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Executive Summary

Catholic Charities of the Diocese of Yakima, dba Catholic Family & Child Service (CFCS), the incumbent sponsor for Benton Franklin RSVP, submits this application to CNCS under the re-competition funding opportunity WA-01. A large social service agency, CFCS provides services in 8 counties in Central Washington, including Benton and Franklin, and focuses on serving people who are impoverished, disenfranchised, or who are pushed to the margins of society. The agency mission states, "Motivated by Christ's love, we bring hope to life, especially for those most in need." CFCS provides services to more than 46,000 unduplicated clients each year without regard to national origin, income, or religious beliefs; 56.5% are children under 18, 35% are adults (18-64) and 8.5% are seniors (65+).

The estimated number of unduplicated volunteers who will serve their community through Benton Franklin RSVP is 280. Volunteers will provide services in 11 volunteer stations whose goals are to meet identified community needs within Benton and Franklin Counties. Healthy Futures has been chosen as the Primary Focus area. Approximately 51% of unduplicated RSVP volunteers (142) will perform activities in the Healthy Futures Focus Area such as emergency food distribution, meal delivery to homebound individuals, transportation and home maintenance for seniors. These activities will lead to the anticipated outcomes of increased food security, increased perceived social ties and support, and the ability of seniors to continue living independently. Approximately 19% of unduplicated RSVP volunteers (55) will perform activities in Other CNCS Focus Areas of Education, Capacity Building, and Veteran's Services. The remaining 30% of unduplicated volunteers (83) will perform activities in the Community Priorities Area that will help meet unique needs identified in Benton and Franklin Counties.

The CNCS federal investment of \$45,793 will be supplemented by \$19,251 of non-federal funds.

Strengthening Communities

a. Describe the community: Benton and Franklin Counties are located in the South Central region of Washington State with drive times of 3.5 hours Northwest to Seattle, 3.5 hours West to Portland/Vancouver, or 2.5 hours Northeast to Spokane. The Tri-Cities, which includes the cities of Richland, Kennewick and West Richland in Benton County and the cities of Pasco and West Pasco in Franklin County, is the fourth largest Metropolitan area in the State after Seattle/Tacoma, Spokane,

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and the Washington portion of the Portland, OR/Vancouver, WA metropolitan areas. The majority of RSVP volunteers are from or perform volunteer services in the Tri-Cities. Benton and Franklin Counties are also comprised of smaller, rural towns including Benton City, Finley, and Prosser in Benton County, and Basin City, Connell, Kahlotus, and Mesa in Franklin County. The Eastern side of Washington State is dry and arid with over 300 days of sunshine a year in contrast to the Western side of the State which is known for its rain and more temperate coastal weather. Benton and Franklin Counties are particularly well-known for grape and wine production which accounts for a significant portion of the irrigated and dry land agricultural economy of the area. In fact, the area is referred to as the "Heart of Washington Wine Country", due to the more than 160 wineries located within a 60 mile radius. Another major contributor to employment in Benton County is the Hanford Nuclear Reservation, a Department of Energy managed project. Several large national companies and many smaller local subcontracting businesses employ workers in construction, engineering and technical fields at Hanford. The project is an ongoing effort to clean-up radio-active waste left over from the plutonium manufacturing, weapons production, and nuclear bomb waste that was produced during the Cold War as a part of the famous Manhattan project. Other primary employers include education, retail and healthcare providers.

