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Executive Summary

Mission of Citizens' Affairs: To enlighten the public on the proper government agency to contact in an effort to satisfy their concerns. Citizens' Affairs coordinates all of the factors necessary to produce safe Carnival parades all while improving the quality of life for the aging population of Jefferson Parish. The department also addresses the needs of constituents with disabilities in accordance with the Americans with Disabilities Act. RSVP is housed under the Citizens' Affairs Department and collaborates directly with Jefferson Community Action Programs (JEFFCAP) to fulfill its mission of empowering as many families of Jefferson Parish, including our elderly, disabled, economically disadvantaged and youth through our various programs.

An estimated 216 volunteers will serve Jefferson Parish RSVP. Some of their activities will include Food Distribution/Collection, Disaster Services, Working with Head Start Children, and to build capacity. The primary focus area for this grant is Healthy Futures. The specific project addressed in the primary focus will be the increase of individual number of families that report increased food security. At the end of the three-year grant, the RSVP program's primary focus initiative will increase the number of individuals receiving support services and food security by utilizing food banks, food pantries, or other non-profit organizations. The CNCS federal investment of \$51,066 will be supplemented by \$23,953 from Citizens' Affairs.

Strengthening Communities

Jefferson Parish, named in honor of President Thomas Jefferson, is considered to be the "burbs" of New Orleans; it is considered to be the largest metropolitan area in Louisiana next to Baton Rouge, Louisiana's State Capitol. Despite the large number of middle class residents living in Jefferson Parish, 22% of the children and 15% of adults are living in poverty. Topographically speaking, Jefferson Parish is located in southeast Louisiana, immediately west of the city of New Orleans. The Mississippi River divides the parish into the "East bank" (East Jefferson) and the "West bank" (West Jefferson). Jefferson Parish is the largest population parish in the state of Louisiana. Jefferson Parish contains six municipalities, four cities, and two towns. The cities are Kenner and Harahan on the East Bank and Gretna and Westwego on the West Bank, while the towns of Grand Isle and Jean Lafitte are both in the rural West Bank.

On August 29, 2012, a day that will forever resonate in the hearts and minds of those living in the

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Gulf Coast Region, was Hurricane Katrina's 7 year Anniversary; as Hurricane Isaac continued to linger on shore as a Category 1 hurricane in Louisiana leaving more destruction than most predicted. Jefferson Parish was left with weeks of no electricity, water or sewerage, no open grocery stores or gas stations. Jefferson Parish cities Gretna, Kenner and Lafitte were hit particularly hard as compared with some of the other cities in Jefferson Parish. The BP Oil spill in 2010 greatly impacted Jefferson Parish's rural fishing villages of Grand Isle, Lafitte and Westwego. The increase in poverty rates has been attributed to these ongoing disasters.

In Jefferson Parish, according to the 2010 US Census, an estimated 65,315 (15.1%) of residents live in poverty. According to the 2009 American Community Survey, the number of children (under the age of 18) living in poverty has risen to (22%), up from (20%) in 1999. In Jefferson Parish, children ages 0-5 have a poverty rate of 26.3%. In 2010, 27,638 families relied on Food Stamp/SNAP benefits. In the same time frame food costs have continued to rise. Access to healthy food becomes limited because of these cost constraints. The ability to consume food is a basic necessity and the health issues of not providing healthy meals is far reaching from school readiness, the ability to learn, obesity rates and other health related issues. In an effort to change the future health outcomes of Jefferson Parish, the RSVP program in collaboration with JeffCAP (Jefferson Parish Community Action Programs) will work with Second Harvest Food Bank to increase the number of individuals receiving emergency food assistance and expand the number of individuals able to report an increase in food security.

