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Executive Summary

An estimated 564 un-duplicated RSVP of Kay County volunteers will serve. Some of their activities will include transportation of area residents, principally seniors as well as veterans and family members of active military service members, to scheduled specialty medical care outside of the service area. Volunteers will provide daily welfare contacts via phone, to senior, home-bound residents to help them feel safer and more secure and to provide necessary help in the event of an emergency. Volunteers will deliver nourishing meals to home bound seniors and individuals who are disabled using the volunteer's personally owned vehicle. Volunteers will recruit and enroll seniors in an emergency/disaster preparedness program which provides first responders critical medical information in advance of a real event. Volunteers will assist children in classrooms for school readiness programs to facilitate character development and allow them to prepare both socially and emotionally. Volunteers will provide financial literacy education to economically disadvantaged residents and seniors to help them better manage their finances. The primary focus area of this project is Healthy Futures. At the end of the three-year grant, we will have accomplished the following outcomes, among others: volunteers will have given more than 75 seniors and veterans as well as active military families a greater sense of increased social ties to our communities; they will have provided seniors and disabled shut-in's a sense of security and safety with the feeling of social ties to our communities; delivered daily nourishing meals to 75 home bound senior residents giving them a sense of caring and social acceptance within their communities. Further, we will have provided an additional 75 seniors, in addition to the 167 already enrolled, a greater sense of hope in the event of disaster knowing they will be checked on by qualified first responders. The CNCS federal investment of \$56,639 per year will be supplemented by \$41,529 per year in non-federal resources.

Strengthening Communities

RSVP of Kay County is located in a rural county in north central Oklahoma. The communities within the county with the largest population are Ponca City, Blackwell, Newkirk, and Tonkawa. According to the 2010 census the population of Kay County was 46, 562, representing a decrease of 3.2% from the 2000 census. The racial percentages for the county are: whites 80.2%, Blacks 2.1%, Hispanics 6.4%, and Native Americans 9.6%. Females represent approximately 51% of the population--slightly outnumbering males at 49%. Approximately 30% of the population is age 55 and older, and 17% are 65 and older. The median household income is \$39, 505, with 17.9% having income below the poverty line. The principal geographic features include Kaw Lake and Lake Ponca with Kaw Dam

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providing flood control and both lakes providing recreational activities which generates revenue from camping fees. The principal industry is the Phillips 66 Refinery in Ponca City, one of the largest in the United States, capable of producing approximately 187,000 barrels of crude oil and 105,000 barrels of gasoline each day. The plant employs 700 workers with an additional 650 contract workers on site. RSVP has developed eight work plans in our Primary Focus area, Healthy Futures, which correspond identified community needs in our geographic service area.

A recent study found that 16.2% of people in Kay County struggle with hunger. The Friendship Feast free meal program and the Homebound Meal Delivery Program will enable RSVP volunteers to help meet this need. Since Kay County is rural, we tend to lack medical specialists. The RSVP volunteer Transportation Program provides medical transports to specialists in urban areas. Oklahoma ranks 46th in the U.S. in health. Health education programs utilizing RSVP volunteers will address this situation. Over 600 grandparents in our County have sole responsibility for the raising of their grandchildren. Our grandparent respite program provides time away from the grandchildren, needed in formation, and an opportunity to vent feelings. The population of our county is aging, and one half of all people 85 and older have some form of dementia. The caregivers suffer both emotionally and physically. The RSVP Respite Support Program provides some time away from the stress of constant caregiving. Many elderly residents of Kay County, who are living alone, have lost family support and someone checking regularly on their safety and well-being--in part because our primary Kay County employer has relocated over 700 families to larger communities. The RSVP Chatline Program has volunteers performing a daily welfare check by phone for those enrolled in this program. Kay County has a large percentage of retirees. These older adults tend to take a number of medications. Since many must live on a fixed income, they can benefit greatly from trained volunteer assistance in locating the most cost-effective Medicare Part D Prescription Drug Plan each year. The aging of our population can result in health-related issues for seniors, such as falls, joint replacements, etc. These situations may necessitate a handicapped accessible ramp or minor home renovations for continued independent living. Chatline--The Chatline service activities include promoting the program, recruiting and training volunteers, the regular daily calls to the clients to ensure their safety and well-being, and the surveys for program evaluation. Chatline call receivers, who are homebound and living alone, will develop and report a greater sense of social ties and social support as a result of the daily phone contact with a volunteer. Transportation--The Transportation service activities include recruiting drivers, transporting clients to out-of-town medical appointments, and a survey for program evaluation. Since we are in a rural county with fewer medical specialists and very limited

