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Executive Summary

People Incorporated is a non-profit Community Action Agency and Community Development Corporation committed to providing opportunities for economically disadvantaged people to reach their goals in order to enhance their lives, families, and communities. People Incorporated is the designated Community Action Agency for Buchanan, Dickenson, Russell, Washington, Clarke, Frederick, Page, Shenandoah, Warren, Fauquier, Rappahannock, Prince William, and Culpeper Counties, and the Cities of Bristol, Manassas, and Manassas Park, Virginia. Throughout this service area, services are provided in child and family development, community economic development, community services, housing, and workforce development to meet the community needs.

People Incorporated of Virginia's Retired and Senior Volunteer Program (RSVP) will serve the Northern Shenandoah Valley area of Clarke, Frederick, Page, Shenandoah, Warren Counties, and the City of Winchester, Virginia. Within this area, an estimated 105 RSVP volunteers will serve in various capacities over a three-year period. Some of their activities will include companionship for homebound or older adults and individuals with disabilities, assisting children in pre-school settings, and work in other community-based sites as identified during outreach. The primary focus area of this project will be Healthy Futures, which will assist in increasing seniors' ability to remain in their own homes with improved quality of life. At the end of the three-year grant, homebound and older adults will have increased social ties and social support. The CNCS federal investment in the first year of the grant is \$36,698 and will be supplemented by up to \$31,925 of agency funds.

Strengthening Communities

People Incorporated has been providing services to economically disadvantaged people in the Northern Shenandoah Valley since 2008 when it was designated as the Community Action Agency for each identified locality including: Clarke, Frederick, Page, Shenandoah, and Warren Counties and the City of Winchester. This region covers over 1,600 square miles of the Commonwealth of Virginia. According to the U.S. Census, the population for this region exceeds 200,000 people, over 30,000 of whom are over the age of 64. This is roughly 15% of the area's total population. In 2011, the United Way of Northern Shenandoah Valley conducted a Senior Study that surveyed 253 seniors over the age of 65 throughout the Northern Shenandoah Valley area. According to the survey, close to one out of three (31%) of the surveyed seniors are afraid of falling and not having anyone find them quickly and 14% of seniors surveyed need, but do not have, someone from outside their home to occasionally visit.

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Due to the results of the senior study, Healthy Futures has been selected as the primary focus area for this project. Within the primary focus area, 75 unduplicated volunteers will be placed, which exceeds the 25% requirement. Of the 75 unduplicated volunteers, all will be placed with homebound or older adults and individuals with disabilities to increase social ties/perceived social support (H9), which will exceed the 10% placed in outcomes requirement. RSVP volunteers will provide the identified homebound or older adults with companionship services. These services will include but are not limited to: weekly visits, preparation of light meals, and phone calls to ensure individuals are receiving increased social support. These activities will assist individuals with increased companionship and older adults will feel more secure in their homes knowing that someone will visit their home on at least a weekly basis in addition to making periodic calls. In order to track the outcome of this focus area, all individuals to be assisted will be initially surveyed and then surveyed on an annual basis to track progress of social support.

Another area of identified need within the proposed service area is within Education. According to the U.S. Census Bureau, an average of 17% of the population within the Northern Shenandoah Valley area do not have their high school diploma. Further, an average of 12% are lacking literacy skills. Within this geographic area, over 14,000 students qualify for free or reduced lunches and an average of 11% of children are receiving special education services.

In order to meet community needs, the remainder of unduplicated volunteers (30) will be placed in the Education focus area in pre-school classrooms. The RSVP volunteers will each be assigned to a child that is economically disadvantaged or has special or exceptional needs. The RSVP volunteer will read to the child, guide the child in following instruction in the classroom, and assist the child in achieving positive interaction with their peers. These tasks will be outlined by the teacher for the RSVP volunteer. The volunteers will spend a minimum of two hours per week for a period of no less than 5 months or 40 hours with the children.

All volunteer time will be tracked using a volunteer time sheet. The record of activities and types of support provided to children or homebound adults will be recorded on the contact log. Timesheets will be submitted to the RSVP Coordinator every two weeks to assist him/her in monitoring number of

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volunteer hours. Failure to submit hours will be an indicator for the RSVP Coordinator to talk to the volunteer if absences were not planned in advance.

