

# Narratives

## Executive Summary

The sponsoring agency of Midland RSVP is Community & Senior Services (CSS) of Midland, Inc. CSS is a private, non-profit agency using a variety of programs and services to meet the recognized needs of our older population in Midland County. With a 31 year history, CSS of Midland has a proven track record of excellence among the non-profit sector and continues to strive to strengthen the capability of its largest Senior Corps program, Midland RSVP. The mission of CSS is to improve the quality of life of Midlanders by providing an array of services to help them maintain health, dignity and independence as they grow older.

Through RSVP, CSS empowers senior volunteers to step up and address the needs of its 68 Volunteer Stations as well as other critical needs that can benefit from the senior population. Annually an estimated 614 volunteers will serve through Midland RSVP with 390 unduplicated volunteers serving in the primary focus area. They will serve the frail, elderly, homebound and disabled seniors through programs like Meals-on-Wheels and Homebound Services that include friendly visitor, telephone reassurance and grocery express programs.

The primary focus area being addressed is Healthy Futures (H8 Aging in Place). RSVP volunteers will help package daily meals, deliver meals, make visits, check-in calls and shop for groceries when needed for identified homebound clients. Annually, 240 will serve through Meals-on-Wheels and, 75 volunteers will help Homebound Services program by volunteering for Grocery Express, Friendly Visitor and Telephone Reassurance programs serving the homebound identified clients. The CNCS federal investment of \$43,551 will be supplemented by the (\$67,020) in non-federal resources (\$18,874 State Grant and Golf Tournament fundraiser-which was \$31,000 in 2012)

## Strengthening Communities

In 1880, the Texas Pacific Railroad began to lay tracks westward from Fort Worth at about the same time that the Southern Pacific began building east from El Paso.

The place where the tracks met became known as Midway. Later, the name was changed to Midland.

Today, Midland is a thriving community in the heart of the Permian Basin oil region. Home to more than 20% of the nation's oil reserves, Midland regularly supplies more than 60% of all oil and gas

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produced in Texas. In fact, outside of Houston, no other area in the US plays a more important role in the nation's energy industry than the cities of Midland and Odessa.

For the past 19 years, Midland RSVP has demonstrated the cost effectiveness that this federal program has brought to the Midland community by providing the experience, dedication and varied skills of senior volunteers. Midland County is strengthened by the Midland RSVP Program as follows:

- \* Enhancing levels of volunteer involvement in the lives of those 55 years and older.
- \* Enhancing the capacity of local organizations by providing volunteers for their clients.
- \* Enhancing the number of volunteers who demonstrate locally and nationally their value to their communities.
- \* Helping to decrease the number of unmet needs that are presented to Midland RSVP.

The Primary Focus Area being addressed will be Healthy Futures.

The Aging Well Indicator Survey, conducted in May to October through the Texas Dept. of Aging and Disability Services (DADS), an analysis of the well-being of older Texans, found poor health kept 31% of older Texans from performing one or more of their daily activities (e.g. driving, walking, bathing, eating, dressing, and getting around inside their home) due to a chronic condition. These surveys have shown that most homebound residents desire to remain in their own homes and living independently as long as possible. However, due to physical limitations and the aging process, they are unable to prepare hot, nutritious meals for themselves. Research provided by CSS further shows that improving the diet of the older adults can reduce the occurrence of chronic illnesses such as heart disease, stroke, various cancers, diabetes and osteoporosis. This results in additional health issues, worry from family members who may not live in close proximity. Additional issues include their safety, isolation and other means of obtaining necessary groceries on an on-going basis.

As the population ages and more people are living alone, social isolation amongst the older population emerges as one of the major issue facing the industrialized world due to the adverse impact it can have on health and well-being. As the proportion of older people increases and more began living alone (World Health Organization 2002), the problem of social isolation of those 60+ group is of growing concern. Factors contributing to social isolation include loss (in its many forms), poor physical health, mental illness, low morale and communication and transportation difficulties.

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CSS' nutritional and homebound services provide solutions to the elderly, disabled and their families facing these quality of life issues. Meals-on-Wheels reaches nearly 500 homebound seniors and disabled in Midland Texas each weekday with a hot nutritious meals.

One of the best methods to assist the frail, elderly homebound live independently as long as possible is by recruiting trained volunteers to help deliver meals, make daily check-in calls and shop for their groceries. These volunteers and services help to ease the concern of family members who worry about the elders' food insecurity, social isolation and lack of health care options.

