

Narratives

Executive Summary

Interfaith Community Services, Inc. (InterServ) is a 104 year old human service agency bringing people together in service and advocacy to help children, youth, families and seniors live life more fully and capably. Three counties in Northwest Missouri are served, including the city of St. Joseph. They will have 150 volunteers with a requested allocation of \$36,611, while InterServ will leverage resources to provide an additional \$15,960. Healthy Futures is the chosen primary focus area, where volunteers will be serving in capacities including: food security, health accessibility, and aging in place. Outcomes for this project will be met by implementing and promoting volunteer activities such as companionship and food delivery, which will assist homebound and older adults and individuals with disabilities, so that they report having increased social ties and perceived social support. Additionally, volunteers will assist food pantries with both the acquisition and distribution of food, with the outcome achieved of increasing food security within families who receive the services. Volunteers will also assist seniors with healthcare accessibility by counseling clients through Medicare Part D enrollments.

Strengthening Communities

RSVP serves Northwest Missouri counties of Buchanan, Clinton, and DeKalb (BCD). The area is comprised of rolling hills, pasture land, flat river bottom crop ground, tall rocky bluffs, small rural towns, and one city---along the Missouri River. BCD Area's combined population is 122,840 based on the 2010 US Census (89,201: 20,747: 12,892: 7,945 respectively). The BCD population aged 65 years plus, 14.1% (14.2%: 14.9 %:13.2% respectively). All but DeKalb County fall significantly above state (13.5% MO) and national (12.9%) averages. Of St. Joseph's 2010 US Census population of 76,803, there are 10,596 persons age 65 or older (13.8%). From this data it is apparent that there is a significantly higher percentage of senior population in the BCD Area which can continue to benefit from federal funds allocated to increase the impact of volunteer service on community needs, which obviously include providing health care/access for an aging population; engage participants consistently with satisfaction, meaning, and opportunity; maximize the value of resources to the sponsoring agency, partners, and participants; and fortify RSVP management operations and sustain a capable responsive and accountable organization. Northwest Missouri Region's media and market center is Missouri's fifth largest city, St. Joseph, located in Buchanan County. A very high majority, 84% who live in St. Joseph work there, with only a 12% work migration out of the BCD Area. Even after the 500-year-flood of 1993 caused the closing of a medical supply manufacturing factory and in

Narratives

the same year, a pork processing plant closed resulting in the loss of 1,700 jobs leaving St. Joseph, the area workers stayed but were faced with very limited employment opportunities through industry and manufacturing, and a stagnate economy. The fortitude to pull together, solve problems, and survive where others fail is rooted deep in the beginnings of this area and shows that individuals, agencies, and organizations are willing to convene to strategically integrate programs and services to meet community needs, especially for the most vulnerable. Today, BCD Area's wealth is very polarized, with million dollar homes east of Interstate 29 and many neighborhoods toward the river in complete deterioration in St. Joseph. The high percentage (15%: 10.5%: 16.1% respectively) of persons living below poverty who have the challenge of possibly not knowing where their next meal will come from, is also an issue in the community. Both family and children under 18 poverty rates are higher than state (13.5% MO) and national (13.2%) levels. When evaluating which focus area to pursue as the Primary Focus Area, a quick look at just Buchanan County's 2011 data reports provides insight to the urgency of health issues in the area. An aging population above state and national averages, as stated previously, compounds these issues, as aging with existing health issues increases future costs and complications. County level data reports 21% fair/poor general health, 11.6% no health care coverage, 19% cigarette use, 39% high blood pressure, 68% weight risk (29.2% overweight, 38.8% obese), 11% asthma and 22% diabetes. Even more alarming is that of the 11.6% with no health care coverage, 9.2% of that population has gone more than 5 years without coverage. Additionally frightening is that for the first time since 1999, when the tracking of these numbers began, the amount of the local population that is not participating in any physical activity outnumbers those individuals including physical activity in their routine, 50.5% to 49.5% comparatively. While these numbers may seem challenging to work with, the community members are obviously working to increase their health, as cigarette usage has dropped from 27.9% in 2009 to 19% in 2011. These numbers do show signs of hope for personal health and well being within the community. Due to these factors showing the need and also the opportunity for improvement, Healthy Futures is the chosen primary focus area for this RSVP project. Volunteers will be serving in capacities including: aging in place, health accessibility, and food security. Outcomes for this project will be met by implementing and promoting volunteer activities through three sets of Healthy Future workplans including: companionship and food delivery, which will assist homebound and older adults and individuals with disabilities, so that they report having increased social ties and perceived social support. Additionally, volunteers will assist food pantries with both the acquisition and distribution of food, with the outcome achieved of increasing food security within families who receive the services. Aging in Place has become a familiar hot topic issue within

