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Executive Summary

Six County Retired Senior Volunteer Program (RSVP) covers the Six County Region which includes (Juab, Sanpete, Sevier, Wayne, Piute, and Millard) Counties and will have an estimated 240 RSVP volunteers to make an impact on the communities they serve. These volunteers will serve low-income individuals, veterans and families in need, providing economic opportunities to those who are struggling to make a living, frail elderly, perform outreach in disaster preparedness to community members who are unprepared for times of disasters, educate and inspire youth, women and children involved in domestic violence situations, and disabled veterans who live on small fixed incomes. The Primary Focus Area for this project is Disaster Preparedness and the goals for this focus area will be implemented through CURCCC (Central Utah Regional Citizen Corps Council), Sheriff's Offices, and LEPCs. Throughout a three year grant cycle 60 RSVP volunteers will provide over 20 disaster preparedness trainings, at least 300 people will be trained in emergency preparedness skills, over 1,000 pamphlets will be distributed, and at least 10 volunteers will be trained well enough to take on leadership roles. The RSVP Volunteers will accomplish this through a network of 55 stations. Additional sites will include other stations such as: Food Banks, Home Health Agencies, Disabled American Veterans, American Legion, Senior Centers, Schools, New Horizons Crisis Center, and Volunteer Income Tax Assistance Program. The CNCS dollars include \$88,988 which will be supplemented by \$38,525 through local support.

Strengthening Communities

The Six County Region is located in the west-central part of the state of Utah. The service area includes Juab, Millard, Piute, Sanpete, Sevier, and Wayne Counties of Utah; encompasses 16,931 square miles, and supports 77,282 people. This is a population density of 4 people per square mile. Some consider the service area not only rural, but "frontier." There are 49 incorporated towns in the service area, but only five (5) cities have more than 3,000 residents. The largest city in the service area is Richfield, with just over 7,500 residents. There are only six (6) small hospitals in the entire area. According to the latest census information - an average of 14.31% of the Six County Area population is over the age of 65, compared to the state average of 9%. Unemployment in the service area is 8.1%, while the average in Utah is 7.6%. The median family income in the area is \$13,263 per year less than the average for the state of Utah. During the past 5 years there was an average of a 4% growth within the Six County Region. This may be due to the fact that the main industry in these counties is coal mining which brought settlers here in the late 1800's, however residents often find themselves

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facing joblessness and economic hardship because of the unstable nature of coal mines and alternate energy sources. Many young people often move out of the area to find better paying jobs and a bigger variety of opportunities. The Six County Region is an economically disadvantaged, rural, slow growing, aging community. However because of these issues our community has been known to pull things together to get things done and Six County RSVP plays a vital role with solving these community needs. RSVP works closely with volunteer stations to implement the identified needs and has a strong working partnership. RSVP utilizes a database which tracks and manages volunteers, is a great resource for tracking hours and numbers, allows for development and posting of job descriptions for Stations, and provides valuable information on when MOU's are up for renewal so our program can follow up with the stations and volunteers. We have an electronic tracking system for outcomes, however in other instances we continue to use the paper copies depending on the information needed to be collected. We have a widely spread region; therefore making it difficult to visit our stations in person on a frequent basis. However we stay in contact with our stations on a quarterly basis either via phone or in person contact to assure the needs of the stations and volunteers are being met. We do have contact in person on a monthly basis with the stations listed in our Primary Focus Area. We have a Provider's Coordination Council which gathers on a monthly basis to share information and resources. This allows us to continue to keep close ties with local non-profit programs, government programs, and various other agencies. Six County RSVP has a strong Advisory Council group where a needs assessment is conducted each year to make sure the program is running smoothly in all areas. This is done through a round table discussion as well as through surveys. The Primary Focus Area will be Disaster Services. There is a constant threat for natural disasters such as floods, earthquakes, fires, wildfires, severe winters storms, and landslides throughout Utah. In fact, our Six County Region is overdue for a large scale disaster. According to the U.S. Geological Survey, the last large earthquake was documented on September 29, 1921 and there was estimated 100,000 dollars damage in Sevier County. Also in Piute County on October 4, 1967 a 5.2 earthquake caused major damage. It also states the average occurrence for an earthquake in the Utah region with a 6.0> magnitude happens every 20 years, 6.5> every 50 years, and a 7.0> every 150 years. Thus, making it important for individuals to be prepared if/or when a disaster strikes. Six County RSVP will include people with low income individuals, veterans, individuals with diversified back grounds, and encourage all community members to become involved in volunteer service by promoting our program to citizens in our local areas. Six County RSVP has played a key role in the community to meet local community needs and especially with disaster preparedness within the Six