In alignment with Healthy Futures, Aging in Place H8, volunteers that are recruited and placed in the area of Meals-on-Wheels and Homebound Services will help to package deliver an average of 450 meals to homebound identified clients and make daily check-in calls. Volunteers are trained by CSS' Nutrition Dept. staff. Along with delivering a hot nutritious meal, they also serve as a source of social contact for many of these isolated clients.

Meals-on-Wheels (MOW) and Homebound Services programs will aid in alleviating food insecurity, security concerns and social isolation for identified clients and their families in our service area. Approximately 25% of Midland County low-income seniors are reached annually by these programs.

Once volunteers are enrolled and placed with the Meals-on-Wheels area, they receive a one-on-one training from the Nutrition Dept. on delivering the meals. Once assigned to a route, volunteers will sign in each time they deliver. Hours are tallied monthly by the MOW Volunteer Coordinator and RSVP Volunteer Coordinator inputs the hours. Nutrition Dept. caseworkers conducts annual home visit reassessments to update clients' needs as well as mailing a client satisfaction survey annually.

For the past three years we have been a part of the Military Partners Coalition group of West Texas. This group brings together individuals, agencies from the surrounding West Texas area to network about services to veterans and their families. Currently RSVP Advisory Council member Cynthia Lucero with Disability Texas serves on this group as our liaison. Ms. Lucero also operates a grant designed to address veterans, their families and rights.

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In alignment with Healthy Futures, Aging in Place H8, we will recruit, place, replace and retain volunteers in the area of Meals-on-Wheels and Homebound Services to continue and further expand services. Volunteers will help package and deliver an average of 450 meals to homebound identified clients each week day and make daily check-in calls to those identified homebound clients predetermined by the Nutrition Dept. A sign in sheet is located at the Meals-on-Wheels kitchen window where volunteers must sign in before they receive their 2 insulated food delivery carriers (1 for hot food and 1 for cold food), maps and designated route. There are approximately 10-12 clients per route. Volunteers are made aware of those clients with special needs diets. Volunteer hour are tallied by Volunteer Coordinator and turned into RSVP for data entry and monthly report. Nutrition Dept. caseworkers conduct annual client home visits along with Client Satisfaction Survey.

Proposed service activities, outputs and outcomes to address the above identified needs over a 3-year grant period (4/1/14- 3/31/16)

Primary Focus Area: Healthy Futures

Annually, 240 RSVP volunteers will package meals, deliver and average of 450 per day, five days a week to homebound, elderly and disabled identified clients of Community & Senior Services: Meals-on-Wheels program. Besides receiving a hot, nutritious FDA approved meals, clients will be able to interact with volunteers thus alleviating social isolation. Clients identified by the Nutrition Dept. needing additional social interaction may receive scheduled contact call through the Telephone Reassurance Program and/or Friendly Visitor Program. Clients will receive an annual Client Satisfaction Survey indicating their approval or disapproval of the meal program and how it relates to remaining living independently. In 2012, 95% showed their health was maintained or improved and 98% indicated their basic needs were being met through Meals-on-Wheels and Homebound Services.

Annually, 75 RSVP volunteers will provide social interaction with 85 pre-identified homebound clients through the Telephone Reassurance Program. Clients will receive a scheduled check-in call from a volunteer to check on the health and other interaction regarding their safety. 60 clients will report back through a client assessment survey indicating that their social support was enhanced by program and volunteer.

Annually, 30 RSVP volunteers will transport 30 identified clients suffering from cancer. RSVP

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volunteer Anne Schweining operates "Rides of Hope" program offering transportation to and from cancer treatments, other Dr. appointments, pharmacy and/or grocery store. The dedicated volunteers who support this amazing program are cancer survivors themselves and some are still undergoing treatment. A survey will be developed through RSVP staff and Ms. Schweining that will measure the number of individuals (60) who have reported an increase in social support.

### Other Focus Area: Economic Opportunity

Based on the 2010 U.S. Census Midland County population was at 146,645, the poverty status was 11.5%. 82% of the residents from 2007-2011 had been living in the same home 1 year or more.

Housing units in 2011 were at 55,104.

Annually, 35 RSVP volunteers will serve at Midland Habitat for Humanity in a variety of capacities from building new safe, affordable houses for qualifying families living in substandard housing, support the Re-Store and though administration needs. We expect to build to customary 7 houses annually serving 25 individuals. Habitat will provide annual report that will demonstrate the number of disadvantaged individuals who have transitioned from substandard housing into safe, affordable house for their families.