Narratives

the community. InterServ has been a resource to seniors for many years, so naturally they have a role in providing assistance to the Aging in Place movement. InterServ's RSVP has recently shifted focus to support projects that help seniors and people with disabilities remain in their homes safely with dignity and social support through a range of different work stations. Volunteers are helping to assemble and deliver meals to homebound individuals through the Mobile Meals program, installing Life Lines for senior clients through InterServ's In Home Services, assisting with household maintenance to keep frail seniors safe with the Handy Hands program, and serving as hospice companions to seniors and support for their families, as they say goodbye to their loved ones during this last chapter of their lives. These activities will provide volunteers with a variety of opportunities to engage with seniors based on their respective skill-sets, while achieving the National Priority Measures' outcome of increased social ties and perceived social support for homebound individuals. A survey to measure the progress regarding the outcome will be designed if the much anticipated Senior Corps Independent Living Performance Measure Survey is not available at the time the grant begins. Health care accessibility education is a need InterServ's RSVP has been addressing since 2005, when Medicare Part D education became a priority. A one-stop referral service for seniors with questions about health services, RSVP keeps a current listing of all resources within the three counties. One volunteer station, InterServ Community Leaders Assisting the Insured of Missouri (CLAIM) trains and certifies volunteers through the state contractor for state health insurance programs so they can provide Medicare assistance services, including daily service during annual enrollment in Part D prescription drug plans for the RSVP three counties and most of Northwest Missouri. No other agency or organization provides this level of programming that is needed by seniors and the disabled who are on fixed incomes, trying to manage their own affairs. Last year, during Part D enrollment the RSVP Volunteers served 258 individuals, enrolling some in additional low income assistance programs that met all of the client's prescription needs with no or very little out-of-pocket expenses. This program receives an immense amount of media attention and provides the perfect opportunity for a RSVP Volunteer trained as a spokesperson to always promote RSVP and volunteering with each interview. Another facet to the health access education workplan which is currently being implemented includes health information distribution by stationed volunteers at senior housing units. RSVP volunteers play a vital role in providing health information for seniors living in these senior housing complexes. The major function of the volunteers is to provide service at the front desk of the complexes, by having materials and resources readily available for residents. They serve as a vital resource for seniors to obtain health information regarding Medicare Part D sign ups and the opportunity to obtain a "Vial of

Narratives

Life Kit." RSVP provides community health resource and referral packets to each housing complex for distribution to their residents by the volunteers. The Health Education Attendance Log, provided by CNCS, will be used to track and record the number of participants obtaining health education from our workplan. Finally, the last workplan focusing on the Healthy Futures area addresses the need for food security within the community. Increasing food prices and economic conditions, that are decreasing opportunities for employment in the BCD Area, creates a spike in the requests for need at all of the local food pantries in the three- county area. Volunteers will assist food pantries with both the acquisition and distribution of food, with the outcome achieved of increasing food security for individuals and families who receive the services.

Veterans/Military Families St. Joseph is home to the 139th Airlift Wing of the Missouri Air National Guard. Families in Buchanan, Clinton, and DeKalb County all have members proudly serving today, as did the many veterans who live here that fought in the World Wars, Korea, Vietnam, and other military actions. A recent relationship has been established with Veteran Services and two RSVP Volunteers who are veterans have been identified to begin building a team of veterans and those wanting to help veterans. The goal is to begin to look at how RSVP can accelerate outreach to let veterans and military families know about services in which they qualify, but are not utilizing. Building this team will not be difficult because in Northwest Missouri , you do not have to look far to find American pride evident in the faces of community members who form lines to protect family members of fallen soldiers during protests, in the voice of a RSVP Volunteer who is a retired Navy linguist helping an immigrant learn about the steps for citizenship, and the waving stars and stripes found hanging from porches.