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and high-cost transportation options to urban areas, pre-screened clients, who are unable to drive themselves or secure a ride, will experience and report a sense of increased support. Homebound Meal Delivery--In addition to the actual meal deliveries, the Homebound Meal Program activities include coordinating with nutrition staff, recruiting drivers and a driver safety training program. Since these meal recipients tend to be isolated with a diminished social network of support, the meal delivery volunteer may be their only contact. Thus while getting the necessary food, they will also experience and report increased social ties and social support. Medicare Part D-- The service activities for the Medicare Part D individual information counseling sessions include recruiting and training volunteer counselors, and conducting the sessions to help clients understand and choose the most cost- efficient prescription drug plan for their prescriptions. Following the sessions the data is compiled--including the number of clients served, the savings per client, and the total savings for all clients served. Ramp Building and Minor Home Renovations-- The service activities include receiving referrals from hospitals and home health agencies, surveying the construction site, and purchasing materials for the project. Clients with disabilities may tend to stay isolated at home. Ramps or other minor repairs can help ensure safety and encourage staying involved in the community--leading to increased social ties and greater social support. Health Education--The Health Education service activities related to both physical and mental health programs include speaker selections, developing organizational partnerships, group presentations, and developing pre-post testing materials. The service activities conducted prior to the actual presentation will help ensure the target number of clients participating and learning from these health education programs. Friendship Feast--The service activities of the Friendship Feast free meal program for the hungry include recruiting volunteers to purchase groceries, serve the meal, and complete the clean up afterwards. As a result of being able to access a free nutritious evening meal with no eligibility requirements, clients participating will report increased food security of themselves and their children. Respite Services--The service activities for the Respite Program for Caregivers of Alzheimer's patients and for grandparents raising grandchildren include recruiting speakers and volunteers, facilitating support group meetings, and administering a survey for evaluation. Caregivers can isolate and lose regular contact with others. As a result of the respite time away from the stress of constant caregiving, Alzheimer caregivers and those re-parenting will experience and report increased social ties and social support. RSVP supports data collection to insure outcomes and outputs are measured: the Data Systems Committee is composed of 2 council members, two volunteers, and the director. Their responsibility is to insure development and implementation of a systems plan to manage data

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streams for each work plan in the focus areas, capacity building, and non-national performance measures. The Committee has already met to review and assess the data needs of all the work plans: output/outcome measures were tabularized for organization and clarity of the total project. Each work plan is assessed in light of associated targets, collection instruments, measurement tools and units, input devices, frequency of use, and reliability. They have been working with the director to restructure the data base for these planned uses. The committee has also developed a plan for data retrieval, authorization for use, selection of Excel formats for data entry, collection, and aggregation with subsequent reporting. The committee will continue after implementation to examine the measurements collected to determine data quality, making corrections where necessary. The committee's plan includes data collection performed by volunteer supervisors trained in the collection process. Data management for each work plan is customized with provision for the committee to review and analyze the data for reliability in determining outcomes and outputs. The committee also has planned for data recovery in the event of a system failure including weekly back up of the hard drive as well as remote cloud version storage. RSVP has two desk top computers which are state of the art for processing and management of all data streams associated with this grant application. Both include daily hard drive back up. RSVP has an excellent Internet Service Provider to insure unlimited access and movement of sizeable information between servers. RSVP will maintain hard copy files in an organized manner for easy retrieval and documentation.

RSVP understands the needs of veterans and military families which includes managing finances on a limited budget and magnification of emotions especially during holidays. In response, our ad-hoc committee of the council developed work plans to show support of and assistance for their sacrifice in service. Under Other Focus Areas we are offering both veterans and military family members free transportation to in and out-of-area medical appointments as well as scheduled appointments regarding other essential matters including family visits as well as court and legal matters.

Volunteers use their personally owned vehicles to transport these residents after they go through screening with RSVP Administration. Volunteer drivers must produce a current drivers license and insurance verification; and attend safe driving training through AARP. They may submit travel reimbursement requests to defray vehicle operating expenses at the rate of \$.51 per mile or the state rate, whichever is less. RSVP will also provide as many military family members as we can generate contact information for with "We Care Baskets" which include baked bread, baked sweets along with some decorative home furnishings and a card from a volunteer with inscriptions of appreciation inside. This gesture is a way of saying we appreciate the sacrifices you have made and continue to

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make for our freedom. Volunteers will coordinate most all of the activities involved in purchasing, constructing, and delivering the baskets to the military families. RSVP staff will solicit donations from area businesses to help fund the process. RSVP further will recruit veterans for national service and volunteer opportunities, including opportunities that utilize their military experience, such as disaster response projects. The director is focusing his efforts on recruiting veterans who use their personally owned vehicle to transport other veterans to out of area medical appointments. RSVP reimburses their mileage too. The director works closely with the President of local chapter 750 of Vietnam Veterans of America to present information through speaking engagements about joining RSVP and performing volunteer service in primary focus area including handicapped accessible ramp construction but also in the Disaster Services area for preparedness as well as mitigation support.

Chatline-- The need is for elderly residents in our community, who are living alone without the support of family and friends nearby, to feel safer, and the service activities culminate in daily calls to check on the safety and well-being of the elderly homebound clients. A Call Log is used and a survey instrument will measure increased feelings of social ties and social support. The target number is 20 clients in a 12 month period.

Transportation--The transportation service activities--providing rides to urban area medical appointments for screened clients, are based on the need--clients unable to drive themselves or secure a ride to these important appointments with only very limited and high cost public transportation options. A survey instrument will measure satisfaction and feelings of increased support. The target number is 25 clients in a 12 month period.