Annually, 10 RSVP volunteers will help repair homes of low-income individuals who request assistance and are approved by the Christmas in Action organization. These repairs are done seasonally and large numbers of volunteers are recruited from local churches, civic groups and/or other faith-based organizations. RSVP will help bolster their mission to serve and improve the current houses of the identified clients. Five economic disadvantaged individuals receiving housing placement and repairs will be surveyed through a client tracking database.

### Focus Area: Disaster Services

The American Red Cross of the Permian Basin Area Chapter serves 20 surrounding counties in the West Texas area. With the economic boom many newcomers caused a shortage of available housing. A greater number of people are now residing in unsafe living conditions with an increase in the potential for house fires. Approximately 1/3 of the people served in 2012 were living at or below federal poverty standards of income. The Red Cross alleviates human suffering in the face of emergencies and through the volunteer support can help address these needs and thus provide disaster

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relief services.

Annually, 25 RSVP volunteers will assist the Red Cross with disaster preparedness to be determined by the local chapter office. Effort will be measured by the amount of hours contributed by the volunteers and data will be collected through times sheets and Red Cross reports.

Focus Area: Other Community Priorities

Midland will assist local non-profits, faith-based and other organizations with their individual volunteer needs. Small staffs, increased demand and severe budgetary restraints hamper many from being able to carry out the service to their clients. Midland RSVP volunteers (224) will help by serving as adult literacy tutors, museum docents, food and clothing sorters, providing information & referral at hospitals and airport and maintenance support. Results will be measured by Station/volunteer time sheets.

Midland, Texas is a warm and inviting West Texas city, conveniently located on Interstate 20, halfway between Fort Worth and El Paso. Easily accessible, Midland boasts Midland International Airport, serviced daily by American, Continental, Southwest, and United Airlines and is the closest airport to Big Bend National Park. Recent economic boom has seen a huge rise of newcomers moving to our city. Midland now according to U.S. Census 2010 stats has a population of 146,645 with 9,210 veterans since 2007-2011. Measuring the amount of veterans currently serving as volunteers or those our stations are serving has not been required in the past. We will now start to implement a plan to acquire this data by revision of our enrollment forms to include veteran's activity, develop a survey that will be made available to our stations and volunteers and recognize our veterans at every recognition event in the future. Volunteers have always been recruited without discrimination. Our doors and service remain open to anyone who meets the age requirement and are willing to serve or to receive services offered by our sponsoring agency and stations. We currently have one station, "Soldiers of Today and Yesterday" serving veterans, and is run by a veteran who is also an RSVP volunteer. We will partner with our Permian Basin Chapter of the American Red Cross and their Veterans affair project to serve the veterans and their families. In addition, RSVP Advisory Council member Cynthia Lucero of the Texas Civil Rights Project, is working on a new grant for the West Texas Justice for Veterans Campaign and also serves as our liaison with the Military Coalition for Veterans and the Families. Through these partnerships, Midland RSVP will be positioned to better

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assist in serving, recruiting and bringing available resources to our veterans and their families.

### Recruitment and Development

Effective volunteer recruiting results from an initial plan of action, so we can focus on obtaining quality instead of quantity. We have found our best recruiters may be our Volunteer Stations and the volunteers themselves, along with members of our Advisory Council. Staff being present at recognition events, various health fairs, seminars and also presenting at these events can be very effective.

Developing new programs and strengthening established programs enable Midland RSVP to provide a high quality experience for volunteers. It's crucial volunteers receive a high quality experience so they can reach their individual potential and fulfill their own expectations. We encourage our Stations to assist us in providing a high quality and a rewarding volunteer experience by making RSVP volunteers aware of the impact they make to their mission. In general volunteers are usually motivated when their time and efforts are displayed into a monetary value using the Independent Sector value of volunteer service. We encourage our new Station staff to attend our monthly volunteer orientations to learn more about RSVP while developing a closer bond with potential volunteers. Rather than have Recruitment Campaigns and contests providing large number of volunteers, the new focus areas make the campaigns very specialized and are promoted with that focus. Those specific areas of Healthy Futures -- Aging in Place; Economic Opportunity -- Housing and Disaster Services will fall within our grant focus areas.

