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Executive Summary

An estimated 750 RSVP volunteers will serve. Some of their activities will include assisting with disaster recovery, transportation, preventing elder abuse, tutoring in public schools, food pantry support, and supporting veterans and military families. The primary focus area of this project is Healthy Futures. At the end of the three-year grant, 750 RSVP volunteers will contribute 480,000 service hours. Based on the 2011 Independent Sector's volunteer service wage value for the state of Oklahoma, at \$18.28 per hour, RSVP volunteers will generate \$8.7 million dollars while meeting the most critical needs in our service area. The annual CNCS federal investment of \$74,376 will be supplemented by \$394,342 annually.

Strengthening Communities

RSVP of Central Oklahoma's service area includes both urban and rural communities throughout Oklahoma County, with a land area of 708 square miles. According to the United States Department of Commerce, U.S. Census Bureau 2011 report, Oklahoma County has a population of 741,781, of which 25% are under the age of 18 and 12% are over the age of 65. 59% of the community is comprised of Caucasians, 16% are Black, 16% are Hispanic and 3% are Asian.

According to the 2011 Oklahoma Policy Institute and the United Health Foundation report, Oklahoma ranks 48th in the overall health of our population. According to the report, Oklahoma has among the highest prevalence of obesity and diabetes, plus the highest rate of death from cancer and heart disease. The report states that 23% of children under age 18 and 9.5% of persons age 65 and older who reside in our service area live in poverty.

The Oklahoma City International Transportation Network (ITN) 2012 report states 21% or 106,350 persons age 65 and older who reside in our service area have a transportation disability and no longer drive.

The CNCS primary focus area selected by RSVP of Central Oklahoma is Healthy Futures. 45% of the volunteers will support Healthy Future activities and 49% of the volunteers will serve in other focus areas. Examples of primary focus (Healthy Futures) volunteer activities include: operating food pantries; which provide nutritious meals to low-income families, preparing and delivering hot nutritious meals to low-income elderly and handicapped persons, registering patients for cancer and cardiac treatments, and providing arm-through-arm transportation to frail low-income elderly persons in need of rides to their medical appointments.

Planning and implementation of volunteer service activities will incorporate support from the RSVP

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Board of Directors, Community Advisory Group, RSVP staff, United Way of Central Oklahoma, the local Area Agency on Aging, Oklahoma Department of Human Services, and community leaders. A strong collaboration with these organizations will enable RSVP management and RSVP volunteers to move in and out of options as our community agencies' need for volunteers change.

RSVP of Central Oklahoma will work closely with the Oklahoma City/County Health Department and other health agencies to learn and support volunteer service activities that help citizens improve their health through assistance, prevention and intervention.

Each quarter the RSVP Board of Directors, Community Advisory Group and staff will review and discuss progress reached and possible ways to increase volunteer support in changing critical community needs that address education, economic opportunity, healthy futures, environmental stewardship, and military & their families.

The project staff will maintain a strong relationship with our volunteer members and stations to assure information regarding National Performance Measure outcomes and outputs are effectively measured, collected and managed in the RSVP Reporter software database. All information will be accurately entered into the RSVP Reporter software database.

Annually the project will implement performance measurement surveys with volunteers, stations and clients. Survey results are reviewed by the RSVP staff, Board, Advisory Group and community partners; and program adjustments are explored and implemented when needed.

The project will continue to work strongly with state Senior Corps programs by providing support in program administration, volunteer recruitment, volunteer training, and public awareness.

The project will continue to work with AmeriCorps, Oklahoma State Service Commission, local governments, nonprofit organizations, and faith-based organizations to support service activities. One such example is the collaborations we've developed to help bring a "new normalcy" to the victims of the devastating May 2013 tornado and storms in our area. Partners include AmeriCorps members, American Red Cross, The Corporation for National & Community Service, City of Moore, Oklahoma Emergency Management, FEMA, the United Methodist Church Disaster Response team and members of the local Voluntary Organizations Active in Disasters (VOAD) team.