Homebound Meal Delivery--Statistics indicate 16.2% of Kay County residents struggle with hunger, 10% of the senior population in Oklahoma live in poverty, and more than 210,000 seniors have a disability. The need dictates the service activities, which in this case include recruiting drivers and coordinating the meal delivery. A survey instrument will measure client satisfaction with the delivery and feelings of increased social ties and greater support. The target is 25 people per year.

Medicare Part D-- The need for Medicare Part D information counseling grew out of the confusion and difficulty residents experienced in sorting out the various prescription drug plans. The service activities with the individual modeling sessions by trained volunteers are helping seniors in Kay County choose the most cost effective plan for their particular group of prescriptions. The target is 225 people per year.

Ramp Building and Minor Home Renovations--According to studies more than 90% of seniors want to remain in their personal residences. However, getting older can result in falls or other situations where mobility can become difficult. These seniors can then become isolated. The building of ramps or minor home renovations by volunteers, based on referrals from hospitals and home health agencies, can allow these residents

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to remain involved in their community. A survey instrument will measure satisfaction with the ramp building and feelings of increased social ties or social support. The target is 15 ramps or repairs per year. Health Education--According to the Oklahoma State Department of Health our state ranks 46th in health in the United States, with 18% of adults in Kay County reporting fair to poor health compared to 16.4% for the county average in Oklahoma. The need is for greater knowledge about health issues and action for improvement. The service activities address this need with the presentation of regular health programs or activities related to both physical and mental health. The target number is 75 people per year. Friendship Feast--Statistics from NASUAD indicate that one in six seniors in Oklahoma is threatened by hunger. Additionally, 16.2% of Kay County residents struggle with hunger and experience food insecurity. The volunteer service activities of the Friendship Feast free meal program, utilizing volunteers from several organizations including Kay County RSVP, address this need. A survey instrument will determine participants reporting increased food security for themselves and their children. The target is 15 heads of family for one year. Respite Care-- The need for the Kay County RSVP Respite Care Program for Alzheimer's patient caregivers and grandparent caregivers raising their grandchildren is evident by the large numbers of people affected by these situations. Over 600 grandparents in Kay County are fully responsible for their grandchildren's care. Statistics indicate that by age 85 as many as one half of this group of seniors has some form of dementia. The service activities provide both groups of caregivers some regular relief from the constant stress of caregiving with a chance to vent feelings in a confidential setting, obtain needed information, and learn from others facing a similar situation. The target is 25 people for both groups. School Readiness--Statistics indicate a strong relationship between effective childhood school readiness and academic success including graduation from high school. Additionally, there are economic benefits. The service activities focus on volunteers reading to preschool children at a local child development center or assisting with character development programs in pre-school classrooms. A survey and conferences with pre-school teachers/supervisors will determine the number of children demonstrating gains in school readiness in terms of social and/or emotional development. The target is 15 students. Disaster Preparedness--The need for disaster preparedness is evident because a disaster can strike any community, and being as prepared as possible is vitally important. RSVP of Kay County is partnering with the American Red Cross for volunteers to assemble and distribute preparedness information packets in a Community Walk Through, assemble Disaster Supply Kits, and present educational programs. The target is 100 people per year for the Walk Through and educational program and 30 for the supply kits. In addition, RSVP has a voluntary registration

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program--PIA--Partners in Awareness--with the Ponca City Police Department to enable the police to have critical emergency information from those enrolled in the program ready to access in the event of a disaster. The target is 25 new registrations per year.

Military Family/Veterans Support and Appreciation There is community need to show support and appreciation for our military families and veterans. Volunteers with RSVP of Kay County will provide free transports for military families and veterans to out-of-town medical appointments. Volunteers will also assemble "We Care" Baskets with goodies and notes of encouragement and appreciation. The target for the transports is 24 per year, and the target for the "We Care" Baskets is 20 per year. RSVP also plans to recruit veterans for volunteer service as a means of supporting them in their transit on back into active community life. The target is 15 recruited veterans per year. Cash and In-Kind Resources for Capacity Building-- The need is for both cash and in-kind resources to help support and strengthen programs in our Primary Focus Area. Cash resources are needed for Respite Care mileage reimbursements and for construction materials for building handicapped accessible ramps or minor home repairs. The target for this volunteer fund raising activity is \$2,000 per year. In-Kind resources in the form of food stuffs to re-stock the pantry at the Friendship Feast free meal program site will be collected by volunteers. The target is 3,500 pounds of food, average cost \$2,500 and donated volunteer time--100 hours. The total dollar value of in-kind resources generated (food and volunteer time) is \$4,246. Another type of in-kind resource is generated by the RSVP Mailing Brigade, which involves volunteers preparing bulk mail-outs for some of our volunteer stations. They in turn help our program with free advertising, door prizes for our recognition events, etc. The target is \$1,250 mailers prepared per year. Percentage of un-duplicated volunteers in National Performance Measure outcome work plans above the minimum 10%. RSVP of Kay County has placed 153 un-duplicated volunteers or 27% of our 564 volunteers in National Performance Measure outcome work plans.