Midland County has seen a tremendous rise in population over the past few years from just over 100,000 to now nearing 140,000 plus, (<http://www.city-data.com/city/Midland-Texas.html>). Midland County is 98% urban and 2% rural, (<http://quickfacts.census.gov/qfd/states/48/48329.html>). Midland County has seen a tremendous rise in its' population in 2012 to estimated 146,645, persons 65 years and older 10.6% our Veteran population from 2007 -- 2011 figures were 9,210. Midland County has always been viewed as a great retirement community therefore recruiting, retaining and recognizing senior volunteers has been a great fit for our sponsoring agency Community & Senior Services (CSS). CSS, the past 31 years has built a solid reputation for providing quality service to the senior population. Since 1992, CSS has been the avenue for senior to receive or provide service. CSS gives volunteers an array of volunteer opportunities for them to choose from (Meal-on-Wheels, Senior Corps and Senior Centers). CSS is a very unique agency where volunteers, clients, board members,

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supporters, and staff all share a common bond, through a belief in our mission. Regardless of what type of service a senior might be in need of, CSS is known in the community as the first resource to contact.

For 19 years, Midland developed partnerships with our community's local non-profits, community-based organizations, public institutions, city government and healthcare agencies needing volunteers. After reviewing our current program, we will do some restructuring of areas of service to fit the pre disclosed Primary Focus and Other Focus Areas. Specialized recruitment is needed. We will develop a task force with representatives from Stations from our focus areas, members of Advisory Council and RSVP staff to further plan methods of effective volunteer recruitment and recognition.

### **Program Management**

CSS is a private, non-profit, social service agency incorporated in 1982. CSS's largest program is the Meals-on-Wheels. Other programs operated by CSS include; Homebound Services, management of two Senior Centers, and all three Senior Corps programs.

CSS provides various programs designed to address the unmet needs of our senior population. CSS's mission is to: "To improve the quality of life of Midlanders by providing an array of services to help them maintain health, dignity, and independence as they grow older."

CSS is one the largest agencies in Midland among private, non-profit organizations in managing federal contracts. Currently, CSS manages the following federal contracts: TITLE III, TITLE XX, CDBG, and three CNCS programs. Other funding sources include Midland County, DAD's, and United Way, management contracts with the City of Midland and approximately 20 foundations.

RSVP Director attends many of the available training opportunities to stay informed of any changes in the program regulations and applicable laws, refers to the RSVP Operations Handbook and works with peers throughout the state to further enhance proper management of RSVP program.

Midland RSVP's goal is to develop appropriate Volunteer Stations and quality volunteer opportunities to meet the community needs and national priorities, as well as being meaningful placements. This partnership must be of mutual benefit for both the stations and the volunteers. Volunteer Stations are developed, managed and supervised through contact with the RSVP office. These requirements are

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understood and insured when a Memorandum of Understanding is signed between Station and RSVP.

Each individual that displays interest in our volunteer program is interviewed or information is mailed to and a follow up call is made shortly after to see what area (s) best fit the volunteers' skills, available time and station needs. Volunteer Stations are informed through a call or email when a volunteer is the appropriate fit for their needs. We work closely with the stations throughout the year to assess progress toward mutual goals, by reviewing time sheets, comments from stations and or volunteers. Prohibited activities such as but not limited to client confidentiality, engaging in religious, sectarian, or political activity is explained to volunteers during enrollment and explained to stations in the Memorandum of Understanding, and during site visits. Volunteers and stations are made aware in the event the placement does not work out so a new placement can be made for both.

Working closely with stations with regular contact ensures the volunteer opportunities are appropriate and in line with the performance measurements. We feel developing a close working relationship with our stations under our Priority and Other Focus Areas is very important when managing data and measure performance and utilizing survey, pre and post testing or other tools use for collecting data required. To support their established formats, stations administer the surveys or testing either quarterly, semi-annually or on an annual basis. Assessing through outcome evaluations is one of the best methods to demonstrate the actual measurable changes that our volunteer program has brought to our service area and the clients that are being served.

In the past few years we have been working on our current areas that we are now measuring: Health -- Meals-on-Wheels, Independent Living, Hospice services, Education -- Adult literacy, Human Needs -- Senior Center activities, Habitat for Humanity, and other areas that would include activities for faith-based organization, clerical support, fundraising, etc. We are constantly reviewing volunteer activity and where they are providing the greatest impact (which may not be measured in terms of amount of hours but more in what is the result of their contribution).

While many projects are moving forward on the idea of "graduating" volunteers we are doing our best effort to "graduate" as few as possibly by offering secondary assignments into the Corporation's 6 focus areas. We will however "graduate" those Volunteer Stations that do not have RSVP volunteers currently supporting their mission, a strong working relationship or do not fall within our 6 focus areas. Our plan to "graduate" Volunteer Stations or volunteers will involve our Advisory Council.

