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Executive Summary

Western Egyptian Economic Opportunity Council has sponsored RSVP in Randolph, Monroe and Perry counties since 1974. Western Egyptian proposes to have an estimated 675 unduplicated volunteers serving in project activities at 85 volunteer stations. Volunteers will deliver home delivered meals for homebound senior citizens, provide emergency food to individuals and families at food pantries, lead exercise programs and present nutrition education programs to senior citizens, provide counseling on Medicare, provide supportive living activities, companionship and transportation to senior citizens, provide access to blood pressure monitoring and immunizations, tutor K-12 and early childhood education programs, provide tax assistance, serve veterans and military families, and work in thrift shops, hospitals, museums, nursing homes, and non-profit agencies. Our Primary Focus Area is Healthy Futures. 11 of the 19 work plans are included in the Healthy Futures area and provide services in the areas of food delivery, transportation, companionship, food pantry support, access to health care, and nutrition education. Our anticipated outcomes are that homebound or older adults and individuals with disabilities will report having increased social ties/perceived social support, and individuals will report increased food security for themselves and their children. The CNCS federal investment of \$60,176 will be supplemented with \$33,521 of non-federal resources.

Strengthening Communities

Western Egyptian Economic Opportunity Council is the sponsor of the Retired and Senior Volunteer Program of Randolph, Monroe and Perry counties. The project is located in Southwestern Illinois. Randolph, Monroe and Perry counties are all rural counties covering a total of 1,142 square miles.

Monroe County covers 389 square miles and is located in the St. Louis Metro Area. Monroe County includes the communities of Waterloo, Columbia, Valmeyer, and Mayestown. The county continues to thrive and grow due to its close proximity to the St. Louis Metro area. The county unemployment rate is 6.4%. According to the U.S. census bureau's quick facts the 2012 estimated population is 33,357. 14.8% of the population is 65 or older. The median household income is \$69,291. 5.6% of the population is below poverty. 98.2% of the population is white, .3% is black, .5% is Asian, .2% is American Indian and .8% report two or more races. 91.5% are high school graduates, 23.6% have earned a bachelor's degree or higher. At present 200 seniors actively serve their own communities as RSVP volunteers.

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Randolph County covers 604 square miles and is rural. Communities located in Randolph County include Red Bud, Sparta, Chester, Steeleville, Evansville, Prairie Du Rocher, Tilden, Percy and Coulterville. Employment consists of agriculture and some light industries such as a food production plant and aluminum plant. Small business continues to decline. Larger employers include state mental health institutions and prisons. Sparta is the home of the World Shooting and Recreational Complex which employs a large number of temporary summer help. The complex also brings many tourists to the area for three weeks in August. Many businesses have pay scales of minimum wage or slightly higher. The county unemployment rate is 9.1%. According to the U.S. census bureau's quick facts the 2012 estimated population is 32,956. 16.6% of the population is 65 or older. The median household income is \$46,148. 12.4% of the population is below poverty. 88.4% of the population is white, 10% is black, .3% is Asian, .2% is American Indian, 1% report two or more races and 2.7% are Hispanic. 79.9% are high school graduates, 11.6% have earned a bachelor's degree or higher. At present 400 seniors actively serve their own communities as RSVP volunteers.

Perry County covers 435 square miles and is rural. Communities located in Perry County include DuQuoin, Pinckneyville, Willisville, Cutler and Tamaroa. Perry County's economy has suffered greatly during the past few years with the loss of many coal mining jobs. A new state prison had improved the unemployment rate slightly, but the closure of more small manufacturing facilities has increased the unemployment rate. Small businesses continue to decline. The county unemployment rate is 12.7%. According to the U.S. census bureau's quick facts the 2012 estimated population is 22,058. 16.3% of the population is 65 or older. The median household income is \$41,333. 17% of the population is below poverty. 88.9% of the population is white, 8.8% is black, .4% is Asian, .4% is American Indian and 1.4% report two or more races. 83% are high school graduates, 13.5% have earned a bachelor's degree or higher. At present 75 seniors actively serve their own communities as RSVP volunteers.

As a result of the on-going high unemployment rate, low wages and high poverty level our area is seeing an increase in food insecurity. According to a 2011 Feeding America hunger report nationwide they are serving one million more Americans each week than they did in 2006. 36% of households served had at least one person working. According to a 2011 Feeding America report 6.4% of Monroe County, 12.7% of Perry County and 9.1% of Randolph County is food insecure. According to local food pantry managers, the number of senior citizens visiting the food pantry has risen by 10% this

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past year. This may be due in part to the rising cost of food and the elimination of the Illinois Cares RX program which assisted senior citizens with prescription drug costs. This program helped pay premium costs and additional help through the coverage gap. Many seniors now have increased drug costs which are forcing them to choose between purchasing food or medications.

