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Executive Summary

Organization: High Country RSVP

Sponsor organization (legal applicant): Colorado Mountain College (CMC)

Colorado Mountain College is a community college and their mission is to create a better future for our students, employees and communities.

An estimated 180 High Country RSVP volunteers will serve.

Some of RSVP's service activities will include serving lunch at the seven senior meal sites, counseling seniors on their Medicare and health insurance needs, preparing and filing taxes for seniors, the disabled and low income individuals, helping seniors and disabled individuals with home repairs, delivering meals to the homebound and distributing food to the needy.

The Primary Focus Area of this project is Healthy Futures.

At the end of the three-year grant, 180 volunteers will have served 12,575 clients and contributed 75,000 hours of service.

The CNCS federal investment of \$47,705 will be supplemented by \$88,973.

Strengthening Communities

Geographically, Garfield County is located on the western slope of the Rocky Mountains along the I-70 and Highway 82 corridors. Considerably rural, our county encompasses 2,948 square miles of rugged mountains, canyons, rivers, streams, lakes, ranches, farms, oil fields, and housing developments. Our industries are primarily construction and energy development. Our main industry continues to be tourism with the largest natural hot springs pool in the world in Glenwood Springs, Ski Sunlight, the Glenwood Caverns and Adventure Park, white water rafting and fly fishing along the Roaring Fork, Crystal and Colorado Rivers.

In 2012 US Census Bureau estimated the population in Garfield County had grown to 56,953 residents of which 69% are white (not Hispanic or Latino) and 28% are Hispanic or Latino; 9.5% are

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65 and older; 10.5% are persons living below the poverty level; 6% are veterans; the per capita income is \$27,901 and 24.8% have a Bachelor's degree or higher. However, these statistics do not give a complete picture of the growth of Colorado's senior, disabled and low income population and other contributing factors such as access to health care, and the poverty and isolation that can come with living in rural communities.

Forecasts by the Colorado State Demography Office anticipate a 28% increase in the number of older adults living in Colorado between 2010 and 2015. Colorado will be home to over one million persons 60 years old or older in 2015. And according to the State Demography Office by 2030, Colorado's population 65+ will be 150% larger than it was 2010 growing from 540,000 to 1,350,000 (just from aging). (April, 2011, From the CO Senior Lobby, "Dramatic Shift in Older Adult Population Anticipated"

By Brad Calvert)

Colorado Elders Living on the Edge (2011) by the Colorado Center for Law & Policy released a report indicating that Colorado's low-income elders face financial challenges that threaten their economic security and the health of their communities. Elders face increasing expenses while their fixed incomes are eroded by weaknesses within the economy. As a result, financial stability eludes many Colorado seniors.

Because Garfield County is a rural community spread over thousands of miles, isolation and access to services presents unique challenges for older adults. According to the National Council on Aging, one in six older adults lives in social and/or geographical isolation. Isolated seniors are older adults age 65+ who, in addition to living alone, face physical, cultural, and/or geographical barriers that prevent them from receiving important services and supports from family members, friends, and private and governmental agencies. These barriers may also prevent seniors from applying for and receiving the benefits and services for which they are eligible, thus significantly affecting their ability to live independently. "In 2009, an estimated 6.7 million seniors age 65 and older lived alone, and faced geographical and language barriers and/or disabilities. Of this population, 20% had incomes below 100% of the Federal Poverty Line (FPL) and half (50%) had incomes below 200% of the FPL, the commonly recognized threshold for economic security." (Crossing New Frontiers: Benefits Access among Isolated Seniors, May 2011).

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A brief by the National Council On Aging, 2012, states that one of the key priorities for an aging America is to enable older adults to live independently in their homes and communities for as long as possible. For those with limited income and resources, benefits, whether public or private, can be a critical resource for older adults that help them to receive support to attain this goal and avoid costly institutionalization. Benefits provide recipients with access to healthy food, needed medical care and prescriptions, a safe living environment, as well as other supportive services.

In the same brief it was discovered that In addition to facing economic challenges, many of these older adults also struggle with poor health. According to the 2010 National Health Interview Survey, 85% of those aged 60+ have one or more chronic conditions, such as diabetes, arthritis, cancer, or heart disease. These conditions often result in higher health care costs, and sometimes lead to limitations in daily activities. In addition, food insecurity is 16% higher among this population than the general older population, which is those older adults not struggling with poor health and fixed incomes. A core set of benefits is available to low-income older adults who receive Medicare, as well as younger adults with disabilities who receive Medicare that can enable them to obtain access to health care such as Medicare and Medicaid, including community-based long-term support and services, and subsidies that make Medicare affordable.