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County Region. Six County RSVP played an integral role worked side by side with the Volunteer Centers, local emergency planners, and first responders in the six counties in our service area, to establish one of the first two (2) "regional" or multi-county Citizen Corps Councils in the Nation. The Central Utah Regional Citizen Corps Council (CURCCC) serves the same geographic area as Six County RSVP. These six counties also made up of the Central Utah Region of the Utah Division of Emergency Services and Homeland Security (DES) at the time it was organized. Six County RSVP has established and become very involved in the Central Utah Regional Citizen Corps Council , with the RSVP Director serving as Chair of the CURCCC. The RSVP director is also the State Citizen Corps Council Region III representative for the State Citizen Corps Council. Citizen Corps Council focuses on Community Emergency Response Team (CERT), Neighborhood Watch, Volunteers in Police Service (VIPS), Fire Corps, Medical Reserve Corps, and individual and family preparedness. Six County RSVP is partnered with local Emergency Management, State Utah Division of Emergency Services, Public Health, local Sheriff's Department, local City Police, and Red Cross. RSVP is looked at as the main source to draw volunteers from in the event of a catastrophic event. RSVP volunteers provide trainings to community members to help the become more prepared. RSVP volunteers serving with Medical Reserve Corps are trained for efforts in the event of a pandemic. RSVP Volunteers involved with the CERT program are trained to take care of themselves, their families, and their neighbors until first responders can arrive on scene. As more RSVP volunteers participate in these type of efforts, it will free up local law enforcement and response personnel to meet their front-line responsibilities in the war on terrorism and homeland security. RSVP volunteers along with other community volunteers will train 300 community members in disaster preparedness trainings and courses such as CERT, CPR, First Aide, Disaster Preparedness, 72 Hour Kits, Community Safety, Preparing for Floods, Sheltering in Place, and various other topics. At least 10 volunteers will become well enough trained that they accept leadership responsibilities on Citizen Corps Councils, LEPCs, CERT teams, Neighborhood Watch Groups, and Medical Reserve Corps Council to further local community preparedness. At least 1,000 pamphlets, brochures, and/or information booklets will be prepared by volunteers or obtained from other sources, and distributed at no cost to the public at information booths, county and public health fairs, safety fairs, etc. Through such activities community members will be better prepared in times of a disaster. Veterans and Family members will also be encouraged to participate in the Primary Focus activities as well as other activities. Though we will try to place veterans in our focus area, we also want to place them wherever they feel most engaged and fulfilled. Six County RSVP has established excellent working partnerships with Disabled

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American Veterans, American Legion Groups, and American Legion Auxiliary Groups. Six County RSVP currently has veterans serving to help other veterans by driving them to their medical appointments which the nearest hospital/clinic for these veterans is in Salt Lake City which the farthest distance veterans have to travel is 442 miles roundtrip figured at the local IRS rate of .555 cents per mile would equal \$295 dollars per visit. Six County RSVP played a key role in getting the veteran van established in our region. Veterans along with other RSVP volunteers are given the opportunity to participate in several large scale community activities throughout the year - including MLK, 9-11, and Volunteer Week. For instance during a MLK day service project which highlighted veterans, active servicemen, and families of service men. 1,836 items were donated to place in Care Packages, 150 Care Packages were put together, and 250 letters were written to place in the care packages. RSVP partners with several different agencies and is committed to enhance the capacity of organizations within our communities. We accomplish this through providing information, resources, and advice on best practices to recruit and retain volunteers. RSVP helps organizations clearly define their needs so that we can better match volunteers in order to provide appropriate placement. We have at least one volunteer placed at each organization that focuses on community priorities which help with recruiting, training, and managing volunteers.

Recruitment and Development

Six County RSVP assures a high quality experience for volunteers by working with a variety of organizations in the community to develop a diverse range of volunteer opportunities. During the first initial in person meeting with the organizations - RSVP asks that they list all of the ways volunteers can serve within their organizations. Each organization receives a sheet in order to detail their needs such as the need of the organization, how volunteers can meet those needs, and allows time to reflect on the impact it will have within their agency. These sheets are utilized to write performance measures and job descriptions while also ensuring volunteers will be serving in the best possible opportunities. Once volunteers are connected with a place to serve - they are asked on a yearly basis through a volunteer satisfaction survey how they are enjoying their volunteer service, the place where they serve, and how we can better serve their needs. Due to the volunteer opportunities developed - leadership positions will also be given to volunteers through disaster preparedness activities such as serving as presidents, vice presidents, chairs, trainers, recruiters, captains, coordinators, etc. For instance with our CERT Program volunteers will serve as coordinators, team leaders, and trainers to provide meetings and on going support on a regular basis for members. This will help establish and strengthen their CERT teams and their neighborhoods - thus allowing them to respond during a large

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scale disaster. RSVP will also provide leadership opportunities to volunteers through days of service activities such as 9-11, MLK, Cell Phone collection for veterans, and National Volunteer Week.

