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Executive Summary

EXECUTIVE SUMMARY

Box Butte County RSVP is well established with a forty year history of providing high quality volunteer opportunities that meet important community needs. The RSVP office is located in Alliance, NE and serves the City of Alliance and Village of Hemingford. An estimated 443 RSVP volunteers will serve 58 Box Butte County nonprofit, governmental and health care stations. Volunteers will provide a number of service activities including food delivery, transportation, companionship, coaching, food collection and tutoring in public schools. The primary focus area of this project is Healthy Futures. Box Butte County has approximately 24% of children under 17 living below poverty and 15.1% of population over 65 of which 14.2% of our older adults live below poverty. Food insecurity is high for our most vulnerable populations. In addition, many of our older adults need social connection as well as help with the basics of daily living. An article printed by Mayo Clinic, Senior Health: How to Detect and Prevent Malnutrition, September 23, 2009 states that one of the biggest contributors to malnutrition is a solitary life -- and the loneliness and depression that goes along with it. At the end of the 12 month performance period, at least 100 homebound or older adults and individuals will experience increased social support due to receiving delivered food, transportation, companionship and other helps. This is just a sample of the services provided through an organized and well managed network of volunteers and volunteer stations. Volunteer stations are located throughout the service area and include schools, nursing home facilities, art centers, museums, libraries, faith-based organizations and many more. The CNCS federal investment of \$32,866 will be supplemented by \$58,000 of non-federal resources.

Strengthening Communities

PART II -- SECTION B. STRENGTHENING COMMUNITIES

Community Description

Box Butte County is located in the northwest Panhandle of Nebraska. Geographically, it is the largest of 93 counties in the state and includes the city of Alliance and the village of Hemingford. Alliance was the first city in Nebraska to adopt the city manager form of government. The City of Alliance will sponsor and give oversight to Box Butte County RSVP, which serves both Alliance and Hemingford.

KEY ECONOMIC FEATURES

The Burlington Northern Santa Fe railroad is the number one employer in Alliance with more than 1,800 men and women on their payroll. The railroad transports millions of tons of coal and other

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products through Alliance each year.

The Parker Hannifin plant employs 255 people to manufacture and ship approximately \$70 million of industrial rubber and plastic hoses annually.

The local Pepsi Cola of Western Nebraska distribution center based in Alliance, provides more than 40 jobs and distributes 970,000 cases of beverage products annually.

Box Butte General Hospital (BBGH), is a critical access hospital with 25 beds for all patient types -- acute, observation, swing, intensive care and OB, with a staff of more than 200 employees providing a variety of services. BBGH also offers a variety of outpatient services through its multi-specialty clinic. The hospital has three clinics including the Sandhills Family Center and two satellite clinics located in Hemingford and Hyannis.

Agricultural and Ranching industries also play key economic roles in Box Butte County. The National Agricultural Statistic Services conducts a census every five years. Therefore, the most recent United States Department of Agriculture (USDA) statistics is from their 2007 Census - Agriculture County Profile, which states that there are 466 farms in Box Butte County covering 670,815 acres of land. Box Butte County is ranked number one of 93 counties in Nebraska for both sugar beet and potato crop sales with a total over-all crop sales value of \$96,369,000. Box Butte County is ranked 26 of 93 counties for cattle and calves sales with sales totaling \$92,419,000 for 2007.

GEOGRAPHIC FEATURES

Box Butte County is named after a rectangular summit or butte located 17.3 miles northeast of Alliance and has an average elevation of 3,996 feet.

Box Butte County is located in a semi-arid ecosystem consisting of mostly sandy grasslands used for farming and ranching.

Physical features include two valleys, two summits, 12 creeks, and two small lakes.

According to the Nebraska Department of Natural Resources, the annual rainfall average is 12 inches.

DEMOGRAPHIC FEATURES

Box Butte County consists of 1,075 square miles of land and three square miles of water with a 2010 population density of 10.5 per square mile as compared to 22.8% average density for Nebraska.