According to the US Census Bureau, Benton County reported in 2012 that 19.2% of its population is Hispanic or Latino, 2.9% is Asian, 1.5% is African American or Black, 1.2% is American Indian or Alaska Native and the remainder of the population (75.2%) is Caucasian alone or Caucasian mixed; of those over age 60, 4.61% are Hispanic. Franklin County reported that 50.9% of its population is Hispanic or Latino, 2.6% is African American or Black, 2.1% is Asian, 1.3% is American Indian or Alaska Native, and the remainder of the population (43.1%) is Caucasian alone or Caucasian mixed; of those over age 60, 18.2% are Hispanic. The percentage of residents living in poverty in 2010 in Benton County was reported at 12.4% and in Franklin County at 20.5%, compared to 11.8% statewide (US Census). Benton and Franklin (and Yakima) Counties have the highest rate per capita of households on public assistance in Washington State. (SE WA Aging & Long Term Care, 2012-2015 Area Plan)

Benton Franklin RSVP has current Memorandums of Understanding with 11 volunteer stations that provide services to meet identified community needs. These stations align with the CNCS Focus Areas of Healthy Futures, Education, Veteran's Services, Capacity Building, and Community Priorities.

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b. Community needs and service activities leading to National Performance measure outputs and outcomes in the Primary Focus Area: Benton Franklin RSVP has chosen Healthy Futures as its Primary Focus Area and has RSVP volunteers placed at 4 stations that help meet the needs of homebound seniors and disabled individuals as well as volunteers placed at 1 station that helps reduce childhood obesity and increase access to nutritious food.

According to studies done by the United States Department of Agriculture, there is not a precise measurement for the incidence of hunger or the number of hungry people in this country. Prior to 2006, the USDA described households with very low food security as "food insecurity with hunger" and characterized them as households in which one or more people were hungry at times during the year because they could not afford enough food. "Hunger" in that description referred to "the uneasy or painful sensation caused by lack of food." In 2006, the USDA introduced the new description "very low food security" to replace "food insecurity with hunger," recognizing that although hunger is related to food insecurity it is a different phenomenon. Food insecurity occurs when household economic and/or social conditions result in limited access to food, while hunger is an individual physiological condition that may result from food insecurity. Food insecurity is a grave concern in Benton and Franklin Counties as evidenced by the fact that 60.6% of students (28,107) in Benton and Franklin Counties qualify for the Free and Reduced Lunch Program based on family income (WA Office of Superintendent of Public Instruction, 2011/12)

The Tri-Cities Food Bank provides emergency food to needy residents of Richland, West Richland, Kennewick, Finley and Benton City. The food bank sites are open 365 days a year; RSVP volunteers help by registering clients, and collecting, sorting and distributing a supply of nutritious food to those experiencing food insecurity. In 2010 more than 125,000 individuals representing approximately 33,000 families received emergency food. On average more than 15 tons of food were distributed weekly. It is reported that about 40% of the people served by the Tri-Cities Food Bank are children. RSVP volunteers placed at this station are essential to the survival of this community resource as the Tri-Cities Food Bank is run 100% by donations and volunteer effort. The direct services provided by the RSVP volunteers at the Tri-Cities Food Bank help to combat food insecurity among families who may not otherwise be able to obtain adequate food supplies and help to provide children access to more nutritious food, which will hopefully lead to reducing childhood obesity.

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Aging in Place is defined as "the ability to live in one's own home and community safely, independently, and comfortably, regardless of age, income, or ability level." (Wikipedia) It has been found that Aging in Place is important for the physical, mental and emotional well-being of seniors. We know that while most individuals would choose to continue living independently, there are many barriers that seniors and adults with disabilities face that impede their ability to do so. The US Administration on Aging identified as one of its major goals through 2012 to "Enable seniors to remain in their own homes with high quality of life for as long as possible through the provision of home and community-based services..." Benton Franklin RSVP volunteers serve at several community-based agencies that provide direct services that help seniors and adults with disabilities to maintain their independence.