Recruitment and Development

A successful volunteer program is hinged upon good quality recruitment of volunteers and development within programming that supports those volunteers. The Advisory Council has worked with the RSVP Director to discover that the most effective recruitment method includes volunteers sharing their personal stories and presenting a "call to action." Using print strategies in the past, such as newsletters and faith-based bulletins, to raise the benefits of being a part of RSVP such as opportunities to build new skills, develop leadership, discover new friendships, explore new careers, experience self-satisfaction of serving others, and improved quality of live the strategies for promotion have expanded. Over the last year, there have been feature articles in the newspaper about volunteers, RSVP Volunteer Stations, and RSVP program initiatives, and on the 6PM and 10PM TV news. Also,

Narratives

the local cable station designed and ran an extensive promotion campaign for one RSVP program initiative. During every media opportunity RSVP Spokesperson Volunteers actively showcased their talents and then put forth a call-to-action of individuals of all ages to 'connect the dots' along with them. New volunteers do often list the media broadcasts as their reason for contacting the office to register. This shows that human interest stories about the work that those accomplish through volunteering and the value of volunteerism to the community, does resonate with the public. Additionally, a new recruitment focus is currently being established, which revolves around five volunteer recruitment requests to the public per month, including TV interviews, newspaper articles, press releases, radio interviews, mass emails, Facebook ads, and public speaking engagements. These methods will be tracked to ensure they are taking place on a regular basis, and surveys will be administered upon registration to track how successful these recruitment efforts are.

Traditionally, volunteers have also been recruited through churches, service organizations and personal invitation from existing members of RSVP. In addition, technological communication will be used more through the Internet, social media avenues such as a Facebook Group to reach larger numbers of individuals, sharing the benefits of volunteering and keeping current volunteers engaged. RSVP uses its sponsor agency's website and links to United Way's online volunteer center. Census data shows the number of people 55 or older in the area will double in the next 10 years. Many in this age group are communicating online, professionals involved with targeted service groups, and are looking for meaningful ways in which to give back. After much discussion at advisory council meetings, the members came to a consensus that there seem to be two types of people who retire: those who enjoy retirement and the freedom it has to offer and those who get bored enough to look for a part-time job. The council wants to bridge the new retirees who need the structure and purpose that a career provides, straight into volunteering after retirement, in avoidance of the after retirement "hobby job." Recognizing that individuals have varied interests and skill sets, RSVP works to grow and expand its menu of volunteer opportunities within the chosen Primary Focus Area, Healthy Futures. With the significant increase of retiring Baby Boomers, RSVP is working with local Human Resources departments to put together volunteer opportunity retirement packets, showcasing ways to be involved using their talents in RSVP workplans.

Through a strong relationship with the local United Way, RSVP is providing technical assistance as a collaborative member of CVRN, Community Volunteer Resource Network. Through monthly networking meetings, planned trainings, and community events designed to promote volunteering,

Narratives

multiple organizations and agencies from diverse backgrounds are coming together, many for the first time ever. The area's emphasis has shifted from the status quo to actively seeking out areas of community need across diversity, assessing each volunteer's talents and what interests them, and then placing them in volunteer jobs at stations where they can make the most impact. These methods will remain part of the strategy for procuring new volunteers because of past success and continue the development of looking to provide opportunities from individuals with varied skill sets and life experiences.

Maintaining good volunteer relationships is much more efficient and beneficial to project investors than frequent volunteer turn-over and new recruitment. According to the 2010 RSVP Volunteer Satisfaction Survey, 100% reported that they feel they are making a difference in the lives of others. They report that they are satisfied with their job placement and volunteer station. Ensuring that volunteers enjoy their position and activity is vital to the stability of the program. Steps are being put in place to provide better orientation to the RSVP program, assure adequate volunteer training at the volunteer station by close detailed contact with station leaders, and confirmation that volunteers are performing well to recognize them for their efforts. Currently, an intake process registers and provides orientation to the volunteers in person on a one on one basis by the director, followed by a placement based on their specific talents and interest in service. In the future, two-week and six-month placement phone calls will be made to both the volunteer and the volunteer station to access placement and record findings in the notes section of volunteer and station profiles in Volunteer Reporter. Recruitment and Development: Diversity and Inclusion In an effort to serve and recruit those whose diverse backgrounds and abilities enrich our community, RSVP positions volunteers at volunteer stations where immigrants, minorities, those with disabilities, and people of diverse backgrounds live, work or have easy access to services. Overwhelmingly, the BCD Area residents consider themselves Caucasian, a small percentage report African American, and growing numbers of individuals report Hispanic. Realizing race is not what makes up a diverse community, many other differences are appreciated. An especially significant RSVP initiative that does this is the income tax preparation program centrally located at a local non-profit on the city bus route, and disability accessible by having parking right by the entrance. In addition, bi-lingual RSVP Volunteers are available for Spanish and English translation in the community whenever necessary. Another example of diversity, RSVP provided referral assistance when a Volunteer Station requested

