volunteers to offer them alternate volunteer opportunities.

We will be evaluating all stations, job assignments with regard to our long range plans to narrow the focus and concentration of our project and have been offering volunteers the opportunity to either try a new assignment or to continue to volunteer as they have been but without the benefit of RSVP membership. We anticipate a small reduction in the number of volunteers and an increase in the outcomes of national importance.

In order to assure that National Performance Measure outcomes and outputs are measured and collected accurately, we will develop our own Excel spreadsheets to track information. Our Program Director will meet with the volunteer directors and/or executive directors at our stations (especially those in our Primary Focus Area, Healthy Futures) to review their data collection methods and to ensure timely reporting to us. Food Pantries, soup kitchens, etc report client information to the Midwest Foodbank, who in turn makes that data available to us. Outcomes for Aging in place will be developed to measure feelings of satisfaction, less isolation etc. Pre and Post evaluations will be used for education workplans in addition to teacher evaluations.

Both our full-time Program Director and part-time Volunteer Coordinator will meet with station representatives to assess their tracking and measurement tools. Stations that do not meet our

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requirements or who are not forthcoming with their information will be reevaluated and our partnership may be dissolved (the station may be graduated.)

The direct program staff works in concert with the management team of our sponsor, Dove, Inc (established in 1970). Dove, Inc has been our sponsor since we signed up our first RSVP volunteers in 1976. The agency's financial management team includes its full-time Executive Director, who has been with the organization for 2 years and the full-time Finance Director, 16 years, plus one full-time Finance Specialist 4 years. Our program budget is charged 13% for management and general costs. This includes leadership and finance costs, (which is NOT charged to our federal grant nor the 30% required match.) Finance Committee consisting of Dove staff, Community member and Board of Director members. They make financial recommendations and establish the annual budget for Dove, Inc.

The sponsoring agency, Dove, Inc, maintains a separate cost center for our RSVP program, both for revenue and expenses. Our Finance Director uses the Sage 50 Accounting/Peachtree software program. Dove, Inc has managed multiple federal grants for 35+ years. The office is audited routinely and a copy of that audit is sent to the office of the Corporation for National & Community Service (CNCS) each year as it is received. We have had one audit findings in the past two years related to HUD. Internal controls were put in place and corrected. The 2012 audit had no findings. In the last two fiscal years (2009 & 2010) we had findings related to the footnotes explaining the numbers found in our annual audit. We pay the CPA firm to prepare A-133 the footnotes, because it is more cost effective to let the auditors create financial statement footnotes that accompany the financial numbers.

Organizational Capability

Organizational Capacity

* Your plan & infrastructure to provide sound programmatic and fiscal oversight, day-to-day operational support and data collection, to ensure clearly defined internal policies.

Our sponsor, Dove, Inc, routinely updates as needed written job descriptions for staff and its "Administrative Policies and Procedures Manual" which outlines client and staff safety and confidentiality issues, ethics and conflicts of interest practices, nondiscrimination in service delivery

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and employment practices, personnel issues, purchasing procedures and internal policies, travel policy included.

All of the written job descriptions for our RSVP staff have been updated within the past three years. All RSVP staff members in addition to the usual computer programs and resources available are capable of utilizing the program specific software to manage data collection. Volunteer Reporter software is used to record volunteer information, volunteer station information, volunteer hours, and volunteer reimbursements and to retrieve statistics for required reports. The data input for both Macon and DeWitt counties is conducted by the Decatur office. Individual files are maintained for each volunteer and station. The software is on a server that has a daily backup. The software is secured to ensure that only RSVP personnel can access information. RSVP staff communicates on a daily basis to ensure coherency within the two counties. Attendance at workshops and conferences provide additional understanding of program goals and required components. We meet regularly to discuss issues and concerns to keep all channels open between staff and volunteers.

Recruitment of new stations has been on-going and aggressive. The RSVP staff and volunteers are the operators of two agencies: the Community Recycling Center which collects aluminum cans, office paper and plastic bottles and the Dove Children's Clothing Room which offers quality used children's clothing for low income families. Additionally, RSVP volunteers maintain a weekly route for Meals on Wheels and Peace Meals, one day per week assistance at the Northeast Community Food Bank, one day a month assistance at the Good Samaritan Inn (a local soup kitchen) and operates a gift shop in McKinley Court Care Center. This successful partnership with many area stations with the supervision of the RSVP program has been of great benefit to the community and to the senior population.

Donations of various kinds are solicited and tendered from community sources when appropriate. These generous offerings demonstrate the broad base of support RSVP enjoys throughout the served communities.

Each Dove Inc program has written service outcomes which include methods of achieving and measuring these outcomes. Input and oversight for programs is provided by Program Advisory Councils and the agency's Board of Directors. Each program, including RSVP, plans and implements procedures to systematically obtain stakeholder input regarding services. Stakeholders include

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consumers, staff, volunteers, funders, Advisory Council members, and other service providers with whom the program collaborates or coordinates (i.e., in the case of our RSVP Program, "other service providers" includes volunteer station staff.) Each Dove Inc program provides quarterly service reports to the Board. The Management Team, at least annually, reviews the Dove Inc Strategic Plan and progress toward the plan. Short-term goals, direction and program priorities are established to support the agency's mission and its strategic plan which allows the agency to respond flexibly to changing needs and adapt to outcome information which requires a corrective response. Each Dove Inc program, including RSVP develops its own 3-year Strategic Plan.