The RSVP Coordinator will track all placements by target focus. The coordinator will collect pre and post assessment information for reporting. Volunteers will report their hours on volunteer timesheets. Volunteers will be encouraged to maintain a file with information pertinent to their placement. This information will include: station contact person/number; the RSVP Coordinator's contact information; addresses; and their contact log notes. The counseling log notes may include requests that a senior made for information regarding a service or a special request made by a student for some other information. This will be in addition to the record of activity (by date) in which the RSVP volunteer was involved. Volunteers can include anecdotal information in their notes that will assist in reporting and that can be shared with the RSVP Coordinator during monthly contacts or quarterly meetings. Part of the training provided to volunteers will include maintaining this file in a confidential manner.

For planning purposes, two volunteer areas, Healthy Futures and Education, have been identified for the first year of the three-year grant period. It is anticipated that the RSVP Coordinator will identify other projects as outreach is conducted during the implementation of the program. Newly identified service stations that align with other focus areas will be presented during the grant renewal process. The primary focus will remain the same to ensure meeting required performance measures.

Recruitment and Development

People Incorporated of Virginia is a Community Action Agency serving Southwest Virginia, the Northern Shenandoah Valley, and the Northern Virginia regions of the Commonwealth of Virginia. People Incorporated has several programs that rely on volunteers including: CASA (Court Appointed Special Advocate); VITA (Volunteer Income Tax Assistance); Head Start; and a Dental Clinic staffed by volunteer dentists; and the AmeriCorps VISTA program until 2010.

The agency is eager to establish volunteer services in the proposed RSVP service area. In order to start the process of recruitment for RSVP in the Northern Shenandoah Valley, People Incorporated plans to work closely with the United Way of Northern Shenandoah Valley to assist in identifying volunteers over the age of 55. The United Way maintains a list of interested volunteers, but not all will be seniors. People Incorporated has had preliminary contact with the local area on aging to see if

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they may have viable volunteers or link volunteers to those in need of companionship. Upon funding notification, People Incorporated will immediately begin to develop collaborative agreements with volunteer stations. People Incorporated is well integrated into the surrounding community, and will reach out to other community organizations to identify and secure quality volunteer opportunities for participants.

Shenandoah Area Agency on Aging has agreed to promote RSVP volunteer opportunities to seniors attending the senior centers that they sponsor. Another identified resource for recruiting volunteers, Our Health, is a non-profit community resource, affiliated with Valley Health, which supports community agencies in the Northern Shenandoah Valley. This resource's website, ourhealthva.org, allows volunteers to fill out some brief information about themselves including the hours of availability in order to be contacted for volunteer placement.

The RSVP program will also be listed on People Incorporated's website with information on volunteering requirements and contact information. The RSVP Coordinator will reach out to other service agencies and organizations in the area to recruit volunteers for RSVP.

The Northern Shenandoah Valley region is predominately white (93%) with African Americans comprising approximately 4% of the population. Over 30,000 people within the area are over 64 (58% female and 42% male). These outreach efforts through media, agencies, and coordinator's efforts should assist in reaching the varying demographics of the region.

Prior to RSVP volunteers being assigned to a volunteer station, they will be trained in several different content areas in order to address the needs of those served and to ensure program outputs and outcomes are met. The RSVP Coordinator will conduct volunteer training in the areas of confidentiality, cultural sensitivity, community needs and resources available to community members, record keeping on timesheets, mileage logs and counseling logs, professional boundaries, and volunteer work ethic. Through this process, volunteers will learn to accurately report time, mileage, respond to client issues, and connect clients with other services available to them, as required. The RSVP Coordinator will establish and maintain a schedule for visiting volunteer stations and checking in with home-bound seniors to evaluate the effectiveness of the match and the services provided. Additionally, the Coordinator will communicate with each volunteer, no less than once a

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month, to discuss their experiences and to offer additional support if there are challenging circumstances involved in any match.