Volunteer Training -RSVP volunteers receive a one-one-one orientation during their initial sign-up. During this process - volunteers receive an orientation packet listing all volunteer opportunities available, benefits of the RSVP Program, and all of the required forms. Volunteers are also interviewed to find out the skills and desires of volunteer service thus allowing RSVP to match the volunteers with the correct volunteer placement. Once placed with a station volunteers then receive an on-site orientation and training. Volunteer Station Supervisors are provided with an orientation about RSVP and policies, a packet which includes signing the MOU and information needed to effectively manage volunteers, and are give all the forms required by RSVP. **Volunteer Recruitment** - Six County RSVP will continue to strengthen and retain our corps group of volunteers through recruitment, involvement, and recognition. Our recruitment plan includes attending a speaking at senior centers and places seniors gather on a quarterly basis. We also rely heavily on information going out to the general public in regular news releases which "Tell the Story" of what RSVP volunteers are accomplishing in each community in our service area. RSVP will not only utilize news releases, but host PSA's on local radio stations, write articles for the RSVP newsletter, distribute flyers, and hand out brochures to community members, and encourage other RSVP volunteers to recruit their friends and other community members to become part of our program. These things are accomplished on a monthly basis. In addition RSVP will provide one time activities to draw individuals into the program and will have booths at local health fairs, safety fairs, and other events to recruit new volunteers as well as distribute important information to the public. These activities will be done on a quarterly basis. RSVP staff will give presentations to different groups in the community such as American Legion, American Region Auxiliary, Turn Community Services, among others to inform them of the RSVP Program and how to become a member. Six County RSVP has challenge our Advisory Council members to recruit new volunteers and we have seen some positive results from this effort. RSVP will also utilize community trainings to draw new individuals into the program through CERT (Community Emergency Response Teams), Medical Reserve Corps trainings, Neighborhood Watch, and other disaster preparedness trainings. Six County RSVP is placing our volunteer service opportunities on as many web-based recruiting programs as possible and on our website in order to recruit and request additional volunteers. These online systems are promoted through all media outlets and newsletters. **Retaining and Recognizing Volunteers** - It is important that RSVP volunteers feel valued for their volunteer service. Part of retaining volunteers is assessing

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their needs, making sure they are having a good experience, giving them the right tools in start their service, and reevaluating their volunteer service. RSVP ensures that all volunteers receive the proper training, orientation, forms, and skill assessment during the one-on-one sign-up. They are interviewed to find out their experience and skills and then are matched with the appropriate station. An annual survey is distributed to the volunteers to ensure they are pleased with their volunteer service and the service RSVP offers to them as volunteers. RSVP provides a quarterly newsletter to update volunteers on any changes with the program, spotlights volunteers, features stations, and includes other beneficial information to the volunteers. In order to retain volunteers it is also important to provide recognition. Six County RSVP provides an annual recognition event for all volunteers which includes dinner, prizes, gifts, entertainment, and awards to thank them for their volunteer service. RSVP volunteers are nominated for awards throughout the year. Some of the awards these volunteers are nominated for and receive include - Silver Bowl Award, AARP Andrus Award, Presidential Service Award, VITA Award, and other awards in the community. RSVP volunteers are recognized and spotlighted through local news articles and/or pictures, on our website, and through our RSVP Newsletter on a bi-monthly basis. RSVP volunteers receive a verbal "Thank You" and/or a card in the mail to express our gratitude for their service.

Program Management

Management of Volunteer Stations - New stations and coordinators are given an orientation, and a packet which includes the MOU, Performance Measurement sheet, and information volunteer benefits. RSVP assist New Stations with identifying volunteer opportunities and completing the job description and assignments. The MOU details the responsibility with the partnership between both RSVP and the Volunteer Station and ensuring compliance of all RSVP regulations. Six County RSVP ensures that the MOU is kept up to date every three years. While renewing the MOU - RSVP gets input from the stations, addresses any needs or concerns of the stations, and updates job descriptions and placements as needed. Six County RSVP either meets with stations via phone or in person on a bi-monthly basis - due to the huge geographic area covered. Recruiting and Managing Volunteer Stations - Six County RSVP strives to develop new stations and/or strengthen existing relationships. In order to identify unmet needs the RSVP Director sits on several committees including: Providers Council, Aging Advisory Council, Citizen Corps Council, Domestic Violence Coalition, Local Emergency Planning Committee, Medical Reserve Corps, VITA Coalition and others. This allows the RSVP Director to stay connected within the community, build partnerships, identify needs in the community, and connect with resources to meet those needs. This also allows the RSVP Director to