Nebraska Workforce Development reports a 4.7% unemployment rate in Box Butte County for February 2013. The 2010 U.S. Census Bureau estimates the population of Box Butte County at 11,308 and includes the city of Alliance (8,491) and the Village of Hemingford (803). A more recent 2012 U.S. Census Bureau population estimate is 11,317 for the county and include Alliance at 8,548 and Hemingford at 802. 2012 U.S. Census Bureau figures indicate the population of Box Butte County is:

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83% Caucasian, 9.7% Hispanic or Latino, 4.1% Native American, 0.6% African American, 0.4% Asian, 0.1% Native Hawaiian and other Pacific Islander, and 2.1% from two or more races. According to the U.S. Census Bureau, the Box Butte County average household income in 2011 was \$44,118, which is 8.7% less than state average.

PRIMARY FOCUS AREA: HEALTHY FUTURES

U.S. Census Bureau 2012 statistics shows 16.6% of Box Butte County population or 1,877 persons live below the poverty line, 4.6% higher than the Nebraska State average. Statistics also indicate 15.4% or 1,743 persons in Box Butte County are 65 years and older. The Meals on Wheels Association of America Foundation learned in a November 2009 study titled, "Senior Hunger in the United States: Differences across States and Rural and Urban Areas" that senior hunger in America is not improving.

In fact, 700,000 more seniors face hunger issues. The report also states that 38% of seniors at risk of hunger have incomes below the poverty level. In a typical year, the rate of risk in non-metropolitan areas has exceeded that of metropolitan areas, but because the majority of seniors live in metro areas, the recent rise in overall food insecurity is primarily due to an increase in metro areas.

According to the U.S. Census Bureau, in 2010, more than 1.8 million people live in the state of Nebraska. 13.5% of the population is over 65 (slightly higher than the national average of 13%) and 25% of the populations are children under the age of 18. Too many of our citizens are at risk of hunger, particularly the oldest and youngest members.

Food pantries and food co-ops assist families with resources to meet basic food needs. With the aging of the U.S. population, increased attention is given to delivering health and related services to older persons in the community as well.

According to the 2010 Henry Kaiser Family Foundation State Health Facts, 9% of seniors and 18% of children (age 18 and under) in Nebraska are living in poverty.

Community-based services such as Meals on Wheels, food pantries and congregate meals understand the importance of serving our aging population because adequate nutrition is critical to health, functioning and the quality of life.

Good nutrition is critical to senior health, but many older adults do not eat right. An article printed by Mayo Clinic, Senior Health: How to Detect and Prevent Malnutrition, September 23, 2009, states that malnutrition begins at home. For instance, older single adults, even those who are energetic and self-sufficient, often do not cook for themselves. Shopping and preparing food becomes more difficult, which reinforces the tendency to subsist on easy but empty meals. The article quotes that one of the biggest contributors to malnutrition is a solitary life -- and the loneliness and depression that goes

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along with it.

A study published by the Federal Interagency Forum on Aging, Older Americans 2010: Key Indicators of Well-Being, indicates 18% of women and 10% of men age 65 and older report depressive symptoms. Social contact, like what is provided in a congregate meal setting, has a positive effect on eating well and increases morale and well-being.

In Box Butte County 15.1% (compared to 13.5% for the state) are age 65 and older. Of the total Box Butte County population of 11,308, 14.2% (compared to 11.8% for the state) fall below the poverty level. Box Butte County has approximately 24% of children under 17 living below poverty. Food insecurity is high for our most vulnerable populations. In addition, many of our older adults need social connection as well as a little help with the basics of daily living. An article printed by Mayo Clinic, Senior Health: How to Detect and Prevent Malnutrition, September 23, 2009 states that one of the biggest contributors to malnutrition is a solitary life -- and the loneliness and depression that goes along with it. RSVP volunteers are willing to use their own vehicles to provide transportation, companionship and other helps that will allow older adults to live independently and enjoy greater social connection.