Adequate nutrition is essential for healthy aging. The inability to prepare nutritious meals for oneself due to chronic ailments, acute medical conditions, dementia, or economic constraints can quickly lead to negative health consequences and a loss of independence. Studies show that "Home-delivered nutrition services enable older adults to avoid or delay costly institutionalization and allow them to stay in their homes and communities. Recipients of home-delivered meals are typically the most vulnerable population - older persons living alone, have annual incomes below \$11,000 and have multiple chronic health conditions" (SE WA Aging & Long Term Care 2012-2015 Area Plan). This study continues, "The cost of a one-year supply of home-delivered meals equals about the cost of one day in the hospital." Senior Life Resources Northwest, the sponsoring agency for Mid-Columbia Meals on Wheels, is a non-profit organization dedicated to the improvement of quality of life and maintenance of independent living as an alternative to institutionalized care. In 2012 over 1700 residents of Benton and Franklin Counties were served a congregate meal or received home delivered meals through Mid-Columbia Meals on Wheels. Meals which provide 1/3 of the required daily nutritional needs for seniors are delivered by RSVP volunteers Monday through Friday to homebound seniors who are unable to prepare balanced meals on a regular basis and do not have someone to prepare meals for them in the home. Frozen meals are delivered by volunteers for weekends and holidays. By placing volunteers at this station, Benton Franklin RSVP is helping to provide sufficient and nutritious food to seniors which will help them to remain independent in their homes longer.

The need for basic home repairs or adequate and reliable transportation are two frequent barriers to

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independence for seniors and adults with disabilities. Living in one's own home represents security and independence to most older Americans. SE Washington Aging & Long Term Care reports "Home modification and repair can help prevent accidents such as falls. Research suggests that 1/3 to 1/2 of all home accidents can be prevented by modification and repair. Older people tend to live in older homes that often need repairs and modifications.... Home modification and repair can accommodate lifestyle changes and increase comfort and allow seniors to stay in their homes longer." In "Beyond 50.05" (AARP 2005), it is noted that older people feel more isolated when their homes do not meet their physical needs. Often living on limited, fixed incomes, however, frail older adults frequently do not have sufficient disposable income for general maintenance or needed home repairs nor are they able any longer to perform the work themselves. Regarding transportation barriers, the same Area Plan from SE Washington Aging & Long Term Care noted, "Transportation is a critical part of accessing services that maintain health and well-being. What may seem like simple tasks of daily living to the able person can become major challenges when seniors have lost their ability to maneuver a vehicle safely..." Seniors who no longer drive still need to buy groceries and clothing, attend medical appointments, and go to meal sites or other social gatherings. Unfortunately, they often miss doing activities they would like to do which would enhance their quality of life because of insufficient transportation. The BenFranklin Transit System provides an excellent option for many seniors in Benton and Franklin Counties; however, for the most frail, those with very low incomes, or those who live outside the transit routes, having another available option is critical if they are to remain independent.

Volunteer Chore Services (VCS), a program of Catholic Family & Child Service, helps seniors overcome the barriers of inadequate transportation and home maintenance and repair by providing basic in-home assistance. Volunteers provide all services which can include transportation for appointments or errands, yard work, light housework, minor home repairs, and construction of wheelchair ramps at no cost to the senior or disabled client. The median age of VCS clients in Benton and Franklin Counties is 74, 51% live alone, and the median monthly income is \$925. RSVP volunteers serving at VCS choose the frequency and type of task they would like to perform; then they are matched directly with clients to complete requested tasks. Through the generosity of their time and skills, RSVP volunteers directly help low-income seniors and adults with disabilities to continue living independently, safely, and with dignity in their own homes.

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Harvard School of Public Health (HSPH) researchers found evidence that elderly people in the U.S. who have an active social life may have a slower rate of memory decline. In fact, memory decline among the most sociable was less than half the rate among the least sociable. Lisa Berkman, Chair of the department of Society, Human Development and Health, went on to say, "We know from previous studies that people with many social ties have lower mortality rates." Research completed by AARP and reported in Beyond 50.05 found "When older people are not engaged in their communities, they have lower feelings of self-control, less success dealing with aging issues, lower life satisfaction, and a poorer quality of life." Homebound seniors, especially those who live alone, often have a severely limited social network due to supportive family members not living nearby, and due to the fact that the senior's peers may be facing similar challenges. Checkline is a volunteer telephone reassurance program in Benton and Franklin Counties that helps homebound participants stay in their own homes by providing regular reassurance calls. As RSVP volunteers call their list of clients daily, they provide friendship and companionship, remind clients about scheduled medications, and in general just check in to make sure the client is doing well. Managed solely through volunteer effort, the service provided by RSVP volunteers is essential for the well-being, social engagement, and continued independence of homebound clients. Fine Arts Radio, part of the Washington Talking Book and Braille Library, brings current news and information to blind and visually-impaired individuals throughout Washington State. Seven days a week, RSVP volunteers take turns reading the local newspaper and other current local information for visually-impaired listeners who may not be able to access this information otherwise. By facilitating an awareness of current events and information to the visually-impaired community, RSVP volunteers help this population to continue living independently.