Second Harvest of Greater New Orleans was founded on December 9, 1982. Second Harvest is a non-profit agency that specializes on food and hunger issues in Louisiana. Today, Second Harvest Food Bank distributes more than 22 million meals through a network of 240 non-profit member agencies and provides emergency food assistance to more than 263,000 people, including nearly 82,000 children and 40,000 seniors. In Jefferson Parish, Second Harvest utilizes seven community centers to distribute food to families and individuals in need. The seven community centers are Avondale, Bridge City, Dorothy B. Watson (Metairie), Gretna, Hazel Rhea Hurst (Jefferson), Harvey and Marrero. The plan called for Second Harvest to secure the infrastructure required to enhance the food bank's capacity to accept and distribute better quality and larger quantities of food, improve and expand services, deliver community programs, expand volunteer opportunities and strengthen Second Harvest Food Bank's vital role. In order to accommodate this growth, Second Harvest acquired and moved into a 200,000 square foot warehouse located in Jefferson Parish in April 2010. Second Harvest

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brings together government, social service and for-profit sectors to recommend policy ensuring that all citizens would have access to nutritious food.

By April 2015, at least 80 unduplicated volunteers will be utilized to fulfill the outcomes and outputs in the primary focus area. The activities that the senior volunteers will perform at Second Harvest Food Distribution Centers are food distribution, food collection and food pantry support. The volunteers will assist in preparing food boxes to distribute to recipients, help with unloading the Second Harvest Food trucks and stock shelves at the food distribution locations, help provide registration and application assistance to recipients and provide registration support at food distribution times. The desired outcomes and outputs for this focus area would be by increasing the number of volunteers available to provide registration and application assistance to individuals will result in an increase in individuals receiving the necessary support services to receive assistance and in-turn increase food security for their families. By increasing the number of volunteers to prepare food boxes at the Second Harvest distribution sites, this will increase the number of families able to receive emergency food supplies; this will result in an increase in the family's food security. There is a consistent need for volunteers to assist with stocking of food pantry shelves at the main warehouse (located in Jefferson Parish) and other community distribution centers. The increase in volunteers being able to process the food coming into the warehouse will increase the food available for individuals in need. With additional food available to individuals the outcomes will be an increased access to emergency food supplies which will provide an increase in food security to families in Jefferson Parish.

The RSVP Coordinator will work with Second Harvest Food Bank and the Work Station Supervisor's to adequately support the volunteer needs for this project. The RSVP Coordinator will be responsible for evaluating the effectiveness of this project focus and to ensure the outputs and outcomes are being reached. A survey will be conducted by the RSVP Coordinator or RSVP Volunteers every 6 months to the population served at these locations. Individuals will be asked to participate in the survey to determine if the sites are meeting their projected outputs and outcomes. Satisfaction surveys are also distributed at these locations to be administered to the same population to see if the individual feels that their needs are being met. The level of satisfaction and direct outcomes of the services provided will be measured and evaluated. Our community partners will also be surveyed annually for overall satisfaction and observations and suggestions for change and improvements. In addition, monthly reports from Second Harvest Food Bank are given to the RSVP Coordinator on how many people

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served, demographics of individuals served, military service and disability. The state will conduct needs assessments every 2 years and access to food is part of this state wide needs assessment along with individuals living in poverty. The RSVP Coordinator will have access to this report to measure long term outcomes and outputs of this project.

Jefferson Parish residents are vulnerable to effects from tropical storms and hurricanes. Since Hurricane Katrina in 2005 which completely devastated this area, Jefferson Parish has been declared a major disaster area three more times. Jefferson Parish residents are in need of accurate and up to date information, education and preparation in the event of a hurricane. Residents through education and training need to prepare a disaster kit, learn how to shelter in place, how to evacuate or be taken to a shelter and how to stay in contact with loved ones.