Recruitment and Development

Commensurate with our mission to engage residents of Kay County 55 years of age and older in meaningful volunteer opportunities which meet valid community needs, an important goal of our organization is to help ensure that our volunteers have a high quality volunteering experience. We believe an effective match between the skills and interests of the volunteer and the community need, as manifested in the volunteer assignment, is the key to a high quality experience for volunteers. RSVP has a plan and infrastructure to create well-developed high quality volunteer assignments. As first step in the placement process for new and transferring volunteers, we employ one of two skills

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and personality profile instruments, "The Skills Profiler", a free on-line survey, or "The Holland Code", an individual interest personality profile depending on the volunteer's objectives. The information obtained will be used in conjunction with the Volunteer Job Assessment Form enabling the Volunteer Coordinator to seek the best possible assignment link between skills/interests and community needs. Our existing infrastructure including state-of-the-art computers and software enables us to easily transfer, categorize, store, and retrieve information associated with this Job assessment process for each volunteer. Of course, the Volunteer Coordinator maintains open lines of communication with station managers and the volunteers who, are encouraged to inform her of progress in the assignment. She uses email extensively to save time in this process, as well as facsimile for necessary documents related to these efforts.

As a next step in the volunteer experience, RSVP desires the volunteer to have a positive experience in his assignment and uses the "Assignment Satisfaction Survey to determine this. This survey is offered to each volunteer through his station manager after 2 weeks in on-going assignments and at the conclusion of one-time events. The manger will ask the volunteer to rate his experience in terms of it being meaningful, interesting, and sufficiently challenging. In addition, related questions are designed to assess whether his assignment meets his needs and enhances the quality of his life. We also query the volunteer's perception whether he made sufficient use of his abilities, being provided an opportunity to learn new skills, if desired.

Some volunteers seek opportunity for leadership in their assignments. They need not only a high quality opportunity but one which, if successful offers a step up to leadership after demonstrating the necessary skills and experiences. As one example, we have a volunteer who is currently serving as co-facilitator of the Grandparents Raising Grandchildren Support Group after having started by caring for grandchildren during the group meetings. Another opportunity for leadership is through membership on the RSVP Council where members offer advise to the Director on matters of operations and finance: this has potential, based on the volunteer's performance, toward eventual election as an officer. Those succeeding volunteers who are skilled at teaching are offered opportunity to conduct sessions of new volunteer orientation which, if successful and interested, will lead to similar teaching assignments in health education, one of the health related support groups, or even management skills enhancement programs offered to stations managers.

Training and continuing education are of primary importance to RSVP in the development of volunteers and in building an effective program. From the beginning of the volunteer's experience with RSVP, the Volunteer Coordinator assesses his need for and interest in training to establish a

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baseline of information for referral and follow up during his tenure. If the Coordinator can match up a training opportunity which is timely and affordable, she may, with the Director's approval and station manger's advise, commit to the training.

Secondly, to ensure volunteers remain top notch and feel valued RSVP of Kay County provides a survey instrument for volunteers assigned with stations which is administered by the station manager to determine each volunteer's priority training and continuing education needs. The Volunteer Coordinator collects these and works with the Director to determine similar needs for programming. Twice each year RSVP plans and implements training programs which meets the greatest need among volunteers, expending funds for professional speakers who can deliver a dynamic presentation with a beneficial impact.

Additionally, some volunteers desire on the job skills development for a particular volunteer assignment. RSVP supports this process, coordinating with station managers to synergize resources to meet the need. An example includes training offered in the Education Focus Area with our School Readiness Program work plan. We partner with the Kay County Smart Start Program to provide training for RSVP volunteers participating in the "Character Critters" Program presented at various pre-schools in our area to foster social and emotional development. We also especially encourage our volunteers who are providing transportation to out-of-town medical appointments or for homebound meal delivery to complete the AARP Driver Training refresher course offered periodically at Pioneer Technology Center in Ponca City. The Technology Center will often provide us no-cost placements in training for volunteers where enrollment in classes permits.

United Way of Ponca City, RSVP's legal sponsor, has numerous cooperatives among its 14 agencies to provide free resource sharing of staff and non-copyrighted materials to expand training opportunities for staff and volunteers: RSVP continuously offers scheduled programs to its volunteers for motivation, development, and training.

RSVP recognizes that the number one method of recruiting volunteers is by word of mouth, especially in the rural communities of Kay County. We encourage our volunteers, beginning with Orientation, to tell acquaintances about their volunteer experience and describe the value of RSVP membership. RSVP staff also seek out speaking opportunities with corporations, social service organizations, and non-profit businesses to broaden exposure for recruitment. RSVP maintains an excellent relationship with media sources to publicize the contributions of volunteers in our communities. Our programs coordinator regularly sets up a vendor booth at most senior events in the community to recruit volunteers and promote the benefits of volunteering.