During the three-year grant cycle, the RSVP Board of Directors and Community Advisory Group members will successfully mobilize community resources in excess of \$842,000 including in-kind contributions, fundraising, foundation grants, United Way funding, Oklahoma State and County funding, and individual contributions.

The project will put various populations, with a diverse range of incomes, ages, genders, physical

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abilities and ethnic & racial backgrounds, together to perform short-term volunteer projects that support Healthy Future activities, such as assembling health-related materials/resources that will be distributed in various segments of the community, including at-risk populations.

Media will serve as a great tool for RSVP to reach diverse populations, as it enables us to target specific segments of our service area to recruit new members and stations. 35% of our service area is made up of non-Caucasian citizens; therefore we will make a concentrated effort to secure media support that is targeted to the Black, Hispanic and Asian populations in our community.

The management and volunteers of RSVP of Central Oklahoma have a strong commitment to serve veterans and military families. Volunteer service activities include distributing/reading mail to patients/residents in the local Veteran's Medical Center and nursing facility; perform clerical support and help distribute prescribed medicine to veterans/active duty/military families at the Tinker Air Force Base (TAFB) pharmacy, organize and operate food and hygiene collection centers for military families, collect/assemble and mail packages to deployed military personnel, and provide transportation to veterans age 60 and older in need of rides to and from their medical appointments. During this grant cycle the project will explore ways to increase volunteer support to veterans and military families, including the possibility of partnering with the AmeriCorps NCCS and wounded warriors projects in our service area.

Recruitment and Development

RSVP of Central Oklahoma will successfully recruit a diverse volunteer and station pool by reaching out to the residents and community leaders in all segments of our service area. These efforts will be accomplished through the efforts of the RSVP staff, Board of Directors, Community Advisory Group and volunteers by annually participating in 30+ public speaking engagements at health fairs, United Way corporate rallies, civic and church groups, Chambers of Commerce, and local corporation/business pre-retiree/post-retiree meetings. The volunteers are especially successful in recruiting new members because they share how RSVP enables them to utilize their skills and abilities to meet critical community needs; plus how RSVP involvement enhances their feelings of self-worth, improves their physical/mental health, and increases opportunities to make new friends.

Annually 25+ articles will be published in local newspapers, Area Aging Agency publications, electronic media, and the RSVP website and Facebook page; regarding volunteer recruitment/placement and volunteer success stories.

The project will collaborate with the Oklahoma City Volunteer Center to assure potential volunteers who are age 55 and older are referred to RSVP for placement and training.

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Each new RSVP volunteer is interviewed, screened and trained on procedures by RSVP staff upon joining, and prior to placement in the community. When staff is performing community placements, efforts are made to match new RSVP members with experienced RSVP volunteers for training and "shadowing". The RSVP staff will conduct quarterly orientation meetings for new and existing volunteer members.

RSVP volunteers will also receive on-site orientation and in-service training (when needed) from the station they are serving.

Recognition of volunteer service will be performed through email, direct mail, nomination for local/state/national volunteer awards and hosting formal/informal celebration events. The 2012 RSVP volunteer recognition luncheon was attended by approximately 400 volunteers and community supporters. The Board of Directors raised \$8,000 from local businesses to underwrite the cost of the event. The 2012 Senior Corps Week celebration event included a music show provided by a well-known Elvis Presley entertainer. In 2010 the RSVP Provide-A-Ride volunteer drivers, who drive low-income elderly persons to their medical appointments, won the Oklahoma Blue Cross/Blue Shield Champion of Senior Health Award; and in 2010 and 2013 RSVP volunteers received the prestigious Ed Birchall award presented by the Oklahoma Department of Human Services.

RSVP volunteers will receive skill building and leadership development training through a variety of community partnerships, including the Oklahoma Policy Institute, providing detailed facts regarding the most up-to-date research related to the present health status of local citizens; FEMA, AmeriCorps and the American Red Cross, providing disaster safety training; and the Oklahoma County Sheriff's Office, providing the Elder Driver Safety Program and "senior fraud fighter" training.

The project staff and volunteers provide support to station representatives through on-site station visits, consultation and printed material concerning the most effective methods to train, supervise, retain and recognize volunteers age 55 and older.