Consideration of the volunteer's proximity to the volunteer station will be given to ensure the most efficient use of the volunteers' time and to offset the expense of travel to get to sites, volunteers will be provided reimbursement for local mileage. Volunteers will track their travel on a mileage log to be submitted to the RSVP Coordinator for review and approval. Mileage logs will be submitted no less than monthly. Reimbursement will be consistent with the most current federally approved mileage reimbursement rate.

At the end of each program year, a recognition luncheon will be provided for the volunteers. At the annual recognition luncheon, each volunteer will receive a certificate, an imprinted token of appreciation and a meal. It is anticipated that on-going support from the RSVP Coordinator in ensuring appropriate matches for volunteers' interest and abilities, reimbursement for local travel to volunteer stations and special recognition will increase the likelihood of volunteers returning.

Each RSVP volunteer's experiences and successes will be showcased in various ways. The RSVP Coordinator will provide a bi-monthly outcome report to People Incorporated's Board of Directors. This report will identify successes, challenges, activities, and planned changes to the program. Additionally, a monthly performance outcome report will be submitted to People Incorporated's Planning and Evaluation Committee of the Board of Directors. This report, although not as detailed as the bi-monthly report, shares information on actual program performance as compared to contractual requirements. The report for RSVP will include goals for focus areas with actual year to date numbers. This information will keep the board informed of program progress and provides opportunities to make program adjustments to stay on track.

Individuals receiving services through RSVP will also have the opportunity to talk about the impact of the services that they received at Board Meetings. These are scheduled for all agency programs on a rotating basis. Volunteers will also participate in sharing information on the volunteer station match and the outcome. Finally, the RSVP Coordinator will plan for quarterly volunteer meetings to give volunteers an opportunity to share their experiences and what they have gained from their assignment.

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Program Management

People Incorporated provided senior services for over twenty (20) years in Southwest Virginia operating two senior centers in small, rural communities. The two senior centers provided educational programs, health information, recreational activities, and nourishing lunches for older adults in the community. The senior centers usually met or exceeded expected attendance. These senior centers served hundreds of seniors over the years, each center meeting once a week to assist seniors in maintaining safe, healthy, and independent lives.

Ms. Linda Midgett, Director of Community Services Programs, oversaw the program's senior programs for 12 years. The Senior Program Coordinator maintained client files that documented services provided and outcomes. These files were reviewed by the Director of Community Services.

For this project, People Incorporated will hire a qualified individual for the position of RSVP Coordinator. This individual will possess a minimum of a Bachelor's degree in social work or related field and prior experience working in a community-based program. The coordinator will be responsible for the recruitment and screening of potential RSVP volunteers in order to guarantee that volunteers are within the program guidelines. This will include preparing and submitting background checks on each volunteer to the Virginia State Police and the Virginia Department of Social Services.

Another essential responsibility of the coordinator will be to identify volunteer stations that fit within the work plans outlined in this application. This project is within an area with no incumbent and no RSVP volunteers. Therefore, there are no graduating stations within the application. Before assigning any RSVP Volunteers to an identified station, People Incorporated and the station will enter into a Memorandum of Understanding to identify the needs of the station and outline the duties of the volunteer(s) and the station. The coordinator will also meet with volunteers, volunteer stations, and members of the community on a regular basis to assure activities address community needs. The RSVP Coordinator will ensure that prohibited activities are not occurring.

Ms. Midgett has been the Director of Community Services for thirteen (13) years with an additional 11 years of experience working in community action at People Incorporated. She will be responsible for monitoring program performance, authorizing program expenditures, and will directly supervise the

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RSVP Coordinator. The RSVP Coordinator will be responsible for managing program budgets, proposing program expenditures, maintaining communication with CNCS, and ensuring program compliance with RSVP guidelines throughout the terms in which they apply. Both Ms. Midgett and the RSVP Coordinator will monitor the program to ensure RSVP of Northern Shenandoah Valley is within the guidelines, regulations, and activities outlined in the application.

People Incorporated has had a Board of Directors since its inception in 1964. The agency's Board of Directors provides oversight for all programs within the agency. The Board members are representative of and accountable to the agency's service area. Within the Board membership, members represent all localities that are within the service area. Bi-monthly meetings are convened using tele-conferencing set-up at the agency's four remote offices to enable participation by all members.