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RSVP of Kay County continually recruits volunteers, with emphasis on quality. Our goal is promote and produce excellence in volunteering: to that end we seek out speaking opportunities with outplacement personnel in larger corporations in the service area.

We seek senior men and women from various ethnic, socio-economic and educational backgrounds with a broad range of interests, skills, and abilities that reflect the community. Bringing people of diverse backgrounds together helps us be better prepared to meet the variety of needs encountered--with the common purpose of getting things done. The demographics of our community indicate 9.6% of the population are Native Americans and 2.1%, blacks. There are a number of barriers to relationship which means RSVP is hurdling barriers to meet them where they frequent and perform activities. We are taking opportunity to attend community events sponsored by these groups and develop a relationship, inviting them to our sponsored events. One example is the annual "Juneteenth Celebration" in the Black community and another the annual "Pow-Wow in the Indian White Eagle Community. We will also plan individual recruiting spearheaded by contacts we have already established. For example, one blind man, who is an RSVP volunteer, is a member of a support group for the visually handicapped sponsored by a local civic club. We will explore ways we can reach other visually handicapped individuals for possible RSVP membership through him or by asking to speak at the support group meeting.

We are also continuously focusing volunteer recruitment methods on baby boomers, partnering with groups who sponsor young retirees who engage in active events such as dances and outdoor competitive events to gain a foot hold and sponsor an activity or two to make the RSVP name and mission known.

We regularly evaluate our recruitment progress. Although many boomers are continuing to work at least part time and often have limited time for volunteering, they are typically able to accept volunteer assignments that are more challenging and demanding both physically and mentally. RSVP of Kay County has several Programs for which the greater physical and mental capability of baby boomers is a definite asset. RSVP volunteers have been active in building ramps for individuals who have become physically challenged, enabling them to remain an active part of the community. Baby boomer participation is greatly needed and appreciated in the Transportation Program, which involves RSVP volunteers providing transportation to out-of-town medical appointments for those unable to drive themselves or secure other transportation. Boomers are recruited for highly cognitive opportunities including health education venues where experience and thorough research brings qualification to teach and coach smaller groups of seniors on adopting healthier life styles and practices.

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Although it is important to recruit and train volunteers by providing opportunities for their growth and development, it is also essential to retain volunteers. We do follow-up with both the volunteer and the station after a volunteer is given an assignment to ensure that the volunteer placement has resulted in a good fit, to help work out any problems or difficulties that might have occurred, and to determine if any changes need to be made to better accommodate the fit. Our Volunteer Coordinator contacts the station manager within two weeks of a placement to determine suitability from management's end. The manager is asked to administer an assignment satisfaction survey with the volunteer to determine how they feel suited. If the progress is suitable, any needed minor adjustments are made at this time to help insure longevity.

Another important element in the retaining of volunteers as well as assuring a high quality experience for volunteers is recognition and appreciation. Kay County RSVP has several volunteer recognition events each year. We have an annual recognition banquet in the fall which is typically attended by over 200 volunteers. At this event, various awards are presented to volunteers who have provided outstanding community service during the previous year. We award certificates and gifts to Volunteers of the Month, Volunteer of the Year, Newcomer of the Year, outstanding volunteer in each of our Kay County communities, as well as numerous awards related to numbers of volunteer hours reported during the year. We also recognize and express appreciation to our volunteers at a celebration event in the spring during National Volunteer Week. In addition to these larger recognition events, there are also several "mini" recognition events for volunteer stations that have performed exceptionally.

In summary, we are always seeking improvement and striving for first rate performance in all aspects of the recruitment and development arm of our Program, so that potential volunteers will be attracted to our organization and all of our volunteers will be proud to be associated with it.

Program Management

To ensure management of volunteer stations in compliance with RSVP Program Regulations, RSVP of Kay County thoroughly familiarizes all station managers with these regulation, particularly the specifics pertaining to stations. We bundle the regulations with orientation materials about RSVP to make a first impression for stations. We include a cover letter from the Director inviting questions on and discussion about their meaning and purpose.

As changes are promulgated we disseminate updates around the horn to staff, stations, Council members, and Executive Director of the sponsoring entity.

As part of the annual assessment of the stations a staff or council member visits face to face or by

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telephone with the manager: among other inquiries, questions about understanding of and compliance with these federal regulations will be asked. Queries will specify station regulations, including compliance with applicable civil rights laws and accommodating qualified volunteers with disabilities. If violations are discovered, corrective action will be recommended immediately with follow up to document nature and completion of related action. Documentation will be maintained by RSVP on annual assessments, as well as deficiencies identified, including corrective action recommended and taken on the part of the station manager.

Related forms completed during assessment are maintained in station file folders. Copies are provided to grantors as required in monitoring. A staff and Council committee will review the station assessment, and a report will be generated in regard to the corrective action performed by the station manager.

Our plans to develop and oversee volunteer stations to ensure volunteers are performing their assigned service activities begins with the screening of new volunteers to document their knowledge, skills, and abilities sets, coupled with areas of volunteer interest and linked to stations which represent best fits. The likelihood of continuity with the assignment is probable resulting from volunteer interest and performance. Therefore, we are likely to find the volunteer performing the work which his assignment reflects.