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Together we can develop a written method/policy for "graduating" Stations and volunteers. Through feedback we can determine the best method for Midland RSVP to move forward and make the necessary changes required by the Serve America Act and CNCS. This will help explain the need for this "graduating" process to not only our Stations and volunteers, but also our current funders, supporters, elected officials and other community leaders.

For 31 years our sponsor, Community & Senior Services (CSS), has been an excellent resource for identifying community needs and developing performance measures. Working with CSS, we will continue to monitor and address community needs in our service area whether they fall within our primary focus area or not. We will emphasize work on recruiting volunteers in the primary focus area in order to offset the maximum of 30% of the community thus maintaining a maximum of 25% in within the primary focus area. Our primary focus of our sponsor is to provide nutrition assistance to the elderly, disabled and homebound in the community. CSS provides a hot nutritionally balanced meal to nearly 500 clients each weekday, almost 120,000 meals annually. Meals include a balanced portion of meat, fruit, vegetable and dairy items and are delivered daily by volunteers from the community including RSVP.

Over the past 19 years Midland RSVP has benefitted from a wonderful Advisory Council that was anchored in the mid 90's by current CSS Board member Orland Purcell and other key volunteers and community leaders. Former RSVP Director Carla Curtner and CSS ED Connie Glover developed the group. I was honored to learn from these great individuals about our sponsoring agency and RSVP. Through the years new folks have been introduced to our council and each and every one has left their own mark of dedication, willingness to serve as volunteers, recruitment of volunteers and how enjoyable their service was to them personally. The past 6 years we've seen new improvements to our council. As our project has aged, we felt that our council had to become somewhat younger and innovative. Along with youth we discovered the passion, excitement and willingness to serve was their priority.

Through the years many of our former members remain loyal supporters. Long-time RSVPAC member Debbie Bergen of Debbie Bergen Promotional Products through the years has allowed us to stretch our recognition dollars. Back in the late 90's Debbie began offering us a 15% discount on all our recognition orders and often times waived any set up fees incurred and she still does. He in-kind

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support allows us to enhance our recognition budget.

Our media Council members also contribute their in-kind support through on air spots and PSA's. While most times it's difficult to document the in-kind support we receive from our local media (Town Square Media Broadcasting, Univision, Telemundo, KWES-TV, KMID-TV and KOSA-TV) we are so appreciative of them. These media sources provide us with many PSA's that highlight our project and special events. This is one of the strengths, resulting from effectively developing our Advisory Council.

As mentioned earlier, our council recruitment has focused on recruiting younger members. We felt a mature project can benefit from the excitement and versatility that young members can bring. The council is lead by our Chair, Cristina Cordle, formerly with the Area Agency on Aging and now a stay at home mother. Cristina brings youth, enthusiasm and an enormous love for seniors. Cristina has organized 7 Senior Celebrations, a community-wide event for the senior population of 18 counties. Other key members include Treasurer, Stephanie Martin-Special Events Coordinator for the Midland Chamber, Mark Gomez-caterer; Spencer Bennett-KODM-FM; Dean Byrom, former CSS Board President and Golf Chair and Leticia Martinez, General Manger from Univision 18 TV. Ms. Martinez served as last years' Recognition Chair and continues to help us promote our needs and events to the Hispanic community. Her station and the RSVP Director have formed a strong partnership, often calling upon him to assist the station with other community driven events. As a program of CSS, we maintain accurate records of all types of in-kind support such as support for our Annual Burger Bash, Dancing with the Stars, National Volunteer Week building usage, discounts of items ordered, and certificates from local restaurants, and store merchants, etc. Here in Midland, our affiliation with CSS provides instant credibility.

### **Organizational Capability**

Community & Senior Services has an annual audit performed by an independent audit firm in accordance with Single Audit Act of 1984 and OMB Circular A-133, Audits of states, Local Governments and Non-profit Organizations." For the past 31 years, CSS has been free of any audit exceptions.

RSVP staff consists of Director, Saul Herrera and RSVP Coordinator, Lauren Lee. Herrera directs and oversees over all aspects of the Retired & Senior Volunteer Program. He has 19 years experience in in

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volunteer recruitment, recognition, retention and development, and 17 years experience in grant writing, reporting and performance measurement. Herrera has been employed at sponsoring agency CSS for over 19 plus years in the RSVP office, serving as Coordinator and then Director.