c. Plan to support data collection: The RSVP Coordinator will communicate to each volunteer station the importance of measuring the outputs and outcomes of services provided by RSVP volunteers. This will be done at the initiation of MoU's, during the annual site visits, and additionally as needed. The RSVP Coordinator fully understands the standardized CNCS outputs and outcomes relevant to each station and will work with the station supervisors to assure that procedures are in place to gather appropriate, valid, accurate and timely data. Some of the current RSVP stations are very knowledgeable and experienced in gathering this type of data; those stations that do not have this experience or do not have adequate staffing to gather this information will be encouraged and perhaps even assisted by the RSVP Coordinator to begin developing methods for performance measurement.

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Our goal is that the data collected will be useful nationally for CNCS purposes but also pertinent and useful for stations as they strive to provide optimum services to better meet identified community needs. Benton Franklin RSVP anticipates it will receive outcome measurements for approximately 38% of unduplicated volunteers.

d. Describe activities in service to veterans and/or military families: RSVP volunteers with S.H.A.K.E., through a partnership with Operation Home Front and Veterans Housing Services at Catholic Family & Child Service, help provide school supplies in the Fall and Toys in the Winter to veterans, active military members and their dependents. This program is currently in the development phase, but it is anticipated that the main distribution of school supplies and toys will be through a veterans' program at Columbia Basin Worksource. Benton Franklin RSVP is pleased to be initiating services to this specific recipient group.

e. Performance Measure Requirements: Benton Franklin RSVP will place approximately 51% of unduplicated volunteers in the primary focus area of Healthy Futures, 30% in community priorities, and the remainder (19%) of unduplicated volunteers in other focus areas and capacity building. Approximately 38% of unduplicated volunteers will be placed in work plans that result in measured outcomes.

Recruitment and Development

a..Plan for high quality volunteer assignments: Good volunteer management is essential for a vital RSVP program and high quality volunteer assignments. This includes the following critical factors: understanding the skills, interests, and motivation of the volunteer; maintaining standardized screening procedures to identify suitable volunteers and placements; accepting the volunteers' time availability; providing the opportunity for meaningful service in the community; providing regular supervision and communication with volunteers; facilitating a collaborative spirit between station staff and the volunteer and among volunteers; providing clear activity descriptions; and recognizing the important contributions of the volunteers through adequate volunteer recognition efforts. The RSVP Coordinator is knowledgeable of and adheres to best practices in volunteer management as she fulfills her role. For current RSVP stations, a Memorandum of Understanding and volunteer Activity Descriptions are in place. The RSVP Coordinator and station supervisors meet in-person at least annually and more frequently by phone or email to discuss how the volunteer activities provide high quality, meaningful and satisfying opportunities for the volunteers and help meet identified

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community needs; they may discuss new volunteer assignments or improve upon existing ones which will attract a wider variety of volunteers with different interests, experiences and skill sets and which will perhaps align with other CNCS focus areas. In addition to supporting current volunteer stations, the Coordinator will continue to seek out new stations that provide services which specifically align with CNCS focus areas. This will broaden the range of volunteer opportunities through which senior volunteers can share their life experiences, abilities and skills, strengthen the impact RSVP volunteers have in meeting identified community needs, and add to the beneficial and measurable outcomes on a national level.