The RSVP staff receives training throughout the year regarding their work responsibilities and aging-related issues, through the Oklahoma Center for Nonprofits, United Way, FEMA, Oklahoma State Conference on Aging, and state/regional/national trainings and virtual conferences.

Volunteers complete a survey every two years and provide valuable feedback regarding their volunteer assignments, satisfaction with RSVP and the stations, and ways RSVP can improve the program. The 2012 survey results include: 96% of the volunteers stated RSVP offers new ways to make a difference in the community, 99% stated volunteerism through RSVP has enhanced their purpose in life, 96% reported RSVP volunteer activities increase their sense of value, and 99% reported their involvement in

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RSVP has increased their knowledge/participation in addressing critical needs in the community. RSVP of Central Oklahoma will provide volunteer support to 150 local nonprofit, governmental, educational, and faith-based organizations during the grant cycle; encompassing 500 diverse volunteer service activities.

The RSVP of Central Oklahoma volunteer pool will reflect the demographics of the service area as follows: A minimum of 45% of the volunteers will be under the age of 70; 30% will be male; 12% will be Black American, 4% will be Hispanic, 4% will be American Indian or Asian; 10% will be veterans; 2% will have a disability; 22% will have physical limitations; and the volunteer membership will reflect participation from persons who reside in all communities throughout the service area.

Program Management

To determine the role and success RSVP of Central Oklahoma plays in meeting CNCS focus area needs we evaluate the annual community needs assessment performed by United Way of Central Oklahoma; plus, the research-based results produced by the Oklahoma Policy Institute, Oklahoma City/County Health Department, and Oklahoma Department of Human Services is analyzed. Regularly the RSVP staff will review volunteer and station records to assure they are in compliance with RSVP program regulations and RSVP volunteers are performing their assigned service activities. All verbal and written communication with the station representatives and volunteers is thoroughly documented in the RSVP Reporter software program; which enables all parties to stay abreast of accomplishments and anticipated challenges.

The outcome/performance measurement tools created and implemented by RSVP of Central Oklahoma will attest that our volunteers are addressing critical needs in the community. The data is collected primarily via annual written, electronic and telephonic surveys. The results are compiled and studied by the Board of Directors, Advisory Group, staff, United Way of Central Oklahoma, and the Oklahoma Department of Human Services. Each entity provides valuable insight and recommendations (when necessary) regarding needed programmatic changes.

Utilizing a software program named the RSVP Volunteer Reporter; the project maintains a complete and thorough database of our senior volunteers, stations, contributors and funding sources. The software is designed specifically for RSVP projects and it generates approximately 98% of the data needed for CNCS reports. In addition, a specialized software program was designed and implemented in 2006 to effectively manage our signature program, the RSVP Provide-A-Ride transportation program.

During the past twelve months the project has graduated 29 stations that do not fall within CNCS

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focus areas. These organizations were provided information regarding the local Volunteer Center and encouraged to access the Center to help meet their volunteer needs. The disruption to volunteers regarding station graduation has been minimal because the majority of volunteers serve in additional service activities that address CNCS focus areas, enabling us to retain them as active RSVP members. RSVP of Central Oklahoma is an incorporated 501(c) nonprofit organization, governed by an independent twelve-member Board of Directors, which works side-by-side with the Community Advisory Group and the project director, to ensure sound programmatic and fiscal oversight is performed.

Internal policies and practices are practiced, including a monthly financial accounting review, quarterly testing of policies and procedures; and an annual review of indirect costs and the fixed asset inventory. Monthly bookkeeping tasks are conducted by an independent certified public accountant and an annual financial audit is performed by a separate independent certified accountant.