Of course, poverty and hunger are not limited to the frail and elderly but greatly affect those with low income, especially families with children. According to the Food Bank of the Rockies, 11.2% of people in Colorado live in poverty. (quickfact.census.gov) 13% of Colorado children live in poverty. (nccp.org) 1 in 7 households in Colorado are food insecure, or food insecure with hunger (USDA -- 2011). The number of children living in poverty has increased 85 percent since 2000, with more than 192,000 children living at or below the poverty level. (coloradokids.org -- 2009) The total poverty rate in Colorado increased from 9.6% in 2001 to 11.4% in 2008. Furthermore, Colorado's child poverty rate increased from 12.2% in 2001 to 15.1% in 2008, and the family poverty rate increased from 6.8% in 2001 to 7.8% in 2008.

The poverty rate and lack of access to health care and services will grow exponentially over the next twenty years. According to A Profile of Older Americans (2011) by the Administration on Aging in 2010 Baby Boomers (those born between 1946 and 1964) were 37% of the labor force. While they are staying longer in the workforce because they either want or need to, approximately 1,000,000

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workers will be aging out of the labor force over the next 20 years. Many will rely on a combination of Social Security, Medicare and public assistance to live adequately in retirement.

The major source of income as reported by older persons in 2009 was Social Security (reported by 87% of older persons) and Social Security constituted 90% or more of the income received by 35% of beneficiaries in 2009 (22% of married couples and 43% of non-married beneficiaries) and this number will increase as the Baby Boomer generation retires.

The programs and services that High Country RSVP will continue to offer will endeavor to impact older adults, especially, disabled individuals and those with low income. Helping Hands for Seniors, RSVP's Free Handyman Program helps seniors and people with disabilities with small home repairs and maintenance enabling them to save money and continue to live independently. Typical repair projects are minor plumbing and electrical repairs, minor carpentry, home weatherization, installation of grab bars and other adaptations for disabled persons, to name a few. Helping Hands for Seniors is the only free handyman service in Garfield County.

Classes, trainings and distribution of financial literacy materials by RSVP volunteers and RSVP's Tax Program, will help stem the tide of poverty for many seniors in our community. RSVP's Free VITA/TCE program volunteers prepare Federal and State Income Taxes for seniors, the disabled, and low to moderate income persons. Tax preparation for the elderly and disabled can be stressful and confusing. Some of these stressors are caused by increasingly complex tax codes, lack of knowledge, and not having the resources for filing electronically, such as, a computer and internet access. A national survey in June of 2012 by the Pew Research Center found that only 50% of seniors 65+ use the internet. Often the result is not filing taxes at all, filing inaccurate tax returns or paying for services they cannot afford. Not understanding multiple tax forms may cause missed credits and deductions, which may add to their financial loss. VITA/TCE tax volunteers can electronically file federal and state taxes at no cost for seniors, those with disabilities and low to moderate income persons saving them money. Electronic filing also allows for a faster return, a more accurate return, and more credits which can mean a higher refund. RSVP's Tax Program is the only free tax preparation program in Garfield County.

RSVP's Medicare Counseling Program, SHIP (State Health Insurance Assistance Program) offers one-on-one, personalized service for each person's unique situation. RSVP volunteers are highly trained in

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all parts of Medicare, including supplement and cost plans, LIS (Limited Income Subsidy), Extra Help and prescription drug coverage. Also RSVP volunteers help seniors and the disabled understand their options, make informed choices, know their rights and save money. Because RSVP has the only SHIP from Denver to Grand Junction, many of those served through this program would not have anywhere else to turn for help in Garfield County. Many of our referrals come from the Garfield County Department of Health and Human Services.

Garfield County is home to Mountain Valley Developmental Services (MVDS), a Community Centered Board (CCB); one of twenty in Colorado. A CCB is a private non-profit organization designated in statute as the single entry point into the long-term service and support system for persons with developmental disabilities. Services range from job training and acquisition of job-related skills to services that allow them to live independently. Computer classes taught by RSVP volunteers with donated computers from CMC help to accomplish this goal.

Colorado Mountain College (CMC) has campuses from one end of our geographical area to the other. CMC has a strong commitment to offer classes and training for Lifelong Learners and High Country RSVP is instrumental in accomplishing this goal. Classes such as AARP Driver Safety Classes for 50+ taught by RSVP volunteers help CMC to create better futures for our community and non-profit agencies and develop strategically relevant partnerships and expand service learning.