51% or 176 unduplicated Box Butte County RSVP volunteers out of a total of 343 volunteers and 21 of a total of 60 station partners will be used as effective means to address the Healthy Futures Primary Focus Area. Food pantries, Meals on Wheels and commodities will improve the nutrition of people, primarily older adults, who are at-risk of malnutrition. The Family Focus Coalition Backpack program will alleviate student hunger during the regular school year.

Volunteers will meet the Healthy Futures: Obesity and Food Focus Area by providing necessary support assistance including food collection and distribution for local food pantries, public and private schools, Western Community Health Resources, YMCA and the hospital. Volunteer activity will include preparing weekend backpacks with food for hungry students, collecting, sorting and distributing food at local food pantries.

Volunteers will meet the Healthy Futures: Aging in Place Focus Area by providing companionship, food delivery and transportation to homebound and/or older adults and individuals with disabilities and other services that allow them to live independently. RSVP volunteers will provide services to 130 homebound or older adults and individuals with disabilities.

Volunteers will deliver Meals on Wheels to an average of 15 homebound adults throughout the reporting fiscal year. Volunteers will use their own vehicles to pick up prepared meals from BBGH and deliver them to eligible homebound individuals. To collect the National Performance Measure

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Output H8. Number of homebound or older adults and individuals with disabilities receiving food delivery from RSVP volunteers, RSVP staff will collect the number of BBGH Meals on Wheels Client's from BBGH staff once during the program year. To collect the National Performance Measure Outcome H9. Number of homebound individuals who report having increased social ties/perceived social support due to receiving Meals on Wheels delivered by RSVP volunteers, BBGH staff will conduct a Meals on Wheels client survey once during the program year.

Volunteers will use their own vehicles and provide an average of two hours of transportation each month during the project fiscal year to 50 older adults and individuals who will be transported to appointments and/or shopping, as needed throughout the program year. The desired outcome is at least 40 homebound or older adults and individuals with disabilities will report having increased social ties/perceived social support due to receiving transportation or other services from RSVP volunteers. RSVP staff will match volunteers willing to provide transportation with older adults and individuals with disabilities who are in need of transportation. To Measure National Performance Measures Output H8. Number of older adults and individuals with disabilities receiving food, transportation or other services that allow them to live independently, RSVP staff will require both volunteer and client to sign a RSVP Letter of Agreement prior to services rendered. RSVP staff will conduct a transportation survey annually to measure the National Performance Measure Outcome H9. Number of older adults or individuals with disabilities who report having increased social ties/perceived social support due to transportation received by RSVP volunteers.

Volunteers will provide an average of two hours of companionship and other services each month to 50 homebound and/or older adults and individuals. The desired outcome is that at least 40 homebound or older adults and individuals with disabilities will report having increased social ties/perceived social support due to receiving companionship and other services from RSVP volunteers. RSVP staff will match volunteers willing to provide companionship & other services with older adults and individuals with disabilities who are in need of companionship & other services. To Measure National Performance Measures Output H8. Number of homebound or older adults and individuals with disabilities receiving companionship or other services that allow them to live independently, RSVP staff will require volunteers and clients to sign an RSVP Letter of Agreement prior to service rendered. RSVP staff will conduct a companionship survey annually to measure the National Performance Measure Outcome H9. Number of older adults or individuals with disabilities who report having increased social ties/perceived social support due to the companionship received by RSVP volunteers.

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Volunteers will meet the Healthy Futures: Access to Care focus area by assisting Panhandle Public Health District with information distribution. Volunteers will also provide coaching service for local elder care centers and the YMCA. Coaching service includes leading clients in activities designed to promote health education through exercise and social interaction and to promote healthy mental state. The desired output is for at least 300 clients who will participate in health education programs. To measure National Performance Measures Output H4. Number of clients participating in health education programs, RSVP staff will collect data from the station partner's activity log annually.