By April 2015, at least 30 unduplicated senior volunteers will be utilized for education and training assistance to prepare Jefferson Parish residents for a disaster. Working with our community partner, The American Red Cross, RSVP volunteers will be trained and educated on this outreach initiative. The American Red Cross has up to date hurricane preparedness materials and kits that can be utilized. The RSVP volunteers will disseminate this information at Work Stations, churches, senior centers and to the community. The RSVP volunteers will assist the RSVP Coordinator in facilitating "To Go Bag" demonstration events, with speakers, or disaster preparedness experts for the community of Jefferson Parish to be educated. In addition, the RSVP volunteers will assist the American Red Cross in putting together disaster kits which are given in May before the hurricane season begins. With an increase in volunteers disseminating information and creating disaster kits an increase in individuals in Jefferson Parish will receive the proper education on how to be prepared for a disaster.

The RSVP Coordinator will partner with the American Red Cross, Jefferson Councils on Aging and Citizens with Disabilities to determine how many people are provided educational materials every year on hurricane disaster preparedness in Jefferson Parish. In addition, the number of "To Go Bag" presentations that are done every year and informational packets handed out to participants will show an increase in the number of individuals receiving CNCS- supported service in disaster preparedness.

In Jefferson Parish children from the ages 0-5 living in poverty is at 26.3%. Children that in families the make less than 100% of the Federal Poverty Level guidelines is 21%. The number of unemployed families that have children in the Head Start Program is at 36%. To be eligible for Head Start children

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must be living at or below the federal poverty line or receiving public assistance. Head Start has recently implanted a new program to ensure that all of the Head Start kids are prepared for kindergarten. This new program is in need of volunteers to assist with the program goals.

By April 2015, at least 15 unduplicated volunteers will be utilized to assist Head Starts with classroom preparation, literacy tutoring, parent education, field trips and assistance with children with special needs. Training will be provided in collaboration with Head Start to ensure the RSVP volunteers have the skills and expertise to assist in this project area. The goal of this Head Start program is to increase the number of children who complete the kindergarten readiness exam and for children to gain more confidence in reading skills. It has been shown that using seniors to work with children at this age is very successful and the children respond well with their senior companions.

The RSVP Coordinator will collect data on the number of children enrolled at the Head Starts in which RSVP volunteers are working. In addition, the RSVP Coordinator will collaborate with Jefferson Parish Head Start and Work Station Supervisors to ensure that additional volunteer resources are provided when needed to other locations. The RSVP Coordinator will also receive the annual report for Head Start children that were helped by RSVP volunteers and are tested using the Louisiana Preschool Grade Level Equivalent (GLE). This test will be used to determine an increase in children demonstrating gains in school readiness based upon literacy skills. As the program grows it is expected to have an increase in RSVP volunteers to place in Head Starts, to address math skills and social and/or emotional development in the near future.

Jefferson Parish is looking at the community needs assessments done by hospitals in 2012 and 2013 and there appears to be significant need in medical transportation of residents, access to fresh fruits and vegetables and better education for children. To address these concerns for residents coalitions are being formed to address some of these areas. The RSVP Coordinator will attend these meetings to see if RSVP volunteers could assist with the above mentioned projects. To be able to sustain the volunteer needs for current projects and to be able to assist in new projects, the need to recruit volunteers is necessary.

By April 2015, at least 26 unduplicated volunteers will be recruited. The RSVP Coordinator in partnership with the Volunteer Work Stations will meet with community partners such as Jefferson

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Parish Council on Aging, YMCA, National Safety Council, Veteran Groups, LSU Ag Center, Local Hospitals, Faith Based Organizations, non-profits, businesses and other local community groups to create a strategic plan to increase the use of volunteer management practices. The RSVP Coordinator will assist organizations to use volunteer management practices such as recognition, accessing capacity; training, etc...to retain and recruit volunteers for RSVP. In addition, the RSVP Coordinator will assist 3 agencies in becoming Work Stations by April 2015. With 3 additional Work Stations and additional agencies assisting in recruitment of volunteers, an increase of at least 26 unduplicated volunteers by 2015 is expected.

In order to ensure local input into program design and evaluation, RSVP utilizes the RSVP Advisory Council and the Jefferson Community Action Program (JeffCAP) Advisory Board. The Advisory Council meets quarterly with the JeffCAP Advisory Board, Citizen's Affairs staff, the RSVP Coordinator and Senior Citizens Services Coordinator. Meetings are utilized to assess the ongoing impact of the RSVP program, recruitment and fund raising needs.