Data plays a strong role in evaluation of our current program design and drives advocacy for new programs and partnerships. Data also validates the community needs identified in the Primary Focus Area of Healthy Futures that exist in our geographic service area. Some areas of RSVP service activities in the Primary Focus Area are Food Delivery; Food Distribution; Access to Health Insurance and Health Care; Benefits Distribution and Training; and Providing Companionship (provided at the local Veteran's Nursing Home). Our National Performance Measure outputs and outcomes are documented in our correlating Work Plans.

The RSVP Advisory Council reflects the demographics of our community and ensures that our programs are designed around identified community needs. RSVP's relationships with the Garfield County Senior Programs, the Garfield County Council on Aging, the Senior Link, Senior Matters, and the Garfield County Human Services Commission keep our project viable and connected. These

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important community partners ensure that the voices of seniors and other at risk populations in our community at large are heard and considered as we create programs with high impact and partner with agencies to meet their critical needs.

In September 2010, we received local input through the Community Stakeholders Survey (provided by CNCS) which was administered to our Advisory Council and other members of our community. In Question 7 of the Community Stakeholders Survey we asked, "Do the project's active volunteer stations represent a broad range of community organizations?" the answer was "yes" unanimously. In Question 15 of the survey we asked, "Who are the direct recipients of the service provided by the RSVP volunteers?" the answers were "Garfield County residents, community members, seniors, disabled, 55 and older, low income individuals, nonprofit organizations, and senior volunteers." This indicates to us that we are successfully integrating senior service and service programs into our community. The input from our 2012 Volunteer Satisfaction Survey and our 2013 Partner Station Survey validated our efforts to leverage senior volunteers to build capacity, impact the community and increase the well-being that comes from volunteering.

An important advantage that High Country RSVP has is our strong relationship with Colorado Mountain College (CMC). CMC is a vital resource to us for building community partnerships and increasing our ability to offer outstanding programs. By supplying our office space, human resource and technical support, we have greater capacity for recruitment and placement of volunteers with non-profit agencies and for implementing our programs. As evidence of our strong relationship, in 2013 the RSVP Director was appointed to represent CMC on the Garfield County Senior Programs Advisory Board.

How RSVP addresses the critical challenges facing our community, presents difficulties in working with older volunteers who have been involved for years in their choice of volunteer service. For example, we have volunteers who for many years have knitted prayer shawls (Threads of Love) for patients in the Intensive Care Unit of Valley View Hospital. While this volunteer activity offers great satisfaction and meaning to these dedicated knitters and their recipients, it may not target critical problems with measurable outcomes. What defines a critical community need in Garfield County may sometimes be different from those in Arapahoe County, for example. High Country RSVP project staff have therefore graduated volunteer stations that do not necessarily align with the Primary Focus

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Areas of Disaster Services, Economic Opportunity, Education, Environmental Stewardship, Healthy Futures and Veteran Services, and reassigned volunteers to other stations and programs and will continue to do so.

High Country RSVP has a strong infrastructure to support data collection and ensures National Performance Measure outputs and resulting outcomes are measured, collected and managed. RSVP will continue to use Volunteer Reporter Software to manage and document volunteer information, volunteer placements, volunteer jobs, volunteer hours and station data. Our project will continue to collect client data with client exit surveys, program spreadsheets recording number of clients served and client data that is captured and documented by partnering stations and other partnering agencies to ensure all outputs and outcomes are measured.

The clients served in RSVP's programs complete exit surveys. The survey asks how the client heard about the program, how often they use this service, if they are a veteran or family of a veteran, what they learned about their Medicare or taxes, for example, and how satisfied they were with the service they received. Other methods of data collection include attendance and activity logs, kept by us and the partnering station, to ensure all outputs and potential outcomes are measured and documented.

Our project will continue our outreach efforts to veterans and military families. Some of those activities include offering free AARP Driver Safety Classes to 50+ during November, taught by RSVP volunteers. Our project partners with the Veterans Nursing Home in Rifle and conducts special activities there for veterans on September 11th Day of Service and Colorado Cares Day. Our project promotes our Medicare, Handyman, Tax and Driver Safety programs to veterans and families and clients served who are veterans or families are captured in our client surveys. We actively recruit volunteers who are veterans and that data is captured on our Volunteer Enrollment Form.