Volunteers will meet the Healthy Futures: Obesity and Food Focus Area by assisting local food pantries or other nonprofit organization collect, sort and distribute emergency food supplies. The desired outcome is that 300 individuals will report increased food security of themselves and their children (household food security) as a result of CNCS supported services. To measure National Performance Measures Output H10. Number of individuals receiving emergency food from food banks, food pantries, or other nonprofit organizations, RSVP staff will collect the number of clients served from food pantry staff once annually. RSVP staff will enlist the cooperation of the food pantry's staff to conduct a pre/post survey annually to measure the National Performance Measure Outcome H12. Number of individuals that reported increased food security of themselves and their children (household food security) as a result of CNCS supported services.

In addition, volunteers will manage volunteers, garner donations, provide food pantry support, support blood drives, and train volunteers under the Capacity Building service activities, assist Habitat for Humanity with building skills, calling for volunteers and recruiting workers to meet the Economic Opportunity: Housing focus area. Volunteers will assist teachers in classrooms, serve as reading coaches, and provide mentor service to youth to meet the Education focus area community need. Volunteers will provide a wide variety of services to meet Other Community Priorities focus area. 4% or 14 unduplicated volunteers will be placed in assignments at volunteer workstations that address veterans and military families. Volunteers will assist the Box Butte County Soldiers Support Group with supportive service to collect select items to send to deploy Box Butte County service men & women. Volunteers will assist with duties associated with the Nebraska State Veteran's Cemetery. Activity includes hospitality, tour guide and ceremony duties. Volunteers will serve at the American Legion Club and Veteran Services for special events that honor veterans and military families. For example, volunteers will assist with the annual Memorial Day services and the Veteran's Day parade, and volunteers will assist Daughters of the American Revolution prepare and deliver care packages for disabled veterans and wounded warriors.

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Recruitment and Development

PART II-- SECTION C. RECRUITMENT AND DEVELOPMENT

RSVP staff will interview each volunteer candidate at the time of enrollment to determine volunteer experience, availability, and interest. Volunteer candidates will be asked to fill out an "Interests, Skills & Hobbies" inventory so that project staff can better understand the qualification of each volunteer. Our project will maximize the use of Volunteer Reporter to collect the data and generate reports that allow us to create the types of high quality volunteer opportunities that will enable volunteers to share their experiences, abilities and skills to improve their communities and themselves through service. For example, if the inventory indicates a volunteer has experience and interest in building and construction, RSVP staff will offer opportunities to serve with Habitat for Humanity and/or the RSVP Help Core. Habitat for Humanity will address the community need for safe, healthy, affordable housing for economically disadvantaged individuals. RSVP Help Core is designed to address the Primary Focus Area - Health Futures to assist homebound or older adults and individuals with disabilities with handyman service that allow them to live independently.

VOLUNTEER TRAINING

RSVP staff will interview volunteer candidates at time of enrollment to determine what training will be needed to provide highly effective means to address specific community needs. The enrollment orientation will include basic information for job assignments, but each station partner will be responsible for providing specific training as stated in the MOU agreements under the Station Responsibilities section. For example, Box Butte General Hospital will provide training for the Healthy Futures Food Delivery volunteers. The Healthy Futures Transportation and Companionship volunteers will receive basic information at enrollment orientation but they will also sign a Letter of Agreement, which clearly defines the role of the Volunteer. The Healthy Futures Coaching volunteers will receive training from the assigned station partners.

Most volunteers assigned to Capacity Building will receive on-site training. In some cases, workstation partners will provide specialized training for volunteers. Some examples include training for Adult Basic Education, Hospice, DOVES, 4-H, Nebraska Veterans Cemetery, Keep Alliance Beautiful, and Red Cross volunteers. Once each quarter, RSVP staff will contact workstation partners to collect upcoming training opportunities. RSVP staff will notify volunteers about the trainings through quarterly newsletters, email, and by phone. Other stations, such as the Red Cross, provide training as part of the volunteer assignment.