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identify new stations in need of volunteers, any unmet community needs, and the best volunteer placement that should be established to meet those needs. Six County RSVP plays such a vital role in the community that we have organizations approach us to be involved with the program because of the good things they have heard and seen. Graduating Stations - At this point Six County RSVP had not had to graduate any stations. These stations fall either in the Primary Focus Area, Community Priorities, Capacity Building, and/or Other Focus Areas. RSVP will focus efforts on the new system to make sure volunteers are being recruited and aligned to meet the programmatic requirements. RSVP will continue to meet with stations to make them aware the new focus of CNCS and will address any concerns that arise due to the new guidelines. Measuring Outcomes and Outputs - RSVP will continue to inform existing and/or new stations about the grant requirements to track data and to meet the necessary outputs and outcomes. RSVP has offered various tracking tools to stations when needed. For our Primary Focus there will be a survey and an excel sheet to be track all data needed to meet all any outputs and outcomes. The progress of these goals will be collected and reviewed on a quarterly basis. RSVP will use a software program to track volunteer hours and placements to generate reports. These reports will be shared with our RSVP Advisory Council, stations, and sponsoring officials. This same database will be used to report progress to CNCS on an annual basis through the Progress Report. RSVP is committed to constant, on-going evaluation of instruments, methods, and data to make certain necessary adjustments are made as our project develop. Performance Measures are reviewed and updated on an annual basis in coordination with station representatives. RSVP Project Resources - Management of project resources, both financial and in-kind, is a paramount priority. The Six County Association of Governments has a sound fiscal structure. Checks and balances are assure that financial transactions are handled properly with strict adherence to policies and procedures. There is both a monthly ledger and a spreadsheet provided to assure expenses are being coded to the correct line item. The financial manager in the department codes the bills and then it is checked by the RSVP Director, the Aging Volunteer Services Director, the Financial Assistant in the Finance Office, and a final check is preformed by the Finance Director in the Finance Department. The in-kind contributions are tracked through an excel spreadsheet. An audit is conducted annually by an independent firm to ensure that all guidelines and acceptable practices are followed. The State Program Specialist from CNCS state office has conducted all appropriate site and monitoring visits, and has been pleased with both the programmatic and fiscal oversight of the project. The sponsor's long-term history of experience and successful administration demonstrates their professional success in this area.

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Organizational Capability

The Six County Association of Governments has a sound fiscal structure. Checks and balances are in place to assure that financial transactions are handled properly with strict adherence to policies and procedures. Even though the Project Director prepares much of the information for required reports, there is still a check-and-balance system in place, which requires the CEO (or his representative) to sign all grant applications and reports. An audit is conducted annually by an independent firm to insure that all guidelines and acceptable practices are followed. Accounts payable is prepared by the department finance manager. Accounts payable is then reviewed by the RSVP Director, Department Director, Finance Assistant, and Finance Director to ensure accuracy and correct coding of bills. Payroll is handled by the Department Assistant Manager and then is reviewed by the finance assistant. Payroll is then signed off by both the Finance Director and Executive Director. The Finance Department prepares monthly ledgers and spreadsheets for the RSVP program to review and track budget items. Data collection of volunteer time and mileage is conducted by the volunteer station and then turned into the RSVP office. There are two individuals in the office that are able to access the data reporting system to input and/or track volunteer information and hours which includes the RSVP Program Assistant and the RSVP Program Director. RSVP collects information for performance measures from stations through surveys, excel spreadsheets, and electronic data programs. The State Program Specialist from the CNCS state office has conducted all appropriate site and monitoring visits, and has been pleased with both the programmatic and fiscal oversight of the project. The projects long-term history of experience and successful administration demonstrates the organizational capacity and sustainability to manage and operate the RSVP program. Six County RSVP has been awarded two separate Program for National Significance grants, and has successfully fulfilled the objectives set in every grant application to date. The sponsor has a well-defined personnel policies and procedures in place that demand job descriptions for each staff member, including part-time staff and volunteers who work in the office. The policies and procedures also address purchasing procedures, internal policies, travel policies, among proper practices and guidelines for all staff members. The (SCAOG) requires programs to track any supplies or equipment purchased through inventory tracking sheets. The (SCAOG) provides a semi-annual job performance appraisal for each staff member. The key staff person responsible for program management is the RSVP director, Shara Bastian. Ms. Bastian has worked over 13 years in the RSVP program. She has served over 2 years as an AmeriCorps*VISTA and VISTA Leader, 4 years as Program Assistant and is currently the RSVP Director. Ms. Bastian served as logistics officer on the (Community Emergency Response Team)