Narratives

information about providing sign language assistance at a local training. A culture of inclusion has created a tapestry of RSVP Volunteers of diverse race from differing cultures and abilities, all with unique talents for service to the community creating a better quality of life for everyone. Veterans, those in the military and military family members, have always been a part of RSVP but have not been singled out and identified. Included in quality control and the monitoring of volunteer and volunteer stations, which is one of two main goals next three years, these valued Americans are being self-identified and entered into Volunteer Reporter using an identifying code. Systems level partnership exists with the Veteran Services and Employer Resources for the Guard and Reserves. Also, direct service has been given in tax preparation for many clients who self-identified themselves with membership in Veterans of Foreign Wars and Disabled American Veterans. Over the last year, RSVP has identified a few veterans through direct contact in their RSVP Volunteer roles at several Volunteer Stations. They are filling food pantry orders, providing translation and interpretive services, enrolling seniors in Medicare Part D, and completing income tax returns for those over 60 and low/moderate incomes. Finally, an understanding that retention and recognition go hand-in-hand when managing volunteers is essential. Each spring a volunteer recognition event is held to praise the volunteers for their work and provide the opportunity for people from different volunteer stations to socialize. Last year over 150 volunteers attended the recognition event, and plans are already being made to promote the next event. Additional recognition functions include hand written thank you notes, submissions about volunteers and their activities to the local news paper, and spotlights in the RSVP newsletter. Everyone wants to feel valued, and volunteers deserve to know just how much they mean to an organization and the community.

Program Management

Over the last three years an organizational structure has been enhanced to create a more efficient and effective program. Already adapt at tracking volunteer hours, other necessary components have been put in place to further facilitate the management, especially in the area of Volunteer Stations. A station handbook was created that includes a new Memorandum of Understanding document based on CNCS requirements; an accessibility check list adapted from the University of Wisconsin Extension; procedures narrative written into an indexed guide; a new more detailed and inclusive volunteer registration form; a job opportunities listing representing all the Volunteer Stations; a RSVP Benefits form based on the federal statutes informing and collecting necessary data; new job description and job assignment forms; and helpful sample forms for conflict of interest and confidentiality. It should be noted that we have chosen to take a proactive approach to the new

Narratives

National Performance Measures requirements.

Since mid 2012, the RSVP Director and Advisory Committee have been planning and transitioning the programs to move with the new direction RSVP has taken. They worked diligently with the local United Way to take the programs that no longer could viably work as RSVP work plans and house them as "United Way Community Volunteers." This was their approach to strategically "graduate" volunteer stations. They took this approach so that the volunteers would still feel valued and very much a part of something, as they have for all of the years with RSVP. This process also strengthened their relationship with United Way and helped many agencies in the community understand RSVP's new changes. This has meant an initial reduction of the number of volunteers and the hours they record. However, part of the transition process has included strategic attempts to recruit for the new priority areas from the pool of volunteers now moved under the United Way Community Volunteers' "umbrella." Going into the competitive grant cycle, the RSVP Director felt like this proactive approach enabled the agency to be confident that they can accurately gauge what they're capable of accomplishing in the next three years as a CNCS grant recipient. Now that they have spent the last year "pruning back the bushes," they are ready to hit "full bloom."