According to the US census nationally, the senior population 65+ is predicted to increase from 35 million in 2000 to 55 million in 2020; the 85+ population is projected to increase from 4.2 million in 2000 to 6.6 million in 2020. Illinois has seen a 22% increase in the 85+ population between 2006-2010. Locally the 65+ population has increased by 1% during the past two years. This is expected to increase each year.

According to research by the American Association of Retired Person (AARP) nine out of ten seniors prefer to remain in their own homes. Even if they begin to need day-to-day assistance or ongoing health care during retirement, most (82 percent) would prefer to stay in their own homes. Many times the ability to live independently in one's own home successfully requires support services.

As a person's health declines the ability to prepare a nutritious meal often leads to the inability to remain in their own homes. A 2008 Administration on Aging funded survey found that 82% of the vulnerable elderly population receiving home delivered meals stated they received the required nutrients from home delivered meals and 92% felt that receiving the home delivered meals helped them to stay in their own homes.

14.5% of the 65+ population in the rural three counties lives alone. A 1997 study by the Department of Psychology at Iowa State University titled Loneliness and Nursing Home Admission Among Rural Older Adults found that higher levels of loneliness were found to increase the likelihood of nursing home admission. In our rural area the Telephone Reassurance program offers isolated homebound individuals with regular contact telephone companionship. The purpose of the program is to maintain the safety and well-being of homebound seniors by reducing isolation and by addressing health and personal safety issues in a timely manner through daily telephone contact.

Because the skills and abilities associated with driving tend to diminish with age transportation is a local priority. The area doesn't have public transportation. Due to the rural area access to health care

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is limited. Blood pressure monitoring and flu immunizations programs will be addressed. Also, Medicare counseling services, nutrition education and exercise programs designed to keep seniors healthy will be addressed.

Program management for RSVP volunteers and stations they serve vary based upon the screening and training needs for each of our volunteer stations. We have stations that offer volunteer opportunities to serve within the Healthy Futures area. There is a signed Memorandum of Understanding with each volunteer station. Volunteers are recruited by the RSVP staff and provided orientation and a volunteer handbook for RSVP. Training and orientation is also conducted by volunteer station representatives for specific volunteer assignments. All RSVP volunteers are covered by supplemental auto, medical and liability insurance. RSVP staff meets with volunteer station representatives to review their activity and outcome tracking tools, needs assessments, training, and volunteer recognition at a minimum of every three years at the time of MOU renewal. RSVP offers volunteer recognition events throughout the year and stations are encouraged to offer additional volunteer recognition events. RSVP will use the Volunteer Reporter software, excel and word to track National Performance Measures outcomes and outputs

RSVP volunteers currently provide Independent Living- home delivered meals services through senior centers, churches and local hospitals. RSVP volunteers currently support local food pantries by unloading deliveries, stocking shelves, registering and serving clients, packaging grocery bags, and coordinating food drives. RSVP volunteers will make daily calls to homebound seniors to check on their health, provide companionship and assess their needs. RSVP volunteers will provide counseling on Medicare, Medicare supplemental and long-term care insurance, assist with claim problems, assist with appeals, provide plan comparisons for Part D, and provide information on the Benefit Access program. RSVP volunteers will provide monthly blood pressure screenings at 1 senior center, 3 congregate meal sites, 1 senior citizens club meeting and 1 senior housing complex. Each participant will receive a written record of the individual's blood pressure on a tri-fold blood pressure record card to share with their physician. RSVP volunteers will provide transportation using their own vehicles or as volunteer van driver for volunteer station vehicles to medical appointments, shopping, bank, business, and quality of life outings. RSVP volunteers will lead the strong for life exercise program at six senior centers and lead a walking program for senior citizens at the City of Chester's skateland building. RSVP volunteers will provide services such as grocery shopping, cooking, cleaning, bill

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paying, delivering library books, etc. to homebound clients. RSVP volunteers will be making monthly presentations on nutrition education and healthy lifestyle choices at the senior centers

Community need-According to the 2012 US census 16.6% of Randolph, 14.8% of Monroe and 16.3% Perry counties are over the age of 65. 14.5% of the 65+ population lives alone. With the shortened length of hospital stays, family working and family living at great distances many people require assistance with meal preparation when returning home from the hospital, during illness or just to maintain their independence and avoid premature nursing home placement. A 2008 Administration on Aging funded survey found that 82% of the vulnerable elderly population receiving home delivered meals stated they received the required nutrients from home delivered meals and 92% felt that receiving the home delivered meals helped them to stay in their own homes. Homebound clients will receive a hot, nutritionally balanced meal and they and will also receive a daily well-being check at the time of meal delivery.