Recruitment and Development

The infrastructure to create high quality volunteer assignments with opportunities that use the experiences, abilities, and skills of volunteers to improve their communities begins with a successful volunteer recruitment plan. The plan we have used successfully and will continue to use during the grant period begins with a marketing and recruitment strategy based on the mission statement and vision for our organization. Our mission is to enrich the lives of men and women, age 55 and older, through meaningful volunteer opportunities that use their skills, abilities and life experiences in service to their communities. It is important that the director, advisory council, sponsor and stakeholders

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believe in the organization's vision and mission statement and be able to communicate that effectively to others so that they can embrace our organization.

We have found that one of the best ways to recruit volunteers is friend to friend. When volunteers have a great experience from their placement and at their volunteer station, they happily recruit their friends, family and neighbors. Their positive experience begins with a pleasant and short meeting with RSVP's Volunteer Coordinator. She talks with them about their life's work and how they envision giving back to their community. The volunteer is placed in a station or program of their choosing, the station is contacted and then the volunteer coordinator follows up with a call to the volunteer and station. If there are any concerns, which there usually are not, the process begins again. An important part of the positive experience for the volunteer comes from the benefits of being an RSVP volunteer. Some of the benefits include free excess liability insurance to our volunteers while they are volunteering; the chance to share and interact with other volunteers, age 55 and older; the opportunity to be recognized and honored for their service through recognition events; the story of today's seniors being told in a way that clearly shows their contributions to their communities; and as stated previously the opportunity to work with a professional Volunteer Coordinator who explores with the volunteer various opportunities and provide follow up and support as needed.

An enriching volunteer experience includes the training needed to be a highly effective volunteer that impacts the identified community needs in both the Primary Focus Area, in Other Focus Areas and for Capacity Building. RSVP volunteers receive regular and specific trainings. RSVP Medicare counselors continue to receive several yearly update trainings, after the initial three day training, a three day "Train the Trainer" conference and weekly email updates from the State Department of Insurance. RSVP tax preparers receive two days of training each year, weekly updates and alerts and are able to participate in weekly conference calls from the IRS during the tax season. RSVP's AARP Driver Safety Class volunteer teachers receive a week of training from AARP before they begin teaching. Volunteers also receive training at the beginning of their placements from the volunteer stations, such as; Hospice has three to four days of training, Meals on Wheels has a full day of training, Literacy Outreach has two weeks of training, and volunteers receive hands on training serving senior meals at the senior meal sites, etc. Computer trainings happen continuously at the RSVP office due to an open door policy where volunteers can gather and learn new skills. RSVP staff is here to help our volunteers be the best, highly skilled volunteers they can be.

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Other ways of recruiting volunteers include advertising in printed ads, free PSAs on the radio, in the newspapers, notices in other agency newsletters and church bulletins; booths at community events such as Community Health Fairs; we also take photos of our volunteers at their volunteer station and send them to local newspapers with a caption inviting others to volunteer; we put flyers and posters up at local agencies and libraries about our organization; we speak at local service clubs such as Rotary and Kiwanis; and by offering annual one-day volunteer events like the September 11th Day of Service where people can serve and learn more Senior Corps and specifically RSVP.

RSVP does not discriminate based on race, ethnicity, sexual orientation, or degrees of English language proficiency and will continue to recruit volunteers from diverse backgrounds. One way we do this is to utilize the broad and diverse bank of professional faculty and staff of Colorado Mountain College (CMC). This year, through CMC, we recruited a Latino and Vietnamese volunteer from the English as a Second Language (ESL) program. RSVP's volunteer base also includes a volunteer with a traumatic brain injury and another volunteer who is deaf and we have been able to make accommodations for them to volunteer. We will continue to make a strenuous effort to recruit veterans and military family members as RSVP volunteers when we make presentations to service groups and senior centers and as we focus on providing services to veterans. Our client exit surveys ask if the client is a veteran or military family member, if there are other services they are in need of and if they would like to learn about volunteer opportunities.

Harnessing Baby Boomers as volunteers is not always an easy task because these older adults are not necessarily retirees so understanding the Baby Boomer generation and adjusting to new trends is important in today's world of volunteerism and service. This group of individuals may not be able to or want to volunteer a set number of hours each week, and so we make one-time opportunities available. We are working with our volunteer stations to offer more volunteer opportunities with flexible service hours. We also create high impact and challenging volunteer opportunities that use computer skills and other technical abilities, such as those needed for tax preparation and in the handyman program. This is why many of our highly skilled and motivated volunteers enjoy working in our Medicare program helping people with their technical and computer skills. These policies have increased the number of volunteer program managers who have each developed their own leadership skills and are involved in program planning with staff input.