From the RSVP Advisory Council a RSVP Advisory Evaluation Committee will be formed and every 2 years members will be rotated. This group will be responsible for putting together the annual evaluation reports from the primary focus area and any other projects the RSVP Coordinator requests to be evaluated for outcomes and outputs. The final report will be given to each member of the RSVP Advisory Council and the JeffCAP Advisory Board; the boards will be asked for their comments and suggestions. At this meeting a list will be created for improvements and/or changes to the programs. These ideas will be brought back to the volunteers and work station supervisors who will be consulted on possible implementation of any changes. If any changes are accepted, then a time line and strategic plan will be developed to incorporate changes at all locations.

Advisory Council

The current members of the Advisory Council are Patricia Scott President of Bridge City Senior Group, Cheryl Bergeron, Regina Joseph an active member of several community organizations, Shirley Edwards, a member of St, Joseph the Worker Catholic Church, Albert Sanders, a member of Harvey Civic Association, Katherine Hoover who works with Citizens with Disabilities, Estelle Gooden President of Marrero Seniors Guild, Sandra Johnson President of Harvey Community Center Seniors ,

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Rachel Hampton, and Pam St. Pierre Patient Relations Liaison for Tulane-Lakeside Hospital.

Recruitment and Development

The goal of the RSVP program is to provide an altruistic environment where seniors can provide the community with their experiences, abilities and skills and to improve the lives of the people in the community they live. RSVP volunteers are offered opportunities such as building new skills, developing leadership potential, service to the community and enhancing the quality of life not only for the community but for themselves. The RSVP program utilizes its volunteer enrollment survey along with the Jefferson Parish Needs Assessment to identify needs and places volunteers according to their abilities and interests. During the recruitment process volunteers are asked various questions about their past experience, areas of interest, types of volunteering activities, what locations they would like to volunteer, if there is any additional training they would be interested in and what times are they available for volunteering. This allows the RSVP volunteers flexibility and choice in their volunteer site. Volunteers are encouraged to try different types of volunteer activities and to seek additional training or education.

To ensure senior volunteers are provided the resources and training needed, every new senior volunteer will be provided orientation training, customer service and sensitivity training by the Work Station Supervisor before they begin to volunteer at a particular site. A train-the-trainer approach is used to provide training and technical assistance. Information obtained from the conferences is disseminated to the volunteer station supervisors and community groups via the RSVP Coordinator. Senior volunteers with special skills will be utilized to provide additional training for other volunteers as well. This will be an important tool with which to develop leadership skills and encourage greater participation. Currently, senior volunteers teach a variety of skills, not only to seniors, but to all ages. These skill sessions include Spanish, literacy, fitness, computer skills, gardening and arts and crafts. Volunteers take part in these training and educational sessions as well, utilizing the opportunity to learn new skills. In addition, on-site visits by the RSVP Coordinator will be done bi-annually. The RSVP Coordinator will provide ongoing communication through email and telephone, bi-monthly meetings/presentations with Work Station Supervisors and volunteers and an annual performance survey will be utilized. In addition, the RSVP Coordinator will assist the Work Station Supervisors on coordinating or providing the additional trainings that are required or requested for the particular community project. Senior volunteers will be asked for their input on different data collecting tools that are used at different sites, and if possible, ways to streamline data collection. By requiring input

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on data collection that is required for RSVP projects, the senior volunteers understand the importance of outputs and outcomes. The RSVP Coordinator will also recruit senior volunteers at the different Work Stations that are interested to assist in data collection and provide additional training if needed to ensure consistency and efficacy in the data collection at the different Work Stations. The Work Station Supervisors will be accountable to hold monthly meetings with the senior volunteers. Ideas to better deliver services in the primary focus area, community needs that are not being addressed or additional suggestions will be written in the monthly minutes and sent to the RSVP Coordinator. Also during the monthly meetings, suggestion cards can be utilized and sent to the RSVP Coordinator. This practice will allow for any issues to immediately be addressed so volunteers are retained and feel that their opinions matter. In addition, the annual performance surveys will be distributed to our senior volunteers, community centers and partners to assess impact, needs for improvement and gather suggestions and input.