RECRUITING VOLUNTEERS

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The population demographics of Box Butte County indicates 83% Caucasian, 9.7% Hispanic or Latino, 4.1% Native American, 0.6% Black 0.4% Asian, 0.1%Native Hawaiian and Other Pacific Islander, and 2.1% from two or more races.

Our organization will build a volunteer pool reflective of the Box Butte County demographics by offering Advisory Council positions to qualified persons that represent the ethnic diversity of the county. Also, our organization will offer volunteer enrollment to all population groups without discrimination including individuals from diverse races, ethnicities, sexual orientations, or degrees of English language proficiency. Our strict Discrimination Policy is clearly defined in our RSVP Service Policies and station partner MOU agreements. Volunteer candidates as well as station partner supervisors must read and sign indicating their understanding of the CNCS approved Discrimination Policy.

RSVP staff will host information booths at events such as the Health Fair in March, Spring Affair West in May, and the Heritage Days Family Fun Night in July. Participation in these events will increase program awareness and volunteer recruitment opportunities by providing information and being available to answer questions, and invite enrollment. Our organization will support opportunities to recruit Veterans and military family members by offering enrollment opportunities at American Legion gatherings at least once annually. In addition, as part of our Memorandum of Understanding (MOU) agreements, RSVP staff will refer volunteers to Veteran's Services, Nebraska Veteran's Cemetery, Soldiers Support Group and American Legion Club. In return, station partner staff will refer Veterans and their families to RSVP.

RETAIN & RECOGNIZE VOLUNTEERS

To retain volunteers, RSVP staff will ensure volunteer work environments are suitable by conducting regular site visits at intervals of no less than once every three years. But retaining volunteers' begins at the time of enrollment by providing each volunteer candidate with a list of all RSVP volunteer station partners which includes a complete job description for each station. The information provided will allow maximum opportunity for volunteers to select the station and job that will be the best fit. To avoid volunteer frustration, RSVP staff will clarify instructions at the time of volunteer placement to make sure volunteers understand what is expected of them. At the time of enrollment, volunteers will be given a copy of the RSVP Service Policies, which includes grievance and appeal instruction so that volunteers will know how to handle problems or concerns should they arise. Retaining volunteers also involves recognizing volunteers for their contribution of volunteer service. Our RSVP will follow the Volunteer Recognition regulation [45 CFR2553.43] as stated on page seven in the

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authorized RSVP Policies & Procedures manual, which states, "Appropriate recognition for service will be provided for RSVP volunteers." The recognition policy goes on to describe a variety of approved methods of recognition. Our organization will host an annual RSVP Awards and Recognition Banquet. RSVP and City of Alliance staff will present Years of Service pins and certificates to eligible volunteers who reach the anniversary of enrollment date in five-year increments. In addition, a Certificate of Appreciation will be presented to volunteers who serve over 500 hours during the fiscal grant year, and volunteers serving over 4,000 hours in their lifetime will receive a Lifetime Presidential Volunteer Service Award. To emphasize the importance of the occasion, CNCS field and headquarters staff, city, county, and state officials as well as work station partners will be invited to recognition events and will be given the opportunity to express their appreciation as well. In addition, VIP (Volunteer Involvement Pool) will host a National Volunteer Week appreciation social in April. VIP is made up of 12 nonprofit organizations, including Box Butte County RSVP that value volunteers and believe volunteer recognition and appreciation is appropriate and necessary components for retaining volunteers. Our organization will also place public appreciation statements in the local newspaper during National Volunteer Week and will publish seasonal volunteer appreciation in December. RSVP staff will include recognition and appreciation statements from grateful workstation partners in quarterly newsletters.