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RSVP's website and link to the Colorado Mountain College website under Community and Friends are great recruitment tools. Radio and newspapers will continue to be utilized in reaching out to potential volunteers and to promote our services and programs. High Country RSVP is regularly featured on the Senior Matters Radio Show. With the help of a Colorado Mountain College Graphics Design student we designed a family of rack cards, promoting RSVP and three of our programs. To further volunteer recruitment efforts RSVP staff and volunteers will continue to distribute information and speak to seniors at health fairs, senior centers, libraries, community centers and other CMC campuses. We have a regular column in the Senior Programs monthly newsletter and our own newsletter mailing goes out every four months to our partner stations and other community partners, as does our e-newsletter every other month. Our Advisory Council Members, who are on other community boards, also help with recruitment.

RSVP has and will continue to stress the importance of our volunteers and how much they are appreciated in a variety of ways. We have a volunteer spotlight in each newsletter where we highlight an individual volunteer for their accomplishments, welcome our new volunteers and celebrate birthdays. Each year we have a Volunteer Appreciation Banquet at a nice venue which includes lunch, music, a guest speaker, and a small gift. We have an appreciation luncheon at the close of our Tax Program for our tax volunteers and an appreciation lunch at the close of Medicare D Open Enrollment for our Medicare volunteers. We put an ad in the local newspaper during Senior Corps Week thanking each volunteer for their service to our community, recognizing our partner stations and donors and contributors. RSVP volunteers are often nominated for the Garfield County Humanitarian Service Awards in the Senior Volunteer category and Garfield County Council on Aging Senior Awards and each year RSVP volunteers usually are the recipients of the awards.

Program Management

High Country RSVP began in 1973 and for forty years has had a successful track record in managing federal funding, programs, volunteers and partner stations. Staffed by a full-time Project Director, Patty Daniells, and part-time Volunteer Coordinator, Barbara Peterson, High Country RSVP has a good track record in accomplishing the performance measures as stated in our work plans and reported in the Program Progress Report (PPR). We have accomplished our expected outcomes and outputs in the Primary Focus Areas each year and will continue to operate under the guidelines of the Corporation for National and Community Service and Senior Corps as outlined here.

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Our project has developed strong, positive relationships with our Partner Stations and we have increased our ability to coordinate and communicate with them regularly especially as it pertains to recruiting and placing RSVP volunteers. This will continue to be accomplished by regular emails, phone conversations quarterly newsletters, bimonthly e-newsletters, partner site visits and Station Satisfaction Surveys every other year. Communication and coordination is also maintained with partnering agencies by attending the Senior Programs Board meetings, the Senior Link meetings, and the Human Service Commission meetings.

The Director and Volunteer Coordinator continuously reevaluate Volunteer Stations to ensure that they fall in line with the Primary Focus Areas of the Corporation for National and Community Service (CNCS); we have graduated stations and will continue to do so as needed to steadily improve our project. When stations are retired steps are taken to minimize disruption to the current volunteers associated with those stations. The plan in place is much like the enrollment process. The volunteer will meet with the Volunteer Coordinator to discuss their skills, abilities and experience to determine the best placement and later the Coordinator will contact the volunteer to access how they are doing in their new placement. Additionally, the Volunteer Coordinator will call or email the Partner Station Volunteer Coordinator to inquire how the RSVP volunteer is doing.

Each station's Memorandum of Understanding (MOU) is signed every three years which ensures compliance with RSVP program regulations. To qualify for consideration as an RSVP Volunteer Station, an applicant agency must provide meaningful and challenging volunteer assignments which address current, significant, national, state, and/or local needs; have a designated Volunteer Coordinator or person to supervise volunteers; be a public agency or a private nonprofit organization or a proprietary health care agency; be physically located in our service area which encompasses Garfield County and fill out the station application (MOU) and job description paperwork completely. It is required that RSVP receive written job descriptions for the volunteer placements to ensure a successful and positive experience and so that volunteers will perform their assigned service activities. The application includes a Volunteer Safety Checklist in order to assess that the environment of the partner station is safe for every volunteer. By signing the MOU the volunteer station has read and agrees to the Volunteer Station Roles and Responsibilities and assures that the station will not discriminate against RSVP volunteers on the basis of race; color; national origin; sex; age; political

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affiliation; religion; or on the basis of disability.