Organizational Capability

Sound programmatic and fiscal oversight is conducted by the Board of Directors, Community Advisory Group and the project director. Clearly defined internal policies and practices are in place, as described: The Board and project director conduct monthly financial accounting assessments, including in-depth review of the general ledger, bank reconciliation, and disbursements. The Board and project director also perform quarterly testing of policies and procedures and an annual review of indirect costs and the fixed asset inventory. The projects' strategic plan is reviewed by the Board, Advisory Group and staff semi-annually and revised as needed to reflect current community needs. The staff performs monthly programmatic reviews, such as confirming Memorandums of Understanding are valid with date/signature, volunteers are performing assigned service activities, written volunteer assignment descriptions exist, and station jobs are coded to the correct CNCS Focus Areas. The projects' bookkeeping tasks are completed off-site by an independent certified public accountant monthly and thoroughly reviewed by the Board Audit & Finance Committee. An annual financial audit is performed by a separate independent certified accountant. A programmatic and financial audit is performed by United Way of Central Oklahoma and the OK Department of Human Services annually. The projects' Bylaws, Personnel Policy Handbook, Volunteer Handbook, and travel policies are reviewed annually to assure compliance with CNCS standards.

The roles and responsibilities of the program staff are clearly defined in up-to-date written job descriptions and position manuals. Several staff member are cross-trained to perform back-up duties during unexpected staff absences, allowing program services to continue without interruption.

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The seasoned RSVP staff has a strong track record in operating the project and managing volunteers. The project director has overseen federal, state, county and foundation grants for 27 years; and the coordinators have over 23 years combined experience in managing volunteers. The Oklahoma Center for Nonprofits, Oklahoma State Council on Aging, Central Oklahoma Volunteer Administrators, and the Oklahoma Senior Corps Directors Association frequently rely on the staff to provide accurate/helpful information regarding program management, senior volunteerism, senior transportation and senior services/resources.

Well-designed systems are in place to continuously improve RSVP of Central Oklahoma. Program logic models, outcome measurement/performance tools and the project strategic plan are thoroughly reviewed regularly. Program outcome measurement/performance surveys are conducted annually with the Provide-A-Ride clients; and bi-annually with the RSVP volunteers and stations. Compiled results are reviewed by the staff, Board of Directors and the Advisory Group; and recommended improvements are implemented as needed.

Established staff positions with well-defined roles include:

- 1.) Project director, Beth Patterson has a Bachelor's degree in Gerontology. She has served as the project director since 1986. Prior to becoming the project director, Patterson was the programs' volunteer coordinator and associate director. She is responsible for managing federal, state and local grants, preparing program and financial reports, and supervising project staff.
- 2.) Administrative assistant, Natalie DuBuc was employed in 2006. She is responsible for the general routine function of the project, processing new volunteers, accounts payable and receivable activities, and maintaining accurate records for all contributions/grants.
- 3.) Volunteer coordinator, Patty Corona has nine years of experience with the project. She is responsible for the placement and retention of volunteers; verifying the stations are in compliance with RSVP program regulations, plus the editor of the quarterly newsletter, RSVP website and RSVP Facebook page.
- 4.) Provide-A-Ride coordinator, Faye Beam has been employed with RSVP of Central Oklahoma since 2000. She is responsible for the day-to-day operation of the transportation program, scheduling rides for approved clients, and training volunteer drivers.
- 5.) Disaster Services volunteer coordinator; Vertina Long filled this new position in August 2013, made possible with one-time CNCS disaster recovery funds. Long has a master's degree in Education, focused in Gerontology. She is responsible for recruiting, placing and scheduling RSVP volunteers in short-term and long-term disaster recovery assignments.

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6.) Provide-A-Ride assistant Nanette Relerford filled this new position starting December 2012, made possible with increased United Way financial support. She assists Beam with the scheduling and confirmation of rides. Relerford served 1.5 years as an AmeriCorps VISTA volunteer (Oklahoma City One-Church One-Child) prior to becoming employed with the project.

7.) Provide-A-Ride outreach coordinator, Lisa Davenport filled this new position starting July 2013, made possible with increased United Way funding. She is responsible for recruiting volunteers to serve as Provide-A-Ride volunteer drivers and recruiting elderly clients in need transportation to their medical appointments.

8.) Coordinator assistant, Nicole Richmond was hired in early September 2013. She records and performs data entry of volunteer hours, and assists Corona in scheduling volunteers in both short-term and long-term activities that address CNCS focus areas.

Other

N/A

PNS Amendment (if applicable)

N/A