b. Plan to ensure RSVP volunteers receive appropriate training: RSVP volunteers receive initial information about volunteer opportunities and station activities as they determine with the Coordinator which volunteer placement would be most appropriate for them. Once they engage with a volunteer station, specific on-site orientation and ongoing training is provided by the station supervisor or designee and will include the specific community needs addressed by the station, how the services provided by RSVP volunteers will help alleviate those identified needs, and all other information necessary for day-to-day engagement within the station. Through this on-going on-site training, RSVP volunteers will be equipped to fulfill the assigned activities and help the stations meet the community needs they have identified in Healthy Futures, other Focus Areas, or Community Priorities. Information on community resources or about the RSVP program is available for volunteers from RSVP staff at any time. Station supervisors receive RSVP program information, including their responsibilities as station supervisors upon initiation of the partnership with RSVP; periodic communication between RSVP Coordinator and station supervisors provide the opportunity to update information as needed. E-newsletters are sent quarterly to station supervisors and volunteers who have provided their email address. Members of the Advisory Council receive on-going training on all facets of the program, including their specific role as community representatives.

c. Recruitment of new volunteers: Recruitment can happen in a variety of ways, with word of mouth by current volunteers usually being the most successful. Personal presentations and distribution of printed material in places where seniors gather are also effective means of recruitment. Attendance at community events such as Senior Life Expo or the All Senior Picnic provides opportunities to recruit a wide variety of potential new volunteers, reflective of the general senior population. Media releases reach a broader audience, and RSVP opportunities are listed on

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VolunteerMatch and the CFCS agency website and Facebook page as well. The RSVP Coordinator is always looking for new events and ways to increase community awareness of the volunteer opportunities available.

RSVP of Benton and Franklin Counties believes that everyone should have an equal opportunity to volunteer. The Coordinator will continue to seek out opportunities to share that message to specific groups that are at present underrepresented in this program. These include the Hispanic population (Franklin County reported 50.9% of their population is Hispanic or Latino (2010 US Census)), a significant Vietnamese population in Benton and Franklin Counties, Veterans, and individuals with disabilities. The Coordinator will seek out opportunities to connect with the Hispanic community through the Hispanic Chamber of Commerce, the annual Latino Business, Consumer and Career Expo, and the local Spanish-language newspaper "Tu Decides". The Senior Companion Program has a number of Vietnamese volunteers with whom the Coordinator can brainstorm ways to share the volunteer opportunities available through RSVP with that population. RSVP participates annually in the Veterans Stand Down which allows RSVP to network with other non-profit agencies supporting veterans and their families, and also provides a way to recruit new veteran volunteers or their family members. The Coordinator will reach out to leaders in agencies that provide services to individuals with disabilities to explore how best to connect with this group; these agencies might include the Arc of Tri Cities and Columbia Industries.

Benton and Franklin RSVP also relies on the RSVP Advisory Council, made up of 9 interested community members, to help with recruitment efforts. In addition to spearheading the annual volunteer recognition event and fundraising activities, the Council has established Goals, Strategies and Tactics to address a) promoting RSVP in the community, b) maintaining updated volunteer information and volunteer opportunities, and c) fostering relationships with RSVP stations to help meet the community needs identified by the stations. The Council meets monthly and works closely with the Program Coordinator to meet these goals. Tactics outlined by the Advisory Council and staff to build public awareness of the RSVP program include notifying the media of special RSVP events, such as the Volunteer Recognition Event and SHAKE school supply drive; posting attractive flyers at key senior gathering places to recruit volunteers; seeking speaking engagements with service clubs; and personally visiting local businesses to promote support of RSVP. A local brochure has been developed, and a quarterly e-newsletter is sent to all supporters and stations that contains station

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highlights, additional volunteer opportunities, and tips for successful volunteer recruitment or retention.