Volunteer service activities with the partner stations will continue to be monitored and managed using Volunteer Reporter Software, which collects data such as station information, dates, jobs, volunteers and hours. This will ensure that volunteers are performing their assigned service activities and prevent or identify prohibited activities.

Our project will continue to use our Volunteer Placement Process which has been successful in providing meaningful placements for our volunteers and ensures that all volunteers are eligible to serve in RSVP. This will continue to be accomplished by having each potential volunteer complete a Volunteer Enrollment Form. Each new volunteer will meet with the Volunteer Coordinator to discuss their skills, abilities and experience to determine the best placement for that volunteer. Follow-up includes a New Volunteer Packet which includes a welcome letter, RSVP Volunteer Handbook, timesheets and instructions and a current newsletter. Shortly thereafter a phone call is made to the volunteer to access how they are doing. Additionally, the Volunteer Coordinator will call or email the Partner Station Volunteer Coordinator to inquire how the new RSVP volunteer is progressing. This process has and will continue to ensure a high retention rate for the volunteer at the Volunteer Station.

Our project will continue to administer a Volunteer Satisfaction Survey to determine how satisfied the volunteer is with their volunteer placement and RSVP staff, their reasons for volunteering and how volunteering has contributed to their well-being. In September of 2012, we administered a Volunteer Satisfaction Survey and the results were as follows: we had a 66% rate of return for the survey; 96% surveyed said that their skills and talents were being used in their volunteer service; 87% surveyed said that RSVP's free Excess Accident and Liability Insurance while they are volunteering is important; and 100% surveyed said that RSVP staff is responsive to their needs. The three top reasons for volunteering were: I am contributing to my community (90%); volunteering contributes to my overall health and well-being (77%) and to meet new people (65%).

We use Volunteer Reporter to track of all of our volunteer data. This valuable tool allows us to manage the project data in order to demonstrate the concrete impacts of our project and volunteers. Our volunteers track their own hours on timesheets that we provide quarterly and they are either

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faxed or mailed, and more of the volunteers are now entering their hours online.

The data High Country RSVP tracks is both quantitative and qualitative. The information collected when a new volunteer completes an enrollment form, including age, gender, previous occupation, and if the person is a veteran, is entered into Volunteer Reporter. The monthly hours, jobs and placements of the volunteer and corresponding Volunteer Station are entered and recorded. All of this information tracks the service and impact of senior volunteerism, and is reported yearly to CNCS and disseminated nationally.

The clients served in our programs receive exit surveys. The survey asks how the client heard about the program, how often they use this service, if they are a veteran or family of a veteran, what they learned about their Medicare or taxes, for example, and how satisfied they were with the service they received. Clients served in each of RSVP's programs are tracked in Client Tracking Databases, on client spreadsheets, activity logs, and in some cases with intake forms. Additionally, in RSVP's Tax Program, the IRS consultant in Denver tracks RSVP's number of clients, amount of refunds, credits, etc. In RSVP's Medicare Program, the State Division of Insurance in Denver tracks the number of clients, the counselor name, method of contact and the type of assistance the client received.

RSVP assesses our project performance with regular and annual performance reports to the Department of Regulatory Agencies for our (SHIP) Medicare Assistance Program; to the Rifle Community Foundation for our Helping Hands for Seniors Program; and the Colorado Asset Building Coalition for our VITA/TCE site (Tax Assistance Program). These assessments and client satisfaction surveys help us to track our accomplishments and to know how we are impacting our community.

RSVP's Advisory Council, which meets quarterly, consists of thirteen community members, including the CMC Senior Vice President, RSVP Project Director and RSVP Volunteer Coordinator. The Advisory group members are volunteers, staff members of partnering stations, board members of other community organizations and include college presidents, school administrators, teachers, accountants, community activists, grandparents and homemakers. Last year we did enlist a person with a disability of a severe hearing loss and we are able to make accommodations for her at our meetings. Each member must sign an Agreement to Serve and agrees to serve as an RSVP Advisory Council Member for a renewable two year term, to attend quarterly Advisory Council group meetings, to participate in or attend one RSVP activity or function during a one year period, to increase

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awareness of RSVP in our community, to allow RSVP to use their name as an advisory council member as applicable or needed, to invest their creative energy, voice and talent on this council for the improvement of High Country RSVP and to enhance fundraising efforts by making a financial contribution.