Jefferson Parish is the largest parish in Louisiana and has a very diverse population. The 2010 United States Census indicates a population of 432,552 for Jefferson Parish which is a (5.1%) decline from the 2000 census survey. The American Community Survey 2005-2009 report estimated that for Jefferson Parish there is approximately (13.4%) of the population between 35-44 years of age; (15.4%) of the population is 45-54 years of age; (12%) of the population is 55-64 years of age; (6.8%) is 65-74 years of age; (4.7%) of the population is 75-84 years of age and (1.7%) of the Jefferson Parish population is 85 years of age or older. The racial/ethnic breakdown is estimated at (62.9%) White, (26.3%) Black, (12.4%) Hispanic or Latino, (3.9%) Asian, (.5%) American Indian/Alaskan Native and (2.1%) Multi-racial. The (12.4%) Hispanic or Latino population in Jefferson Parish is almost three times the estimated Louisiana state Hispanic or Latino population of (4.5%).

In Jefferson Parish, according to the 2010 US Census, an estimated 65,315 (15.1%) of residents live in poverty. The BP Oil spill has greatly impacted the fishing villages of Grand Isle, Lafitte and Westwego. The increase of residents living below the federal poverty level is believed to be in part from this event. According to the 2009 American Community Survey, the number of children (under the age of 18) living in poverty in Jefferson Parish has risen to (22%), up from (20%) in 1999. Approximately (1.9%) of residents from 45-64 years of age are at poverty level and (1.1%) of the population from 65+ years of age were at the (50-100%) poverty level; (4.5%) of the population from 45-64 years of age were at the (100-200%) poverty level and (5.9%) of the population from 65+ years of age were at the (100-

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200%) poverty level. In 2009, 27,065 families relied on Food Stamp/SNAP benefits in Jefferson Parish. The median household income in Jefferson Parish as declined from \$49,477 to \$46,664 in the last 10 years. In Jefferson Parish (17%) of the residents do not have a high school degree. The foreign born in Jefferson Parish grew from (7%) to (11%) within the last 10 years.

According to the Department of Labor and Bureau of Labor Statistics, the unemployment rate in Jefferson Parish as of May 2013, is 7.3%. In Jefferson Parish, educational service and health and social assistance is by far the highest employment at (20.7%) employed in those professions which is according to the America Community Survey, 5-year estimates, 2005-2010. The next highest employer is parish government at (12.5%) and employment in the retail trade stands at (12.3%). The Arts and Service Industry, along with Professional, Management and Administrative Services are also high employers at (11%) and (10%) respectively.

To continue to recruit volunteers for the RSVP projects, various recruitment methods are required. The RSVP program will be placing an advertisement for volunteers in the parish water bill. This type of communication has worked for other Parish Departments and has specifically worked for the targeted age population for potential volunteers. In addition, RSVP will utilize the Jefferson Parish Government Access Channel to advertise the need for volunteers. To engage the large Spanish population, En Realite has a very large reach in the parish and is popular amongst the over 45 age group in Jefferson Parish. Stories on the RSVP program are run on a regular basis on the Jefferson Parish Government Access Channel and in En Realite. The RSVP program will also recruit volunteers utilizing free public service announcements through radio and a monthly newsletter. The monthly newsletter is an important recruiting tool and will be disseminated widely to volunteers, community centers and to potential partners and supporters. Every month a senior volunteer story will be highlighted in an effort to personalize the RSVP experience. The internet will be utilized through the links provided on the Jefferson Parish web site and the Neighborhood Partnership Network (NPN) web site for information and recruitment. The RSVP Coordinator will also recruit through presentations at civic association meetings, senior recreational activities, veterans groups, citizen's with disability groups, faith-based organizations and media appearances. Press releases are utilized frequently to advertise RSVP programs and ongoing efforts. The local newspaper, The Times Picayune, regularly publishes articles about RSVP senior volunteers and their activities. However, over the years, the RSVP program has found that the best recruitment is by word of mouth; when

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seniors are able to share their experiences with other seniors it encourages more volunteers.