Dove, Inc, as an agency has 36 paid employees and over 1,000 active volunteers. Volunteer hours typically exceed 130,000 hours per year. Persons receiving services are over 16, 000 per year.

* Descriptions of clearly defined staff positions, including (as applicable) identification of current staff assigned to the project.

Each program staff person has a clearly defined role and a current job description.

Program Director (Charlie Gillaspie): Reports to the Director of Volunteers and Community Relations, Barb Blakey. Provides overall management and administration of RSVP with responsibility for planning, organizing, financial management, personnel, administration, evaluation, community relations, and inter-agency and intra-agency coordination. Develops and oversees an efficient data collection system and ensures program compliance with all relevant regulations and standards. Determines priority service categories based on national and community needs. (Full-time).

Program Specialist (Nicole Turner): Reports to Program Director.

Responsible for volunteer recruitment and placement, maintaining a working relationship with RSVP volunteer stations, coordinates the Dove Children's Clothing Room, assists in the planning and presentation of recognition events and attends and participates in the RSVP Advisory Council to better administer quality volunteer opportunities for older adults. In conjunction with Program Director, is responsible for developing new volunteer opportunities and volunteer stations based on new or evolving community needs. Serves as the primary contact for all new volunteers, matching them with appropriate and meaningful volunteer placement. (20 hours/week).

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Volunteer Coordinator DeWitt County (Silvia Comfort):

Reports to Program Director. Major responsibilities include recruit, train, organize and supervise the volunteers, develop volunteer stations, attends and participates in the RSVP Advisory Council and networks with community groups to increase support for RSVP in DeWitt County. (20 hours/week).

* Your organization's track record in the Primary Focus area, senior service, managing volunteers, and in measuring performance.

In 2013, our RSVP program is celebrating its 37th year of recruiting and managing senior volunteers, matching them with community non-profit partners. Our volunteers have been working within our Primary Focus Area, Healthy Futures (HF), for all of our years. RSVP volunteers have been delivering consistent, quality service since the program was established here in 1976.

The RSVP Volunteer Handbook is an important resource of information for a successful service experience. Each new volunteer is required to complete an orientation program which gets them up-to-speed on procedures and policies and any specific volunteer station training that may be required. Performance measurement has always been an important part of our process as our funders, volunteers and local communities expect it. Receiving feedback from volunteers, the stations and the community is critical information for RSVP to successfully meet the needs in our focus areas. Over the years we have improved upon our procedures for goal setting and measuring our levels of achievement, in part by working with our partners to develop accurate measures and reporting systems.

* Demonstrating strong organizational infrastructure, including:

a) Tangible assets such as facilities, equipment and supplies

Our agency management team includes a full-time Executive Director, Finance Director, and Director of Volunteer Service and Community Relations. In addition to Program Directors (including the RSVP Program Director.) The Management Team and the agency's Board of Directors are responsible for review and revision of agency policies and procedures to manage tangible assets such as facilities, equipment and supplies. Financial policies outline the acquisition, maintenance, accountability and

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disposition of all real property, vehicles and equipment. A physical inventory of assets is conducted annually. Program supplies are inventoried and accounted for at the program level.

b) Governance structure and operations, such as internal policies, purchasing procedures, and personnel management

Written policies and procedures are reviewed and revised as noted above by the agency Management Team and Board of Directors. Policies include a written "Dove Inc Code of Professional and Organizational Conduct" and cover procurement procedures and contracts. Each incoming staff person receives a written Personnel Policies Manual and updates as they occur.

c) Role of a community participation group (advisory council) to ensure input from the community;

The 12-member RSVP Advisory Council includes RSVP members and local business people. They are governed by written By-laws. The Decatur Council meets monthly, on the 3rd Thursday at 1:00 pm. The Clinton Council meets on the 4th Thursday at 10:30 am. The Program Director, Site & Volunteer Coordinator and the Information Coordinator each submit a written report which is circulated prior to the meeting along with a meeting agenda and a copy of the prior month's minutes. An annual evaluation of the RSVP operations is conducted by the Dove Inc Board and presented to the RSVP Advisory Council at the January meeting. A report of the evaluation is submitted to the Program Planning Committee of the Dove Inc Board of Directors.

d) The existence of robust financial management systems and past experience managing federal grant funds.

Dove Inc, our sponsoring agency, has written policies and procedures outlining the design of its accounting systems and program monitoring and reporting. Jim Walters, Dove Inc Executive Director, and Tammy Wilcox, Finance Director, oversee this process. Charlie Gillaspie, RSVP Program Director, receives a detailed Income and Expense Report each month. An annual financial audit of the agency's books is conducted by an independent Certified Public Accountant firm. The audit is available to all funders and the public. The Finance Director uses the Peachtree Accounting system. The agency's Board of Directors' approves the annual budgets. Dove Inc has managed

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multiple federal grants for 35+ years.

* Demonstrate how your organization will adequately sustain the proposed required non-federal share.

While we are only required to have 30% in matching funds, our RSVP program enjoys solid community support and the support of our sponsor in sustaining the required percentages. Dove will call upon our member churches and businesses to raise the non-federal share.

While we are only required to have 30% in matching funds, our RSVP program enjoys community support equal to over 35.6% in matching funds. This includes state (Illinois Department on Aging) monies, donations from churches, individuals and civic groups and profits from Dove's recycling program. Dove has multiple programs in a 5 county area. We continue to be supported by donations and volunteers time. Dove strives to run efficiently as possible the above mention facilities help us to run multiple programs and proves our stability.

Other

NA

PNS Amendment (if applicable)

NA