In April 2012, High Country RSVP was audited by Ventana Harding, CNCS State Program Specialist from the Colorado Field Office. We were compliant on all but three minor requirements and were able to take corrective action on those items easily and quickly. Ms. Harding identified seven particular strengths of our project which were: excellent fiscal requirement and compliance section; on-going and open communication among staff, volunteers and stations; improved performance measurement work plans; use of volunteer satisfaction surveys for program assessment; good use of Advisory Council members; Project Director's responsiveness to all CNCS requests and broad knowledge of RSVP rules and regulations and easily accessible program website.

Organizational Capability

Our project was started and has received federal funding since 1973. This will be the twelfth year of managing RSVP's Tax Program, the seventh year of managing RSVP's Medicare Counseling Program, and the sixth year of managing RSVP's Helping Hands for Seniors Program.

Our organization's capacity to operate our project is a result of the longevity and the experience of High Country RSVP's staff and the sponsorship of Colorado Mountain College (CMC) since 1978. RSVP's relationship with our sponsor assures accountability and fiscal oversight and ensures that our project has adequate resources, facilities, equipment, IT and personnel support and ensures sound programmatic and fiscal oversight and day-to-day operational support for compliance with RSVP program requirements. The RSVP office has four computers, four telephones, ample storage and work space, a color printer, and scanner/fax/copy machine. RSVP's internal and travel policies are based on the college's policies and all travel advances, expense reimbursements and payroll go through CMC's accounting system at the direction of the CMC Budgets Office.

Our project has clearly defined job descriptions for the Program Director and Volunteer Coordinator. These descriptions are from the RSVP Handbook and approved by CMC's Human Resource Department and are included with the required sent documents. To summarize the job description and responsibilities the RSVP project director is the sponsoring organization's designated staff member to

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manage the RSVP project. The project director is a full time staff and works forty hours per week. The director selects, trains and supervises a staff of two, and works cooperatively with other sponsored staff, Community Advisory Group members, volunteer station staff and officials of the Corporation for National and Community Service to program, plan, and implement the RSVP project. The project director is also responsible for public relations for the project and maintenance of program records.

The Volunteer Coordinator is responsible for the recruitment and placement of volunteers and endeavors to match their talents and interests with the appropriate volunteer stations; processes new volunteer enrollment forms and conducts new volunteer interviews; conducts follow up phone calls with volunteers to ensure they have received the correct and best placements; provides support to volunteer stations, including annual site visits and program evaluation, regular updates of job descriptions and Memorandum of Understandings and is the liaison between the volunteers and the volunteer stations; maintains records and assists with correspondence concerning volunteers, volunteer stations and program activities; assists the Director with volunteer recognition events, coordinating Advisory Council meetings and taking minutes, and donor recognition; serves as an RSVP community contact, answering telephone calls and greeting clients and volunteers; serves as a facilitator to RSVP volunteers fulfilling volunteer assignments at the RSVP office; and maintains current and up-to-date data of all RSVP volunteers, volunteer assignments, volunteer cancelations, volunteer hours and timesheets and volunteer stations both electronically by using Volunteer Reporter and by maintaining paper files.

Our project is directly supervised by CMC Senior Vice President, Dr. Jill Boyle. Dr. Boyle has been CMC's Senior Vice President for four years and has an extensive background in education, having been the President of Florida Key Community College; Vice President of Student Affairs at Pennsylvania College of Technology; she received her undergraduate degree in Psychology, her Masters of Education and her Doctorate of Education in Organizational Development from the University of Massachusetts at Amherst.

Patty Daniells has been the Program Director since March of 2010, (she was the Acting Director from December through March) and was the Volunteer Coordinator and Accounts Manager for one and half years prior to that. Mrs. Daniells has a thirty year background in education and hospitality, having worked for the Roaring Fork School District, Alpine Christian Academy and the Aspen Glen

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Club. She is currently working on her Bachelor of Science Degree in Business Administration.

Barbara Peterson was hired as RSVP's part-time Volunteer Coordinator in 2010. Mrs. Peterson has twenty years of experience working with volunteers and non-profit organizations and she has excellent interpersonal and management skills and brings a wealth of volunteer experience to RSVP. Mrs. Peterson has a Master's Degree in Audiology and was the Office Administrator for the Aspen Camp School for the Deaf. She also was a Program Director for The Aspen foundation and Colorado Mountain College.