Currently, an intake process registers and orientates the volunteers followed by a placement based on their specific talents and interest in service. In the future, two-week and six-month placement phone calls will be made to both the volunteer and the volunteer station to access placement and record findings in the notes section of volunteer and station profiles in Volunteer Reporter. This is also the opportunity to confirm with the stations that the activities taking place are in compliance with RSVP guidelines, the assigned service activities are being accomplished, and all paperwork is up to date, including the station MOU. Only through evaluation can a program be determined to efficient and effective. An annual volunteer survey is mailed in the September issue of the newsletter that goes to active volunteers. The survey was rewritten in 2010 to better align with CNCS strategic priorities of service as a solution, expand opportunities to serve, building enduring capacity, and embracing innovation. This survey did not only serve as a satisfaction survey but also gleaned information about the volunteer's perception of the impact they were creating in the community. Progress towards reaching goals, objectives, and work plan outcomes is monitored on a monthly basis by the work teams with the chair submitting written mid-year benchmarks and a full annual report to the Advisory Council that aligns with the annual progress report submitted to CNCS. The InterServ Board of Directors also receives a monthly report from the RSVP Advisory Council Chair, prepared in junction with the RSVP Director that reviews goals, objectives and reports outcomes reached

Narratives

determining the program's effectiveness in meeting the needs of the community. In addition, all data gathered by the Advisory Council and sponsor's Board is reported to the United Way of Greater St. Joseph during its annual spring allocations process. Here it is reviewed by community volunteers charged with diligently determining the effectiveness of United Way partner agency programs. The Advisory Committee will also administer a self-assessment of RSVP's accomplishments and impact on communities served.

InterServ RSVP already has an outstanding organization track record within the Healthy Futures priority area, even before naming it as the chosen focus area. With a Mobile Meals delivery program operating for well over 40 years that simply could not survive without RSVP volunteers, a Medicare Part D counseling program organized and executed by volunteers going strong after 6 solid years of growth, and a food pantry assistance program in existence over 30 years, due to the dedication of volunteers acquiring and distributing food to individuals and families. InterServ RSVP understands how to manage volunteers within these opportunities and also how to track and report performance in these workplans. The measurable outcomes on these projects are part of the annual reporting to the local United Way.

It is also important to note that the Advisory Committee has been handpicked to match the description given within RSVP Regulations including: "people who are knowledgeable about human and social needs of the community; competent in the field of community service and volunteerism." The committee includes members who have been recognized for their significant contribution to the community through the YWCA Women of Excellence Awards. The committee members also understand the administrative and program responsibilities and are knowledgeable concerning the capabilities of older adults. There is also a diverse composition of members, across income factors and disabilities. This diversity allows a reach much deeper into the community to recruit and advocate for RSVP.

Organizational Capability

RSVP's sponsoring agency, InterServ, has over a century of successful history managing volunteers in programming. In 1909, the now United Methodist Women, appalled at the inability of young immigrant families to assimilate into their new culture, began to help them learn the language and navigate the streams of change. These women--all volunteers--developed services to the impoverished, offering mothers the basic necessities to grow and develop--milk and parenting skills in the form of a Mothers' Club. Volunteerism drives the agency as exemplified by InterServ's reliance last year on 59 RSVP Volunteers and other volunteers to deliver meals to 250 home-bound seniors as they

Narratives

have done every day for more than 40 years. InterServ's Southside Youth Program began as an effort to address the issue of vandalism and lack of school success by engaging teenagers with nothing to do. Volunteers, led by a staff person, engaged these young people first in playing basketball and then in weightlifting in an attempt to quell vandalism and property damage. As a result of volunteer service, InterServ's Youth Program has spawned two Olympic weightlifters, countless young athletes who finished school and went on to live productive lives, and our current Youth Director who served as the women's weightlifting coach in the 2008 Olympics held in Beijing, China. Without the service of hundreds of engaged and empowered volunteers through the RSVP program, many of the programs offered through InterServ's nine departments have successfully offered to the community might have withered on the vine years ago. A large organization with 11 facilities and over 100 staff members who provide services from daycare/preschool to In-home services and from food pantry to homeless transitional housing, RSVP is and has been an integral part of InterServ for over 40 years. Working together, InterServ and RSVP volunteers accomplish its mission and likewise, currently assist 15 Volunteer Stations at other organizations and agencies throughout the BCD Area. It is the collaborative and convening nature to solve problems that makes InterServ the perfect sponsoring agency for an effective and efficient RSVP. Trusted in the community and always looking for innovative projects and programs to meet the needs of the most vulnerable, other organizations and agencies look to InterServ for leadership and rely on them to pull together the right organizations, agencies, and people to get desired outcomes. Administrative staff lends over 80 years of combined expertise to the program. David Howery, LCSW, Executive Director for 11 years, brings more than twenty years of nonprofit agency leadership to the agency. Randy Sharp, MBA, serves as Associate Director of Operations and has 18 years with InterServ along with background in operations, PR and marketing, fund procurement and program management. Ray Underwood, MBA, Associate Director of Finance, brings 24 years of accounting and accounting experience to the position. Ray has refined accounting processes according to GAAP standards into a Board-approved Financial Policies and Procedures Manual. Jeanne Archer, Associate Director of Compliance, brings a social worker's perspective to programming and 24 years experience at InterServ administering funds from FEMA, United Way, HUD, and state contracts. Brandy Meeks, InterServ Volunteer Services Director and the RSVP Director, has 6 years of experience in the nonprofit community. She has successfully begun two satellite offices for Big Brothers Big Sisters in Northwest Missouri. Her primary passion and focus is on volunteer management, recruitment and development, but she also has strengths and experience in executing work plans, grant writing, and communication. The RSVP office is comprised of a director