The Board of Directors will serve as the Advisory Council for RSVP. The RSVP Coordinator will update People Incorporated's Board on progress toward annual outcomes within bi-monthly board reports and work plans submitted with this application. All RSVP reports from the Program Coordinator will be submitted to the Director of Community Services for review before they are sent to the board. These reports will provide assistance identifying issues and for updating outcomes for the programs, if necessary. There are no less than three ways that the program's activities are reported to the board and those include: bi-monthly narrative program updates to the board; monthly performance outcomes' reports; and the opportunity for client testimonial at board meetings. Please note that the Planning and Evaluation Committee of the Board is especially attentive to reporting of program outcomes and requires explanation when there is lack of progress. This ensures that each program makes necessary adjustments to achieve best possible results.

Organizational Capability

People Incorporated of Virginia is a private, non-profit, non-stock corporation serving Southwest Virginia, the Northern Shenandoah Valley and the Northern Virginia regions of the Commonwealth of Virginia with a mission to provide opportunities for economically disadvantaged people to reach their goals in order to enhance their lives, their families, and their communities. As the first Community Action Agency in the Commonwealth of Virginia, the agency has over 49 years of experience developing programs that holistically respond to the needs of economically disadvantaged people in Virginia. Offering over 30 programs, People Incorporated touched the lives of 6,197

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individuals this past year. During fiscal year 2013, People Incorporated's programs had over 1,800 volunteers serving 107,696 hours to assist programs and serve as community board members.

In pursuit of its mission, People Incorporated acknowledges that every person needs support from others. The individuals assisted receive services through various programs including but not limited to: Section 8 rental assistance, Homeless Prevention and Rapid Re-housing (financial assistance for homeless or at-risk of homelessness individuals and families), Improving Scholars (one-on-one weekly tutoring), Project Discovery (a college access program), Comprehensive Health Investment Project (promotes family self-sufficiency and positive health outcomes), Consumer Loans, and Workforce Investment (assistance to adults and youth for job placement and training) to suit the individual's or family's needs. People Incorporated promotes the dignity of individuals and families, moves people into the economic mainstream, and works to develop existing strengths and resources within communities. All of its efforts are directed by the concerns, hopes, needs, and dreams of people served.

People Incorporated has extensive experience working with federal agencies, including the Department of Housing and Urban Development, Department of Treasury, and Department of Health and Human Services. The organization currently manages an annual budget of over \$21 million dollars, which includes funding from over sixty different funding partners. The organization's financial management procedures are designed to handle multiple funding streams while maintaining compliance with applicable funding restrictions and cost principles. People Incorporated works closely with funders to ensure that grant funds are properly managed and that economically disadvantaged residents throughout our service area have the necessary resources to enhance their lives and become self-sufficient.

People Incorporated's Board of Directors provides general oversight for all programs and services provided by the organization. Mr. Robert G. Goldsmith, People Incorporated's President and CEO, is responsible for monitoring the services provided by the organization, ensuring the successful development and implementation of programs offered, and supervision of all directors. The Vice President and Chief Financial Officer will coordinate with both director and coordinator to provide financial oversight and analysis to ensure that CNCS financial standards are being met, including the preparation of related financial reporting documents.

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As stated in the Program Management section, Ms. Linda Midgett, Director of Community Services Programs, will be responsible for monitoring program performance and authorizing program expenditures and will directly supervise the RSVP Coordinator. The RSVP Coordinator will be responsible for managing program budgets, proposing program expenditures, maintaining communication with CNCS, and ensuring program compliance with RSVP guidelines throughout the terms in which they apply.

People Incorporated maintains written financial policies and procedures that are approved by the organization's Board of Directors, President and Chief Executive Officer, and Chief Financial Officer. These documents are reviewed regularly and amended when necessary. The financial policies and procedures comply with the Office of Management and Budget (OMB) standards.

Further, People Incorporated's financial management system, financial reporting, and internal controls are audited annually by an independent Certified Public Accounting (CPA) firm to determine compliance with applicable laws and regulations. The annual audit is conducted in accordance with the requirements of OMB Circular A-133, Audits of States, Governments and Non-Profits.

Other

N/A

PNS Amendment (if applicable)

N/A