Based on new volunteer responses to screening suitable work tasks and physical location are determined and interviews scheduled with station managers. After orientation, an interview is conducted between the volunteer and the station manager. If the manager finds the candidate acceptable, he or she is given a job description for the position, a station orientation conducted by the manager, and then is scheduled to work. At regular intervals, determined by the station manager, the volunteer's performance is evaluated and shared with RSVP staff, who determines whether changes are required in the work assignment. At any time the volunteer may communicate and discuss his work assignment as well as any changes he may desire.

RSVP of Kay County has developed job descriptions which are provided to the volunteer as a guide for what he is assigned to do and is informed in orientation that if his role significantly deviates as determined by his site manager he should notify the Volunteer Coordinator who will query the manager for details of the change.

An important aspect of RSVP program management is coordinating with the volunteer stations. All aspects of management, including planning, organizing, directing and feedback come into focus in the station relationship. Related aspects are essential to the effective integration between the

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volunteer station, program focus areas, the volunteer and RSVP. RSVP initiates the relationship with the station manager to develop realistic plans designed to meet the work plan objective and yield the desired output/outcomes.

Work progression is contingent on the station manager's organization of related service activities, which will be reinforced by the Director through effective communications of how work resources are allocated and used to support volunteer work in generating output. Further, the volunteer needs some amount of guidance in starting, continuing, and finishing tasks to generate relevant output in a reasonable time frame. RSVP staff must use effective communication measures to ensure success in realizing plans are accomplished and objectives achieved. Related management represents the essence of meeting community needs through a volunteer's work at a volunteer station.

In its Memorandum of Understanding, RSVP asks station managers to conduct verbal and written evaluation on assigned volunteers. The evaluation is designed to provide RSVP feedback regarding quality and quantity of work performed, which establishes a baseline record for the volunteer to use for future assessment. If, in the opinion of the manager, the volunteer requires more training and is otherwise capable, training is always an option, assuming funds

RSVP staff and council have always communicated the value of volunteering, fulfills altruistic nature, improves health, and earns the respect of people in our community. These are the qualities of volunteering which are communicated by the director and his staff to RSVP members, stations, and the community as a whole. RSVP possess the experience, confidence, and leadership to turn the program in direction it needs to go to meet changing community needs. When questioned by volunteers and others about the need for these changes we have consistently indicated how it is in the interest of our service area and this country.

RSVP members, stations and community are behind us which will ensure continuity of service as we already begun changing headings. We will continue to communicate the value of the changing needs and related benefits of this change at every opportunity.

Disruption for current volunteers and stations has been minimized in good part through selection of Healthy Futures as our primary focus area: health needs have been of significant concern to this service area with our aging population. Consequently, RSVP of Kay County has been heading in this direction for some time now as evidenced by the compatibility of existing work plans with the focus areas selected by the grantor. Volunteers have been providing respite care particularly for care givers of Alzheimer patients for several years; our medical appointment transportation work plan has 15 volunteers assigned to provide transportation for scheduled specialty care appointments; 11 volunteers

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have been building handicapped accessible ramps and still another work plan involves 25 volunteers delivering nourishing meals to homebound seniors.

We plan to graduate some of our current stations to meet the changing community needs of the focus areas and related work plans fail to fit any category for primary or other focus areas. We have also maximized the number of unduplicated volunteers in the community level of 30% and cannot add more to capacity building. In these cases, we will discuss with station managers the inapplicability with program design. The remaining member volunteers will be made aware of the options-- to remain with the station, but not as an RSVP member, or to realign with an applicable station which is part of the program design.

There are several stations, on the other hand, where we will be able to transform activities to allow incumbent volunteers to perform service that is capacity building rather than just continue service activity which is inapplicable. An example of this situation includes the Ponca City Chamber of Commerce where the various volunteer members will be allowed to conduct mailing brigades which support the direct service activities of stations involved in our Primary Focus Area, including the Respite Care Services, Medicare Part D, and Health Education. They are going to conduct mail-outs for each of these programs, which need mass media coverage to reach a large segment of residents in the service area.

Finally, we have several organizations including a church and social service club which are willing to support our stations as community volunteers but not as national service volunteers and are amenable to being supervised by national service volunteers. They intend to be involved in our capacity building efforts for fund raising and in-kind efforts such as food collections.

RSVP of Kay County has an organizational track record in managing volunteers in our Primary Focus Area, Healthy Futures. Many of the work plans proposed for this area have been in place within our organization for a number of years. Programs in place for 10 or more years include Homebound Meal Delivery, Friendship Feast (free meal for the homeless), and Respite Care (Alzheimer's Support Group component). Programs in place between five and ten years include Chatline, Ramp Building and Minor Home Renovations, and Medicare Part D Assistance. Basic records have been kept on these programs, and a more detailed record has been in place with the Chatline program indicating the calls made, the daily status of the call receivers, measures taken to ensure the safety of those unable to be reached, etc. All programs in the Primary Focus Area have been fortified with Performance Measures for the 2014 grant competition.