RSVP's part-time Accounts Manager, Linda Green, manages our Accounts Payable and Accounts Receivable in Datatel, the college's financial management system. Mrs. Green worked for Colorado Mountain College in student services for twenty years before she retired. She began as RSVP's accounts manager in March 2011. All RSVP staff are subject to the policies of CMC's Human Resource Department and the Project Director receives a yearly evaluation. The Project Director, Volunteer Coordinator and Accounts Manager have all worked together for over two years and have become a very cohesive team committed to serving our constituents and remaining in compliance with Senior Corps guidelines as outlined in the Senior Corps Operations Handbook and the Senior Corps Compliance Monitoring Guide.

RSVP's grants and grant funding are managed through CMC's Department of Sponsored Programs and the CMC Foundation. CMC has extensive experience in managing Federal grants. The college receives millions of dollars of Federal grant money each year and performs the required A-133 audit. CMC has a centralized grants office (Office of Sponsored Programs) and also uses a grants management service (eCIVIS) to monitor all grants received at the college for Federal compliance. There are required documents for approval of all grants at CMC.

Accounts Payable, Accounts Receivable, Budgets and financials are processed through Datatel, the college's accounting system, and specific training is given for Processing Cash Receipts; Purchasing Overview, General Ledger Overview and the Approvals Process; Scheduling Invoices for Payment; and Creating a Purchase Order, Receiving Goods and Scheduling the Invoice for Payment. High Country RSVP has proven to be fiscally responsible by managing our revenues and expenditures with a balanced budget each year. The Accounts Manager receives Accounts Management training from

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the sponsor which includes training in Datatel and covers Processing Cash Receipts; Purchasing Overview, General Ledger Overview and the Approvals Process; Scheduling Invoices for Payment; and Creating a Purchase Order, Receiving Goods and Scheduling the Invoice for Payment.

Our project continues to operate under the guidelines of the Corporation for National and Community Service and Senior Corps. Our Advisory Council, which meets bimonthly, consists of thirteen community members, including the CMC Senior Vice President, RSVP Project Director and RSVP Volunteer Coordinator. The Advisory group members are a diverse group of community volunteers of all ages and backgrounds, staff members of partnering stations, and board members of other community organizations. Our project has been in existence for forty years, and our programs and involvement with senior volunteers have been ongoing and successful. RSVP has successfully accomplished the performance measures of our work plans each grant year. RSVP has developed a formal, annual assessment for project accomplishments and impacts on the community and designed a plan to implement the assessment. A formal survey is administered to RSVP's Advisory Council and a group of community stakeholders.

We will continue to build the valuable partnerships that assist in supporting our organization. This list of community partners and how they add value to our RSVP Project includes the Garfield County Human Services Commission which is a group of directors of non-profit agencies serving many of the same clients that we serve. Meeting with this group regularly ensures that we are not duplicating services, can pool resources, gather information and find new sources of funding.

The Garfield County Senior Programs under the Garfield County Department of Human Services Department provides the senior congregate meals at seven meal sites in Garfield County. RSVP volunteers serve at the senior meal sites and share volunteer and senior information and help facilitate various senior activities such as the annual Caregiver's Conference.

The Garfield County Council on Aging and the Tri County Senior Link have regular meetings to take the pulse of the senior community, look for a void in senior services, and occasionally conducts a senior information forum and publishes The Senior Link: A Community Senior & Disability Resource Guide for Residents, Caregivers & Professionals in Garfield--Eagle--Pitkin Counties. The RSVP project and programs are listed in this valuable resource.

Narratives

The Garfield County Health and Human Services Department is responsible for meeting the human needs of persons living in Garfield County. Our Medicare Counseling Program, Helping Hands for Seniors Program, Driver Safety Program and Tax Preparation Program are important to this department in helping to meet critical needs in our community. We do this through referrals and information sharing.

The High Country RSVP Program Director and Volunteer Coordinator attended the Senior Corps Virtual Conference in August, 2012, and August, 2013, for training on Performance Measures, Primary Focus Areas, Work Plans and other important areas. Our project receives help from the CNCS State Program Director and the CNCS State Program Specialist with training, grant writing and receiving other important Senior Corps updates and information. Through receiving Professional Development Funds from CMC, the RSVP Project Director and the Volunteer Coordinator attended the National Conference on Service and Volunteerism in Washington DC in June, 2013.

Other

"This section is used, as needed, to address any additional program requirements that appear in the published Notice or supplemental instructions. Refer to the Notice for specifics." Page 11 of the Senior Corps Grant Application. OMB Control No. 3045-0035-Expiration 06/30/2016

There is no "Other" section addressed in the NOFO.

PNS Amendment (if applicable)

N/A