Program Management

PART II -- SECTION D. PROGRAM MANAGEMENT

Ensuring volunteer station compliance with RSVP regulations begins before the time of station enrollment. A close screening is conducted to ensure that non-profit and public organizations meet the guidelines as established by the Corporation for National & Community Service (CNCS) and that goals and objectives for meeting community needs are compatible with those of RSVP. Our RSVP goals are to improve lives, strengthen communities, and foster civic engagement through service and volunteering. An eligible volunteer workstation will be a governmental agency, non-profit, or proprietary health care organization that accepts the responsibility for assignment and supervision of RSVP volunteers. The MOU will be negotiated prior to placing volunteers. MOU agreements will describe program requirements, working relationships, and mutual responsibility. MOU agreements will be in effect for three years at which time a MOU will be reviewed, revised, and renewed. At the time of station enrollment and/or renewal, station partners must understand and accept the Basic Provisions as detailed in each MOU. The Basic Provisions include, section A. detailing the responsibilities of Box Butte County RSVP, section B., which describes the volunteer station

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responsibilities and Section C., which details Other Provisions. Other Provisions includes procedures for handling conflicts involving RSVP volunteers. Other Provisions also include the description for compliance for the Primary Focus Area, Healthy Futures - Companionship in-home assignments. The in-home assignments provision communicates the necessity of a letter of agreement that must be signed by involved parties. The agreement will authorize volunteer service in the home and identify specific volunteer activities, and conditions of service. Also included in the Other Provisions section of the MOU is a complete and detailed list of all activities that are prohibited for RSVP volunteers.

To ensure compliance with the volunteer safety assessment described in RSVP Regulations 45 CFR §2553.23(c)(3), our organization will require RSVP staff to conduct an annual Station Partner Evaluation survey. The survey will include a Volunteer Safety assessment designed to ensure the safety of volunteers while performing volunteer service. The annual safety assurances for each station will be documented in a dedicated Safety Assessment notebook. Documentation will include time and date of assessment and initials of RSVP representative conducting the assessment. The complete Volunteer Safety Assessment policy will be detailed in the RSVP Policies & Procedures Manual. The plan to develop and/or oversee volunteer stations to ensure that volunteers are performing their assigned service activities includes managing the collection of volunteer hours served. During the volunteer enrollment orientation, volunteers will be trained to understand how to turn volunteer hours in each month. RSVP staff will instruct volunteers on the accepted methods of turning in their volunteer hours each month. The information required includes reporting the location where volunteer served, what type of work was performed, number of hours served and how many people were impacted. Accepted methods for submitting hours includes email, phone, postal service, fax, or in person. RSVP staff and/or volunteers will document hours on individual Volunteer Hour Sheets. Documentation will include date, submission method, and initial of volunteer or staff recording the hours. The policy for of accepting and recording volunteer hours is found in the Box Butte County RSVP Policies & Procedures Manual under the Data Collection section. Collected hours will be entered into Volunteer Reporter. Volunteer Reporter has a feature that will only allow the assigned service activities and will be used to ensure that volunteers will be performing their assigned service activities. In addition, RSVP staff will monitor the data entry for accuracy and compliance.

Organizational Capability

PART II -- SECTION D. ORGANIZATIONAL CAPACITY

Box Butte County RSVP is sponsored by The City of Alliance (COA). Alliance was founded on March

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28, 1888, after the creation of Box Butte County from the division of Dawes County. The COA accepts the responsibility for the governance and service of its 8,548 residents. The COA has successfully managed Box Butte County RSVP since it was established in 1973. RSVP began with 45 volunteers and five volunteer workstations. Over the years, we have maintained a high retention level for senior volunteers and workstations. Currently, RSVP enrolls 343 volunteers serving 58 stations partners including the original five workstations.