In order to retain and recognize the great work volunteers are doing in Jefferson Parish, the RSVP Coordinator will highlight success stories being done by RSVP volunteers through brochures, pamphlets and a promotional video that will be promoted at state and local conferences, workshops and exhibitions. In addition, site visits, verbal communication, ongoing training and development of leadership potential will recognize individuals while creating an environment of retention and growth. Annually all volunteers are recognized at both the annual luncheon and site recognition functions. Awards are given to the volunteers for their volunteer contributions.

Program Management

To manage and develop the volunteer stations, the RSVP staff will meet with each of the stations by June 1, 2014, to build a rapport with the contact person at the prospective site and to ensure that current projects and future projects are meeting specific community needs. In this meeting, MOU's will be checked and updated if needed with each of the volunteer stations. In addition, the RSVP Coordinator will implement a simple policy manual for the current volunteer stations explaining the roll of the volunteer station and what activities are prohibited. The manual will also state what consequences will occur if these prohibited activities occur. In the first year of this program, 3 additional volunteer stations will be added. This will be carried out by the RSVP staff who will build on the current volunteer sites by engaging faith-based organizations, schools, libraries, veterans groups and various parish departments including Jefferson Community Action Programs, nonprofits and parish civic organizations. This will increase RSVP's ability to provide services and recruit additional volunteers for programs.

To address how volunteer stations will manage current and new volunteers, the RSVP staff will hold bi-monthly meetings or presentations with Volunteer Station Supervisors, volunteers and potential volunteers. These meetings will allow for the RSVP Coordinator to address best practices, management issues and recognize work being done by individuals. The bi-monthly meetings will also allow for staff and volunteers to discuss emerging community needs and to ensure current needs are being met. To make sure that volunteers are being placed in positions that link with the person's experience and interest, a volunteer enrollment survey will be used. This survey will also capture demographics such as military background, other languages spoken and other interest the volunteer might have but could be lacking training or education to do so. Through community presentations in

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an array of different senior venues, volunteers interested in available positions are recruited. Volunteers may also be referred to the RSVP program through a variety of avenues, health fairs, senior expo's, Counsels on Aging, non profits, referrals from volunteers and volunteer stations. The RSVP staff is responsible for signing up volunteers and ensuring their eligibility to be part of the RSVP program. The Volunteer Station Supervisor acts as a liaison between RSVP staff and volunteers and is responsible for orientation, timekeeping, meal reimbursements and obtaining additional information as needed from the volunteers. The Volunteer Station Supervisor will utilize current Senior Volunteers to assist in sign-up, orientation and training of new volunteers.

To measure outputs and outcomes, a yearly assessment of the projects implemented will be conducted and evaluated. The primary focus area, Healthy Futures, will utilize a survey conducted every 6 months at Second Harvest Food Bank locations. The population served at these locations will be asked to participate in the survey to determine if the sites are meeting their projected outputs and outcomes. Satisfaction surveys are also distributed at these locations to be administered to the same population to see if the individual feels that their needs are being met. The level of satisfaction and direct outcomes of the services provided will be measured and evaluated. Our community partners will also be surveyed annually for overall satisfaction, observations and suggestions for change and improvements. To collect additional input from the RSVP volunteers, surveys will also be administered annually and to collect input and assess the strengths and weaknesses of the programs. Current RSVP Senior volunteers will be trained to help distribute surveys, explain their purpose and assist with collection of the surveys. The RSVP Coordinator will oversee the administration and final collection of these surveys. Then the RSVP Advisory Evaluation Committee (selected from the RSVP Advisory Council) will assist with coordination of the project assessments through the surveys and create the annual evaluation reports. The reports will be distributed to the RSVP Advisory Council.