As the Baby Boomers reach retirement age, it is hoped that they will enter into volunteer service. There have been many articles written on how to attract volunteers from that age group as their motivations, type of service they would like to offer, as well as their preferred method of communication differ greatly from other volunteers. It is important for a successful coordinator to understand these generational differences and implement best volunteer management practices with each group.

d. Plan for volunteer retention and recognition: Volunteer recruitment is just the first step. It is vital to provide meaningful volunteer opportunities in which volunteers can use their existing gifts and talents or develop new ones if they so choose. When a volunteer feels successful in the placement, and s/he feels that his/her work is making a positive difference in the community, volunteer retention with the station and RSVP increases. Benton Franklin RSVP works closely with stations to achieve this volunteer retention. In a recent RSVP Volunteer Satisfaction Survey, 100% of respondents were satisfied with their volunteer assignment; 96% would recommend volunteering with RSVP to others; 56% felt that volunteering has positively affected their physical, emotional, or cognitive health (44% felt that it has helped them maintain); and 100% stated that volunteering has increased or improved their social ties or friendships. These were astounding results!

Volunteer recognition is an essential activity that also leads to greater volunteer retention. But not all volunteers want to receive this recognition in the same way. Some volunteers greatly enjoy a large annual celebratory event; some like certificates, pins, or small gifts; some prefer one-on-one or small group thank-you's; and others prefer no outward recognition at all. RSVP and the individual station supervisors understand these diverse preferences and try to respond appropriately to each volunteer. The method is not important -- the message, that the volunteer and the effort s/he shares with others are both valued by RSVP and the stations and valuable in helping meet community needs, is what is most important.

Program Management

Effective program management is essential for the ongoing success of the RSVP program. Catholic Family & Child Service has sponsored the RSVP program since 2011. In that time RSVP staff has

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become very familiar with all elements of program requirements and best practices as specified in the RSVP Handbook and has developed a good working relationship with the State Office of the Corporation. The staff attended all pertinent meetings during the Virtual Conferences hosted by CNCS in both 2012 and 2013. The Coordinator is an active participant with the Washington Association of RSVP Directors and actively participates in trainings and conference calls hosted by this group. These resources are very helpful as we strive to maintain an optimum level of program management.

a. Compliance and management of volunteer stations: The RSVP Coordinator maintains a file for each RSVP station, which include the following items: 1) original MOU and any appropriate updates (renewable every three years); 2) written statement from the volunteer station identifying itself as a public agency, secular or faith-based non-profit organization, or proprietary health care organization; 3) Annual statement of Safety and Accessibility ; 4) volunteer Service Descriptions; 5) chart notes recording site visits and any other pertinent notations; 6) written materials from the stations, such as brochures, etc. Each volunteer station has a "supervisor" assigned (paid staff or volunteer leader) who manages the day-to-day oversight of RSVP volunteers, including initial volunteer orientation and follow up training as needed, volunteer safety, maintenance of a system to monitor who is volunteering each day, and completion of monthly timesheets. Each volunteer station is responsible for completing any criminal background checks needed, depending on the type of service provided and the population served.

b. Plan to ensure volunteers are performing their assigned service activities: Approved Service Descriptions for the distinct volunteer roles performed at each station are maintained in the Station files. It is, however, through personal contact that the RSVP Coordinator ensures that volunteers are performing their assigned service activities. The Coordinator has developed an excellent working relationship with each of the volunteer station supervisors. She connects at least monthly via phone or email and personally visits each station at least once per year, and often more frequently. Members of the Advisory Council are encouraged to participate in these station visits as well. During the visit, the Coordinator talks with volunteers and station staff, answers questions about the station partnership with RSVP, addresses any concerns, ensures that conditions are safe for the volunteers, and reviews the importance of volunteers not participating in any prohibited activities. These contacts help ensure that there is a clear understanding of the roles of RSVP staff, stations, supervisors and volunteers, which in turn ensures that this partnership is beneficial to all parties and helps meet the

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community needs their services address. By understanding the needs of the station, the Coordinator is better able to place additional volunteers when needed. Volunteer timesheets are received monthly from each station and entered by the RSVP Coordinator directly into Volunteer Reporter. This software provides data regarding the number of volunteers and hours of service provided for each Service Description at each station.