Coordinator, Lauren Lee has been with RSVP for 19 months and has learned so much and brought youth, strong computer skills, compassion for seniors and the disabled through her years of working with the Midland Developmental Residents.

Midland RSVP project is supervised by Executive Director, Jody Sneed and Financial Director, Wendy Lynskey. Mr. Sneed brings 12 years of experience as former Executive Director of Junior Achievement of Midland and 10 years with the Boy Scout of America Buffalo-Trail Council. Mr. Sneed has served the past year as CSS Development Director and will continue to direct and oversee this part of the operation of this agency. CSS has built a solid agency of service to the elderly population and has a proven track record of 31 years of service in Midland County. Sneed brings a vast wealth of knowledge of RSVP having worked with us in the mid 90's. Mr. Sneed's extensive philanthropic knowledge will be a huge asset when fundraising is needed.

Mr. Sneed will work with RSVPAC in the planning our Annual Golf Tournament. Last year CSS Board President Dean Byrom continued to serve on the RSVPAC and Chaired our Windy City Golf Tournament. Mr. Byrom, a golf enthusiast, recruited James Haest, another CSS Board member and friend Joe Strickling along with Executive Director, Jody Sneed, Wendy Lynskey and formed the golf committee. The committee's original goal two years was to raise the \$10,000 loss from a quarterly budget cut. The committee exceeded and raised nearly \$21,000 the 1st year and exceeded that in 2012 raising nearly \$31,000. More than a dozen Advisory Council members participated in the tournament by playing in tournament, volunteering, sponsoring and soliciting sponsorships and teams. Thanks to Mr. Byrom's' hard work, Midland RSVP has developed a sustainable fundraiser for the future. In our third year, the committee continues to effectively generate sponsorships needed for a successful tournament. We are also very fortunate to have excellent working relationships with the local media in promoting this opportunity to support local senior volunteers and the agencies they serve.

Ms. Lynskey has been employed as the Finance Director for Community and Senior Services for over a year. She's been a huge asset to our team bringing in a strong 20 year history in the financial world

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in the "oil patch". Ms. Lynskey has quickly adapted to working CSS and managing several types of grants.

CSS' management of nearly 3000 volunteers represents one of the largest, private, non-profit volunteer source in Midland. Of those volunteers - 1,800 assist in packaging and delivering Meals-on-Wheels and helping keep meal costs low. Over 614 volunteers are involved through the three Midland Senior Corp programs supporting over 68 non-profit and civic organizations in achieving their goals. In addition to Mr. Sneed, CSS has benefitted from the experience of Assistant Director, Arleen Armstrong with a tenure of over 24 years. Together along with RSVP Project Director, Saul Herrera they are combined 43 years of experience at CSS. Herrera has been with the sponsoring agency and with RSVP for more than 19 years. Herrera, a native Midlander, holds a BA in Telecommunications from Texas Tech University. Over the past 30 plus years, he has made numerous connections in the community along with his strong people skills that his enabled him to help build the Midland RSVP project from scratch to over 650 volunteers and a established MOU's with 68 Volunteer Stations. Being bilingual has also been a great advantage for Herrera when recruiting and reaching the Hispanic community. His love and dedication for Midland RSVP and Community & Senior Services is a proven fact that can be seen through his work.

All CSS programs and policies are governed and evaluated regularly by the Board of Directors. The Texas Department of Aging and Disabilities Services, the Area Agency on Aging, city health department and other governmental funding sources also regularly review and monitor our nutrition programs to insure compliance with regulations and standards. An independent accounting firm performs an annual financial audit (A133) of CSS.

Manage Capital assets such as facilities, equipment, and supplies. CSS operates seven programs (Meals On Wheels, Homebound Services, senior centers and three Senior Corps programs - Foster Grandparents, RSVP and Senior Companions) at three locations in Midland. While the two senior centers are owned by the city of Midland, the other facility is owned and operated by CSS, including two office buildings and the Meals On Wheels commercial kitchen. All buildings and equipment are owned by the organization and maintained to meet local ordinances and meet compliance with the various granting agencies (local, state and federal). The CSS board oversees the implementation of the operating budget to provide adequate supplies and on-going maintenance of the facilities and

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equipment through finance and properties committees.

CSS has over 20 years' experience in successfully and effectively participating in a dozen local, state and federal grants and/or contracts related to home-delivered/congregate meals, senior centers and three Senior Corps programs. All CSS programs and policies are governed and evaluated regularly by the Board of Directors. The organization receives an annual independent audit (A133).

### **Other**

N/A

### **PNS Amendment (if applicable)**

N/A