In order to ensure local input into program design and evaluation, RSVP utilizes the RSVP Advisory Council and the Jefferson Community Action Program (JeffCAP) Advisory Board. The Advisory Council meets quarterly with the JeffCAP Advisory Board, Citizen's Affairs staff, the RSVP Coordinator and Senior Citizens Services Coordinator. Meetings are utilized to assess the ongoing impact of the RSVP program, recruitment and fund raising needs.

From the RSVP Advisory Council a RSVP Advisory Evaluation Committee will be formed and every 2

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years members will be rotated. This group will be responsible for putting together the annual evaluation reports from the primary focus area and any other projects the RSVP Coordinator requests to be evaluated for outcomes and outputs. The final report will be given to each member of the RSVP Advisory Council and the JeffCAP Advisory Board; the boards will be asked for their comments and suggestions. At this meeting a list will be created for improvements and/or changes to the programs. These ideas will be brought back to the volunteers and work station supervisors who will be consulted on possible implementation of any changes. If any changes are accepted, then a time line and strategic plan will be developed to incorporate changes at all locations.

The current members of the Advisory Council are: Patricia Scott, President of Bridge City Senior Group , Cheryl Bergeron, Regina Joseph, an active member of several community organizations including, The American Legion, Shirley Edwards, Albert Sanders, Katherine Hoover who works with the Department of Citizens with Disabilities, Estelle Gooden, President of Marrero Seniors Guild, Sandra Johnson President of Harvey Community Center Seniors, Rachel Hampton, and Pam St. Pierre, Patient Relations Liaison for Tulane-Lakeside Hospital.

Organizational Capability

In 1965, the Jefferson Community Action Programs was founded as a non-profit agency charged with the responsibility for providing essential services to the low-income, elderly and disabled residents of Jefferson Parish. In 1978, Jefferson Parish reorganized its administrative structure and JeffCAP became an official department of the Parish. JeffCAP has grown from a (2) two-program agency to a Parish Department. JeffCAP currently manages (10) ten programs, which includes the RSVP program. JeffCAP has managed the RSVP program for over 31 years and in 2012, the parish, in an effort to streamline, moved RSVP to the Citizens' Affairs Department where it is currently located. In 2006, the Citizens' Affairs Department was originally created to facilitate Carnival Parades in Jefferson Parish. As the Parish and times changed so did Citizens' Affairs. The Citizens' Affairs Department now handles Senior Services, which now includes RSVP; Citizens' with Disabilities, Hispanic/Vietnamese Outreach and taxi cab CPNC's. The move to Citizens' Affairs has made senior services a priority; there has been an increase in staff and resources which will allow for RSVP to continue growing. Citizens' Affairs operational budget is currently \$2,038,945 which includes Citizens' Affairs, Senior Services and Citizens' with Disabilities.

To provide programmatic and fiscal oversight, Citizens' Affairs utilizes the Jefferson Parish Government to provide day to day operational support and to ensure federal grant compliance. Once

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the grant is awarded it is sent to the Jefferson Parish Financial Management System. They will identify any federal grants that are received by Jefferson Parish Programs and provide them a unique number along with all of the projects associated with the individual grant. This will allow for all Parish Government Departments to assist with any operational support the grant needs. The award letter will be sent to the Jefferson Parish Accounting Department. This Department will be responsible for the fiscal accounting by providing monthly budget statements, bi-annual reports and the annual fiscal report received by all agencies and programs in the parish government. When additional funds are sought out for RSVP, they are accounted for in a project labeled "Grants Management Account RSVP" and they are fiscally accounted for in the same way as a grant. When purchasing is required for the RSVP program staff, volunteers and stations, Jefferson Parish requires everyone to follow parish protocols by requesting goods and services through the Jefferson Parish Purchasing Department. The purchase will be given a purchase order number that will allow for funds to be released and set aside for payment. Once the requesting department receives an invoice for good, a form called Receipts of Goods is completed and the required paperwork is sent to the Jefferson Parish Accounting Department. This paperwork will allow for the check to be released to the vendor and will also ensure fiscal oversight. A purchase over \$1,000 is required to be tagged and registered with Jefferson Parish. This includes office furniture, office equipment, computers, etc... A tag will be labeled property of Jefferson Parish and is scan-able into the Parish data base before it is given to the prospective employee or department. Every two years the Jefferson Parish IT department is responsible for updating the website to ensure property locations.