c. Plan to meet changing community needs: There are several methods used to ascertain changes in community needs -- information from current volunteer stations that have a clear understanding of the clients they serve and the changing needs presented by these populations; input from Advisory Council members who represent the communities served by RSVP; and information received from other social service agencies in the community. Benton Franklin RSVP will conduct a Station Survey in October 2013 to gather information regarding current volunteer placements and also to request input specifically on unmet community needs. The Advisory Council often discusses community needs and advocates for programs that are unique to the communities of Benton Franklin Counties, such as Project SHAKE. Integration of the new CNCS focus areas has helped RSVP identify and begin partnerships with organizations to meet a new series of community needs, such as veterans' services.

As RSVP aligns itself with CNCS focus areas, it is very important that any changes needed, such as "graduation" of stations or volunteers, cause a minimum of disruption to current volunteers. RSVP staff are working to complete this task by June 2014 in the following manner: 1) natural attrition of volunteers; 2) ending partnership with stations that do not submit required information, such as timesheets, or that no longer meet the required characteristics of an RSVP station; 3) determination of Community Priorities stations (up to 30% of unduplicated volunteers); 4) direct discussions with any remaining stations about the need for "graduation". If any RSVP volunteers are affected by this process they will be contacted, thanked for their service through RSVP, encouraged to continue at their present placement, and also offered placement in another station which aligns with CNCS priorities.

d. Organization's track record in Primary focus Area: The primary focus area for Benton Franklin RSVP is Healthy Futures, specifically Objective 1: Homebound Seniors and Disabled Individuals and Objective 2: Increasing Access to Nutritious Food. Catholic Family & Child Service has over 30 years'

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experience in providing direct client services which help elders and adults with disabilities continue to live independently in their own homes. 5 of the 11 current RSVP volunteer stations provide services that align with this focus area. RSVP collects output data from each volunteer station and maintains it on Volunteer Reporter, including volunteer numbers (unduplicated and total), hours of service, and activities completed. Two of the volunteer stations in the primary focus area, Volunteer Chore Services and Senior Life Resources (Meals on Wheels), have successful track records of being able to provide not only statistical data, but also more in-depth information that measures the effectiveness of services provided as perceived by service recipients of these CNCS supported programs. The RSVP Coordinator will be in discussion with Tri Cities Food Bank to determine if they can partner in the development and implementation of a client survey to provide outcome information relating to food security as well. The number of unduplicated volunteers in performance-based volunteer stations will be approximately 38%.

e. Compliance with RSVP federal regulations: All RSVP volunteers are at least 55 years old. This is confirmed by the RSVP Coordinator as she enters information for each volunteer into Volunteer Reporter. Each volunteer is assigned only to community stations that have a current MoU with Benton Franklin RSVP. The RSVP Advisory Council currently has 9 voting members and is supported by 3 staff members. This group is comprised of civic-minded individuals from a variety of professional backgrounds. They are knowledgeable about the human and social needs of the community, passionate about volunteerism, advocates for the capability of older adults, and experienced in fund-raising and publicity. They meet regularly the first Thursday of each month.

Organizational Capability

Provide sound programmatic and fiscal oversight, day-to-day operational support and ensure accountability and efficient use of resources: Catholic Family & Child Service has been a leader in providing quality services to seniors in Central Washington since 1981 through the Volunteer Chore Services program, since 1985 through the Respite Adult Day Center, since 2003 through the Foster Grandparent Program (Yakima, Kittitas Counties) and the Senior Companion Program (Yakima, Benton, Franklin, Walla Walla Counties), and since 2011 through RSVP in Benton and Franklin Counties. Staff from each of these programs make up the Elder Services team; they are very knowledgeable about elders, aging issues, and volunteer management, and provide information and support to one another. The overall programmatic oversight of Benton Franklin RSVP lies with the Senior Corps Manager. To assure the smooth program operation of RSVP and compliance with RSVP