RSVP of Kay County has a plan and infrastructure to ensure compliance with RSVP Federal

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regulations. First, our program has succeeded in being monitored by CNCS monitoring staff several times in the past 10 years, demonstrating compliance with related regulations. We further ensure that all staff and Council members are thoroughly familiar with the Federal regulations. In addition, we have built a data collection system that organizes, stores, and retrieves data, addresses the criteria for Federal regulations, and generates documentation of proof of our compliance with those regulations. RSVP of Kay County has had an Advisory Council in place for many years. Above all we strive for balance in our Council membership--for example representation on the Council from all of our Kay County communities. The Council members come from various socio-economic and educational backgrounds and bring different skills as well as different experience from a variety of careers. They have all been actively involved in volunteering and helping to identify and meet needs in their communities. They help with various administrative tasks such as fund raising and publicity, and they help quite extensively with the planning and implementation of the annual Volunteer Recognition Banquet.

Every non-profit organization and every for profit qualified medical organization in our service area which allows an RSVP of Kay County volunteer to perform service has a validly signed memorandum of understanding with us and has a current expiration date. We insure this through automated tracking with our desk top computers and Volunteer Reporter software. RSVP maintains signed copies of the MOU's in its station files and notifies each station as to when it needs to be renewed due to the expiration date. The Volunteer Coordinator will not assign an RSVP volunteer to an organization which has not become a station through signing our MOU's.

New volunteers are instructed in orientation to only perform assigned volunteer service in the locations instructed and that related service outside of these sites which has not been authorized in advance by RSVP does not qualify as valid service and related liability insurance coverage is not applicable in such cases. We also communicate clearly to our volunteer stations that no volunteer who works at their station, who is not an enrolled member of RSVP of Kay County, shall be considered eligible by simply working at the station. They must properly enroll through RSVP and be approved by the Director to be a valid member.

Organizational Capability

Each year RSVP of Kay County conducts an assessment of volunteer stations by Advisory Council members and staff functioning as a team to conduct on-sight visits of all of our volunteer stations with station managers. The purpose is to assess the station's compliance with the terms and conditions of their Memorandum of Understanding which, includes assessing whether volunteers are

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being utilized for the intention stated in their assignments, that the station is complying with Senior Corps regulations pertaining to stations and that the volunteers are performing according to the quality and quantity of task requirements and generating intended outputs.

Each non-CNCS grantor, including state and local organizations conduct annual on-sight monitoring visits to assess our program's progress and success. RSVP plans all year long for their visits by collecting relevant documentation and data collected for expeditious retrieval. We have been fortunate to have been awarded grants from same three principal grantors for more than 10 continuous years. RSVP has a volunteer grievance procedure to investigate and resolve on going issues related to assignments, supervision, volunteer to volunteer disputes and violations of regulations. The RSVP Council has a budget planning committee which assesses fiscal activities and plans with the director on a bi-monthly schedule: advising him on compliance with RSVP financial objectives as well as evaluation of actual and projected expenditures. The director and accountant maintain all financial records on the Professional non-profit version of Quick Books. It allows the director to determine financial standing of RSVP day to day, generate reports for grantors, board and council on a scheduled basis as well as generate adhoc reports as needed: balance sheets, profit and loss analyses, as well as reconciliation summaries.

RSVP contracts annually with a reputable, qualified government level auditor to perform a financial audit of its total financial operations for the preceding year. The director and accountant have state of the art desk top computers to maintain pace with storage, retrieval, collection, and reporting needs from most every requesting source.

A full time director oversees day to day operations of the total program with the assistance of staff and volunteers. The director promotes the program to service area dignitaries, service clubs, partner organizations, among others. He communicates related program needs for funding and volunteers. He oversees the solicitation of resources acquisitions including money, in-kind's and volunteer support. He supervises administrative office staff and manages all financial operations. He oversees program evaluation processes and directs related changes and corrective action. He develops long range strategic plans with significant input from council and staff. He oversees volunteer recruitment, training, and assignments.

A full time volunteer coordinator recruits volunteers for RSVP events, and for volunteer station assignments. She coordinates volunteer recruitment, assesses volunteer qualifications, makes assignments, identifies related training needs, assists the director to conduct new volunteer orientation, maintains and updates files on each member volunteer including entering data in

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automated software pertaining to volunteer hours and quality of work completed.

A part-time programs coordinator coordinates the logistics of RSVP program initiatives including scheduling of activities, developing agendas, supervising volunteer activities. She develops program evaluation tools and measurement instruments, collects completed evaluations, enters information in computer and reports results. She also coordinates special events for volunteer recognitions, awards ceremonies and banquets.

The Council with the assistance of the Director develops and implements internal policies and procedures for Accounting which specifies that the director, in conformance with generally accepting accounting principles and practices, as validated on yearly financial audits by outside accounting firms, categorizes and codes his operating and personnel budgets and sub-categories so as to group funds and expenditures for management and reporting purposes. Related policies for accounting are similar in practice with RSVP 's legal sponsor, United Way of Ponca City. It is also RSVP's policy, in the interest of objectivity, that we share the services of the same accountant as our sponsor.