FINANCIAL MANAGEMENT SYSTEM

The financial management system used by our organization to manage federal funds is an accrual accounting and purchase order system, with additional oversight provided by the City Manager. COA Finance & Accounting Department will track and record all revenues, in-kind contributions, and expenditures. The General Ledger Accounting Clerk is responsible for managing the Federal grant draw-down funds each month, which are automatically deposited into COA bank account and allocated for RSVP operating expenses. To ensure compliance with CNCS fiscal reporting, the same Clerk will file a quarterly Cash Transaction Report detailing the Federal draw on funds. The General Ledger Clerk also enters in kind match into spreadsheets to produce a journal entry. Journal entries are posted to the accounting software program, which posts to the general ledger accounts. A second Clerk responsible for accounting and vendors will manage the RSVP donations and fundraising revenue. The Accounting Clerk will posted revenue funds through cash receipting. The Finance Department will calculate payroll, issue paychecks, and pay all program bills. The City of Alliance Finance department is subject to and supports OMB Circular 133 Audits which are and will continue to be conducted annually. COA audit history consistently identifies zero problems with our organization's fiscal management. The Fiscal Department monitors all departments of the COA including RSVP to ensure compliance with all additional grant requirements and regulations.

ENSURING CLEARLY DEFINED ROLES FOR STAFF AND ADMINISTRATORS

The City of Alliance will ensure that our RSVP will have clearly defined roles for staff and administrators by providing an approved and authorized written job description for each COA position including each RSVP staff and administrator's positions. Each COA position and job description must be approved by the City Council.

Staff positions involved in the accomplishment of the program objectives include the City Council and City Manager, Financial Director, Culture and Leisure Services Director, City Clerk and Personnel Director, RSVP Director and one part-time RSVP assistant.

The Mayor and Council Members are the law making and policymaking power of our organization.

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Council members are elected representatives who are responsible for giving governmental direction to the community. City Council attempts to determine the wishes of the local citizens and adopts such policies by resolution ordinances as deems appropriate including polices, and procedures that directly affect the RSVP Program. The Box Butte County Policies & Procedures Manual was approved by City Council and all changes to the manual must be submitted to City Council for approval.

COA Manager, J.D. Cox has been serving as City Manager for just over one year. J.D. previously served as City Administrator in Kansas for a period of six years. The Alliance City Manager is the Chief Administrative Officer of the City and it is his responsibility to carry out policies adopted by the City Council. The City Manager is also responsible for appointments, disciplinary actions, and the administration of personnel rules, regulations, salaries, and policies that regulate RSVP compliance. J.D. is the Executive Administrator for the CNCS grant and is directly responsible for the accomplishments of the program objectives.

COA Financial Director: Randy Waggener has served the COA as Financial Director for just over one year. The Financial Director's duties include direct oversight of all accounts for all departments and all disbursements from within each department. The Finance Director is also responsible for continuous improvement in system accountability. Randy directs the planning, organizing, and the maintenance of accounting systems including pre-audit, posting of expenditures, accounting controls, fiscal and capital budget, investment program, bond program and other related activities. Randy will work closely with the RSVP Director to assist with the implementation of use and control on grants that may be awarded to the program.

Cultural and Leisure Services Director: Shana Brown is the direct supervisor of Terry Grosz, the RSVP Director. After serving 10 years as the Director's assistant, Ms. Brown was promoted to the position of Cultural and Leisure Services Director in 2009. She is responsible for the conduct of the employees of RSVP, the performance of the businesses of her department and for the custody of the books, records, papers, and property of the COA under her control. Her duties and responsibilities are also subject to the supervision and control of the City Manager.

COA Clerk: Linda Jines, appointed by City Council, has been serving as City Clerk for more than 27 years. The City Clerk maintains all laws and ordinances that are passed, including ones that directly affect the RSVP Program.

Personnel Director: Carla Mayhew has been employed by the COA for five years. She is responsible for the fair hiring of all RSVP staff. In addition, she performs a variety of complex administrative, technical and professional work in directing and supervising the personnel systems of the

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organization, including classification, compensation, recruitment, selection, labor relations, employee benefits, and training for all COA employees including RSVP staff. Carla will ensure compliance of the RSVP staff Criminal History Background Check requirements.