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requirements, the Senior Corps Manager maintains frequent communication with the RSVP Coordinator regarding the direct implementation components of the program, prepares and submits documents for invoicing monthly to the agency accounting department, reviews invoices submitted to CNCS, monitors volunteer activity reports quarterly, and meets bi-annually with the Advisory Council. She relays timely information regarding program status, program concerns and contract compliance to both the Agency Director and Chief Financial Officer as appropriate. The Chief Financial Officer provides oversight for all fiscal and audit procedures and implementation. The agency Accounting Department, under the management of the CFO and in adherence to established financial policies which conform to Generally Accepted Accounting Policies (GAAP), performs all accounting tasks required for the program. Day-to-day operations of the RSVP program are carried out by the RSVP Coordinator. She works closely with the Senior Corps Manager and the RSVP Advisory Council to ensure that all tasks required for efficient implementation of the RSVP program are completed in compliance with program and agency policies, and she also works closely with volunteer station supervisors to keep abreast of community and station needs.

Clearly defined staff positions:

Senior Corps Manager, Dee Davidson, MSW (.18 FTE) -- Ms Davidson has been the Senior Companion Coordinator (Yakima) since January 2013 and was promoted to this leadership position in September 2013. She has a degree in Information Technology and recently received her MSW degree. She will be trained in her new responsibilities during September and October 2013 by the former Regional Director for Elder Services, a veteran of 10 years' service in Senior Corps program administration.

RSVP Coordinator, Kelli Ramey (1 FTE) --Ms Ramey has been in this position since CFCS received the RSVP grant in April 2011. Her previous experience includes working with seniors at a senior housing facility and being a Regional Service Corps Americorps member for 2 years. Her job duties include recruitment, placement and retention of volunteers over 55 years of age; recruitment, management, and retention of appropriate volunteer stations; collection, input and analysis of volunteer hours and activities; management of and interaction with RSVP Advisory Council; marketing and publicity of RSVP.

Events and Support specialist, Adrienne Deen (.03 FTE) - BA MultiMedia Arts and Design, employee

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with CFCS since January 2009, staff member on RSVP Advisory Council. Ms Deen assists with RSVP media, fundraising, and recognition events.

Accounting Staff: Karen Barnsley, CFO for Catholic Charities of the Diocese of Yakima for 12 years; accounting support staff include AP Clerk, General Ledger Accountant / AR, Bookkeeper, and Payroll Administrator. The centralized Accounting Department of Catholic Charities provides a professional level of accounting services not available to smaller programs.

Internal policies and procedures and capital assets management: Catholic Family & Child Service, and particularly Elder Services, has a long and successful record in successfully managing volunteer programs - both those that serve seniors and those that specifically recruit senior volunteers. Best practices and program policies are in place for volunteer and risk management. Personnel policies are standardized and recorded in the agency Employee Handbook, and the centralized Human Resources and Benefits department provides support for all staff members. Each new employee has a job description, receives an Employee Handbook, and attends an agency orientation shortly after hire. Employees receive an evaluation after the six month Introductory Period and annually thereafter. Accounting policies following GAAP are in place for all accounting tasks and recorded in the Financial Policy Manual. Management of assets and the Internal controls related to them are fully defined in a series of policies including Entity-Level Control, Threshold, Understanding the Entity and its Environment, Cash and Investments, Disposal of Assets, Purchases and AP, Financial Reporting Process, and Fixed Assets.

Robust financial management and past experience with federal grants: The Accounting Department at Catholic Family & Child Service successfully manages the financial requirements of a wide variety of federal programs, adhering at all times to the established agency Financial Policy Manual and GAAP. There is a distinct Reporting Unit for recording RSVP revenues and expenses which is reviewed monthly by the Senior Corps Manager and Agency Director. In-kind donations are documented in an excel spreadsheet maintained by the Senior Corps Manager. Both actual budget information and in-kind documentation are also reviewed monthly by the RSVP Advisory Council. CFCS participates annually in an A-133 audit performed by an external, contracted CPA firm.

Other

Not Applicable

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PNS Amendment (if applicable)

Not Applicable