The Director is responsible for personnel management including the development of policies and procedures similar to its legal sponsor regarding hiring, dismissal, salaries, hours of work, vacation and sick benefits. However, because of organizational set up of RSVP and limits on funding, there are only benefits for leave as previously mentioned. RSVP has elected similar code of ethics as its legal sponsor.

The Director is also responsible for procurement including the development of related policies and procedures conforming with his legal sponsor which includes benefits of discounts on various items of equipment, furniture and supplies against previously established agreements. RSVP policy authorizes only the director to effect orders for purchasing which, requires a written purchase order and unique order number assignment which is entered in the computer and tracked through to payment. Any item received and accepted for payment shall have a receiving memorandum completed by the director. Any items which are required to be competitively bid shall be written up in a Request For Quote with detailed specifications which may not be changed by the vendor without written permission of the director. Our policies authorize local purchasing of tangible items and services up to a maximum of \$2,500 which are covered under United Way agreements. Items which exceed this limit are to be competitively bid, if there are at least 3 vendors in the service area: if not, then within the state of Oklahoma. RSVP reserves the authority to accept the lowest and best quality bid among vendor responses.

RSVP manages capital assets in a manner which has met with acceptable response from three

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different external accounting firms who each conducted one or more of our annual financial audits. We manage our fixed assets through an Excel spreadsheet program which maintains information on each item included in our system. We assign each item an inventory control number and affix it to the property linking it back to the spread sheet line item, detailing brand, type, date of purchase, location of assignment in the organization, cost, and depreciation schedule.

Other

Cost Effectiveness / Budget Adequacy

The budget submitted for this grant application is sufficient to continue to sustain the level of service to the communities in our service area by RSVP volunteers and that their consequent reimbursement needs for transportation, meals and volunteer liability insurance coverage, as has been experienced in the fiscal year just concluded i.e., July 1, 2012 through June 30, 2013.

Review of related expenditures which reimbursed volunteers for the previous budget period indicates the aggregate was slightly less than budgeted and that the budget plans for the upcoming grant period are similar in type and amount.

The budget for volunteer reimbursement is reasonable in light of the scope and size of the overall program. RSVP's budget has been sufficient to allow us to accomplish the goals and objectives outlined in our strategic plan without incurring a deficit as evidenced in the FFR reports submitted for each of these prior fiscal years.

Related budgeted amounts for volunteer reimbursement have been similarly proportional for the three previous fiscal years, all of which concluded without deficits in either total funding or respective budget categories pertaining to related expenditures.

With the 20% cuts imposed by Congress during FY 2011, RSVP of Kay County sustained operations, including paying its applicable volunteer reimbursements which, is a testament to the strength of our capacity and infrastructure which allowed us to not cut or discontinue programs and services.

We have more than 10 years of historical records of budgeting of expenditures for r and r. The current director has more than 6 years of related experience with RSVP and 20 plus years of related experience in former positions. Recent budgeted amounts for both categories of expenditures is

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reflective of that experience. The proposed budgeted amounts for these two categories of expenditures are similar to the previous fiscal year just completed which, was sufficient to cover related expenditures.

The budget is very reasonable to support recruitment and recognition. Recognition needs are frequently met in a blended manner: approximately 2/3 from budgeted funds and 1/3 from in-kind resources. Accordingly, this type of expense is popular with contributors including volunteer stations. On the other hand, recruitment financial needs are more variable as related activities have been fairly flat or unchanging for several years: with recent significant changes in assignments and station graduations it is more complex to predict. However, we have sufficient capacity with community volunteer assistance to contain expenditures in order to prevent a funding shortfall. Being a service area of rural communities is advantageous for communicating our needs broadly and quickly coupled with a sense of familiarity to minimize related expenditures.

Recognition needs are fairly constant and predictable even with fluctuations in volunteer member numbers and changing service activities. RSVP has generally experienced success in meeting related needs with a blend of budgeted funds and in-kind resources. Related needs are fairly popular to contributors. Recognition expenses generally represent 12% of total expenditures which has been sufficient to sustain a sizeable and active volunteer force.

Non-federal funds undergirding the proposed budget of the grant application are sufficient to accommodate the 30% required federal match and to insure similar funding levels as has been the experience for recent fiscal years. Funds coming forth from our non-federal sources is similar in amount and with only one restricted use: \$6,000 of total funds granted from our state contract are to be used for volunteer travel reimbursement. Fiscal Year 2015 represents the fifth year this restriction has been in effect.

Our internal capacity will allow RSVP to continue near full operations for up to a 15% reduction in funding. Additionally, and if required, our sponsoring entity will probably provide supplement assistance to insure continuity of operations.

RSVP has a long and favorable history with its service area: we are appreciated and respected by

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dignitaries, representatives, and residents. RSVP has sustained a positive relationship with area businesses, non-profit organizations and governmental agencies which benefits us in terms of contributions, partnerships and collaborative ventures.

PNS Amendment (if applicable)

Not applicable.