RSVP Director: Terry Grosz, began working in the position as Director in November 2007. Prior to accepting the director's position, she worked as the RSVP assistant for two years. In that time, she gained basic understanding of the program. Former work experience includes restaurant management, train dispatcher, and office manager. Her volunteer history includes serving as a Girl's Club Coordinator, Youth Group leader, Prayer leader, and Community Event Coordinator. The Director's duties include direct management and supervision of all elements of the program including volunteer recruitment, work station development and management, data collection, performance measures, facilitating volunteer recognition, arranging and attending Advisory Council meetings, fiscal responsibilities, and ensuring the accomplishments of the program objectives.

RSVP Clerk: Sheryl Taylor is a Vietnam Veteran having served with the Marine Corps for 20 years and the U.S. Border Patrol for seven years. After retiring from the Marine Corps, Sheryl returned to Alliance and purchased a business, which she operated until Oct. 2012. Sheryl began her position as RSVP Clerk on March 27, 2013. The RSVP Clerk duties include volunteer job placements, answering phone, collecting and documenting hours, filing, and other duties associated with accomplishing program objectives.

The City of Alliance is continually striving to improve its written policies and procedures. Ideas for changes to existing policies are gathered via outside training sessions and conferences; identified best practices by other communities and groups; audit recommendations; and personnel suggestions from within. The City's management team (comprised of all department heads) attempts to be proactive and actively solicits input from all levels of staff. The current management team is very skilled with many years of management experience. The management team meets twice per month and the City Manager meets regularly with the team members one-on-one as a key component in managing policy and procedures. There are key employees designated for and dedicated specifically to finance and accounting, personnel, purchasing, warehouse management and facilities management. The City employs just over 100 full-time equivalent employees with a wide-range of training and expertise which adds further to the capacity to develop comprehensive policies. Special Service Excellence teams are also assigned to review and enhance City policies and practices. All recommended policy changes are presented to the City Council (governing board) for final approval and implemented thereafter. Annual audits along with periodic State and Federal monitoring visits are performed to

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review the City's financials, policies and procedures and ensure adequate overall controls. All audits are reviewed in detail by management and the Council and modifications to policy and procedures are adopted, as feasible.

PAST EXPERIENCE IN MANAGING FEDERAL GRANTS

In addition to sponsoring and successfully managing the RSVP program for 40 years, our organization has also successfully managed the American Recovery and Reinvestment Act (ARRA) grant. Funds were used to purchase of 25 bullet resistant vest, nine Taser weapons, and a canine for drug detection for the Alliance Police Department (APD). Transportation Security Administration (TSA) grant funds were used to offset police staffing, which allows up to provide 24/7 airport security. A Nebraska Highway Safety Department grant funds was used for in-car videos, and mobile radar units upgrade to the 911 communications system and a Harley Davidson Motorcycle for the APD. A United States Department of Agriculture (USDA) grant was used for a Conservation Reserve Program (CRP) project. The Conservation Reserve Program (CRP) is a voluntary program for agricultural landowners. Through CRP, landowners can receive annual rental payments and cost-share assistance to establish long-term, resource conserving covers on eligible farmland. CRP protects hundreds of acres of Box Butte County topsoil from erosion. By reducing water runoff and sedimentation, CRP protects groundwater and helps improve the condition of lakes, rivers, ponds, and streams. A Federal Aviation Agency (FAA) grant funds were used for the rejuvenation of the airport runways, which was completed in 2011.

Other

Disaster Services - Our RSVP identified a community need to educate elderly and special needs persons in the area of Emergency Preparedness. Therefore, RSVP staff will collaborate with Panhandle Public Health District, the Alliance Fire Chief, and the Box Butte General Hospital to hold a free Emergency Preparedness clinic.

RSVP staff will partner with the Family Focus Coalition and Panhandle Public Health District for a Serve Nebraska Anti Bullying event in the Spring of 2015.

PNS Amendment (if applicable)

N/A