The Organizational Chart includes: Jefferson Parish Council, Parish President, Citizens' Affairs Executive Director, Senior Citizens' Affairs Coordinator, RSVP Coordinator and RSVP Advisory Council. The Parish is governed by a President John Young. The Jefferson Parish Council is composed of two council members at large and five district council members; under this council are individual parish departments that are headed by a Director. The RSVP Coordinator reports to the Senior Citizens' Affairs Coordinator who then in turn reports to the Citizens' Affairs Executive Director.

Director of Citizens' Affairs, Sean Burke, who reports to the Parish President and Parish Council, obtained a Bachelor of Arts Degree in Public Relations from the University of Southern Mississippi. He directs and oversees the Senior Services which includes RSVP, Citizens' with Disabilities,

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Hispanic/Vietnamese Outreach and Carnival in Jefferson Parish. Mr. Burke has extensive experience working in parish government with projects that directly impact senior citizens. Jefferson Parish requires departments to report to the Parish Council and Parish President on performance measures, progress toward required goals and milestones completed. In addition, any programmatic changes or budget changes require the Council and Parish President to be notified along with action plans to meet the new target goals.

Senior Citizens' Services Coordinator, Maria La Guardia Cervini, who reports to the Director of Citizens' Affairs, has worked in Jefferson Parish government since 2003. The main area of focus is identifying, prioritizing and improving programs and services available to the elderly population within Jefferson Parish. Ms. Cervini is the liaison to the Jefferson Council on Aging and other governmental agencies with an emphasis on increasing the number and quality of activities offered to seniors at ten Senior Centers within Jefferson Parish. Her background in strategic planning, administrative work production, fiscal/budget, employee services and communication is instrumental in making sure RSVP will be sustainable in Jefferson Parish. The Senior Services Coordinator will be a member of the RSVP Advisory Council.

RSVP Program Coordinator, Kalondra Ellison, who reports to the Senior Citizens' Service Coordinator, has earned a Master's in Social Work from Southern University at New Orleans. She has over four years of experience in delivering social services including: case management, mental health, job coaching, supervision and working with vulnerable populations. The RSVP Program Coordinator will oversee the Volunteer Station Supervisors and be responsible for the enrollment eligibility of new RSVP volunteers. The position will sit on the RSVP Advisory Council and be responsible for grant management of the RSVP program. In addition, the RSVP Coordinator will provide any reports or evaluations required by the RSVP program.

JeffCAP's Executive Director, Jedidiah Jackson, who reports to the Parish President and Parish Council, obtained a Masters in Social Work from Tulane University and has been with JeffCAP since February 2011. The Executive Director is responsible for all the programs at JeffCAP and the operation of the department. JeffCAP offers several programs and services to the residents of Jefferson Parish. These include the Second Harvest Food Pantry, Head Start, Housing Counseling, Low-Income Home Energy Assistance Program (LIHEAP), Emergency Rent/Mortgage and Utility

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Assistance, Weatherization, Elderly and Indigent Transportation Services and First-Time Homebuyer Training Classes. These programs are always in great need of volunteers and the RSVP program collaborates directly with JeffCAP to offer RSVP volunteers to assist with some of the above listed programs. The Executive Director of JeffCAP will maintain a position on the RSVP Advisory Council.

Other

N/A

PNS Amendment (if applicable)

N/A