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exercise for all of Southern Utah in 2005. Ms. Bastian currently serves as the Region 3 representative for the State of Utah with the State Citizen Corps Council. She has also served a two-year term as the Chair of the Utah Senior Service Corps Directors Association. Ms. Bastian has training and experience with grant writing, volunteer management, computer skills, The project is currently blessed to have one part-time employee Andrea Gay who is the RSVP Program Assistant who started as a VISTA member and then came on board in 2009. Six County RSVP has been very successful of recruiting, maintaining, and managing a core group of volunteers who give back over 40,000 of volunteer hours on a yearly basis in order to meet community needs and solve community problems. Our programs have been very successful with securing volunteers within the Six County Region and have been able to participate with projects to encourage volunteerism in the community and to help solve community problems. For instance a multi-county project was held for Martin Luther King Jr. day which involved gathering donated items to place in hygiene kits for soldiers currently serving. 100 kits were put together to give to the soldiers. Also during that time phones were collected, recycled, and the money we got back from the phones was donated to families currently serving. 250 letters were written to place in the care packages. There were strong partnerships formed with the American Legion Groups, Schools, and local communities of faith to make this project a success. RSVP volunteers participate in various activities such as driving vets to the VA hospital, assisting low-income individuals with free tax preparation, friendly visits, helping people with food collection among various other activities. Primary Focus Area - Six County RSVP has been able to establish a Central Utah Regional Citizen Corps Council which includes CERT (Community Emergency Response Teams), Neighborhood Watch, MRC (Medical Reserve Corps), VIPS (Volunteers in Police Service), and Fire Corps. CERT has been established in Sevier, Millard, Sanpete, and Wayne Counties. This past fiscal year we held a Regional CERT conference in Millard were 120 volunteers attended. RSVP volunteers assisted with the planning and the implementation of the conference and CERT members learned new skills. RSVP has established partnerships with Emergency Management in Juab and Piute counties and plans are being made to hold CERT classes. RSVP plans to help these programs grow and to include more volunteers to assist with program development. For the CERT programs established volunteers have been trained to teach CERT classes and volunteers will continue to be recruited which will lead program efforts in the counties still needing to be established. These efforts took place due to RSVP staff and RSVP volunteers. RSVP Volunteers will continue to train community members on disaster preparedness and how to take care of themselves and their neighbors if/or when a disaster strikes. Communities will be built through Neighborhood Watch and individuals will receive training

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on various topics including home security, 72 hour kits, disaster preparedness, self-defense, reporting suspicious behavior etc. RSVP volunteers will teach these classes and recruit other volunteers to take lead roles such as block captains, coordinators, trainers, among other leadership roles. RSVP goals are to reach more individuals to help them become better prepared which is a huge need right now due to all of the natural disasters taking place. The sponsor (SCAOG) provides a wide range of services for individuals, companies, and governmental entities to improve the quality of live throughout Juab, Millard, Sevier, Sanpete, Piute, and Wayne Counties of Utah. The services performed run the spectrum from home-delivered meals for an elderly client to loans for companies that wish to expand or begin new businesses. The Six County AOG's \$7.9 million budget is administered by an Executive Director who is supervised by a twelve member Governing Board consisting of a county commissioner and a city mayor from each of the six counties. There is a Policy and Procedure manual in place and is reviewed by employees when first being hired on and when there are any changes made to the manual. Purchasing is left up to each department; however for purchases over \$500 items must be taken through and approved by a purchasing committee. Six County RSVP has a 12 member Advisory Council that consists of station representatives and volunteers. This RSVP Advisory Council is tasked with duties to help with fundraising, recruiting volunteers, and growing the RSVP program. This Advisory Council also provides input on projects, the RSVP program, and preforms a yearly RSVP program evaluation to measure any improvements that need to be made to the program. Six County RSVP has been able to meet and or exceed the non-federal share of the grant each year. These program funds are met through County dollars, State Action Dollars, and other in-kind support such as donation of office space, meals, supplies, etc. equaling \$38,525.

Other

N/A

PNS Amendment (if applicable)

N/A