Narratives

who works part-time at 85% usage, a secretary who is utilized at 15.81%, a computer operations manager at 10.2% and a janitor at 5.24% that are provided by InterServ. InterServ's financial matters are managed by a staff of four, audited annually according to FASB. Competent in managing both state and federal grants, the agency has received grants through Housing and Urban Development Permanent Housing, Federal Emergency Management Agency, AmeriCorps, Internal Revenue Service-Tax Counseling for the Elderly, Missouri Housing Trust, Area Agency on Aging, and Community Development Block Grants, as well as several state contracts. Each month, the RSVP Director receives two financial reports, general ledger activities and budgetary comparison schedule. InterServ's very foundation rests upon volunteerism, with over 100 years of history incorporating volunteer service into programs that improve living conditions for people in our community. The agency's success has been intricately entwined with its service to seniors. In addition to volunteer opportunities through RSVP, InterServ offers services to seniors in the form of housekeeping and in-home personal care, medical, financial counseling and assistance, tax preparation, and nutrition. Many of our RSVP Volunteers get involved with us through services to their family or friends who are seniors. No stranger to impact-based programming, InterServ is a community partner of one of the first United Way's to use outcomes to measure the success of and need for programs and services in mid-1990. InterServ staff and volunteers know and appreciate the value of outcomes in realizing mission because they have been immersed in the logic model and outcome measurement processes as a part of leadership, management and daily operations for nearly 20 years. Annual performance reviews are conducted by InterServ Administration and presented for review to the InterServ Board of Directors. In addition, staff members are integral parts of the budgeting process, which includes a review of programming in regard to its continued need in the community each month with reporting of participation statistics and financial reports. InterServ consistently scores high through the United Way allocations process, which closely reviews needs, programming and expenditures of financial and human resources, because of its continual internal evaluation which creates the ability to make the most of allocated funds in creating impact in the community. InterServ's evolution over the past ten years into a resource in the community for seniors, children and youth, and families in crisis illustrates its commitment to continuous improvement. Further evidence of its business practices is the longevity of employees--in its century history it has had only four Executive Directors and many staff members have been with the agency for more than 15 years! The RSVP Director attended the New Director training in February 2012, completed United Way's Leadership program, and attended the Points of Light Conference for the second time in June 2013. All are invaluable in addressing

Narratives

learning curve issues in a complex and diverse position. Likewise, a relationship with regular communication exists between the RSVP Director and the assigned CNCS State Program Officer. InterServ's Associate Director of Operations attended the CNCS National Conference last year to better understand the transitional change that RSVP is experiencing so that he might better mentor a new director and respond to questions from the volunteers about transitions they were making to stay in compliance with CNCS expectations. InterServ and the RSVP Director feel this was a good strategic move and currently RSVP of NWMO is strong and positioned to maximize opportunities for significant community impact.

In-kind resources are negotiated and secured documentation is kept on file by RSVP staff. All financial resources are managed by the accounting staff of the sponsoring agency. Fundraising events such as quilt raffles and booths at local festivals meant to sustain the project are managed by RSVP Advisory Council members or key volunteers recruited for that purpose. RSVP and sponsoring agency staff solicit donations and grants from individuals, trusts, and through state and local grants and contracts to provide and manage volunteer services in the area. Participation in the Missouri CLAIM and federal TCE program heightened RSVP's profile in the area while providing necessary services to elderly and low/moderate income people. The YWCA is providing space for this program in-kind, an \$8,000 value.

Other

NA

PNS Amendment (if applicable)

NA