Service activity-Two hospitals and seven senior nutritional sites provide meals on wheels. 60 unduplicated RSVP volunteers will pack and deliver noon meals to homebound clients using their own vehicles or assist on agency vehicles. At the same time, volunteers will also provide a well-being check and report any concerns about the health and well-being of clients to agency representatives.

Anticipated Output-Homebound older adults will receive food and other services to live independently. Anticipated Outcome-Homebound older adults will report having increased social ties/perceived social support.

Community Need:According to a 2011 Feeding America hunger report nationwide they are serving one million more Americans each week than they did in 2006. 36% of households served had at least one person working. According to a 2011 Feeding America report 6.4% of Monroe County, 12.7% of Perry County and 9.1% of Randolph County is food insecure. The US Census reports that 11.9% (about 1.5 million) of the population of Illinois lives below the federal poverty level. The poverty rate of Randolph County is 12.4%, Monroe County is 5.6% and Perry County is 17%. The unemployment rate in the three counties averages 9.4%. Food insecure households are not necessarily food insecure all the time. It may effect a households need to make tradeoffs between important basic needs such as housing or medical bills and purchasing nutritional food. A number of the areas larger employers have had large lay-offs. Families with such limited resources must make hard choices about which bills to pay, what necessities to go without, etc. In an effort to alleviate the problem of food insecurity,

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Western Egyptian ECO and local churches have established food pantries in each county.

Service Activity: 46 unduplicated RSVP volunteers will serve at six (Chester Community Christian Food Pantry, DuQuoin Food Pantry, St John's Lutheran Church Food Pantry, Peace Lutheran Church Food Pantry, two Western Egyptian Food pantries) food pantries unloading deliveries, stocking shelves, registering and serving clients, packaging grocery bags, and coordinating food drives. In a 12 month period 500 individuals will receive emergency food and will experience lower levels of food insecurity.

Anticipated Output- Individuals will receive support from food pantries to alleviate long-term hunger.

Anticipate Outcome- Individuals will report increased food security.

Community need- According to the 2012 US census 16.6% of Randolph, 14.8% of Monroe and 16.3% of Perry counties are over the age of 65. 14.5% of the 65+ population in the three counties live alone. A 1997 study by the Department of Psychology at Iowa State University titled Loneliness and Nursing Home Admission Among Rural Older Adults found that higher levels of loneliness were found to increase the likelihood of nursing home admission. In our rural area the Telephone Reassurance program offers isolated homebound individuals with regular contact telephone companionship. The purpose of the program is to maintain the safety and well-being of homebound seniors by reducing isolation and by addressing health and personal safety issues in a timely manner through daily telephone contact.

Service Activity- 25 unduplicated RSVP volunteers will make daily calls to homebound seniors to check on their health, provide companionship and assess their needs.

Anticipated Output- Number of homebound or older adults and individuals with disabilities receiving companionship services that allow them to live independently

Community Need- According to the Randolph Health Department, 15-20% of the population contracts influenza every year. The Center for Disease Control and Prevention recommends people 65 and over be vaccinated, even if they are in good health. According to the health department receiving the flu shot is the best defense against contracting the flu. 16.6% of Randolph, 14.8% of Monroe and 16.3% of Perry counties are over the age of 65. 14.5% of the 65+ population in the three counties live alone All three counties are rural covering 1,200 square miles with no public transportation system. The local health departments wish to raise public awareness about the importance of getting vaccinated, and encourage people to get vaccinated by making the process more accessible and convenient. The

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health departments with RSVP volunteer assistance will hold mobile flu clinics in each small community in the three counties.

Service Activity-25 unduplicated RSVP volunteers will serve at 11 mobile flu clinics in 11 small communities throughout the three counties. Volunteers will assist with scheduling, registration, greeting clients, taking blood pressure readings, collecting payment and Medicare billing, etc. RSVP volunteers will also be distributing educational materials to clients with facts on influenza.

Anticipated Output-Number of individuals to whom access to health care is delivered.

Community Need-16.6% of Randolph, 14.8% of Monroe and 16.3% of Perry counties are over the age of 65. 14.5% of the 65+ population in the three counties live alone. Medicare, the health care program for people 65 and over continues to be confusing and in particular the prescription drug benefit (Medicare Part D). The Senior Health Insurance Program (SHIP) counsels elderly citizens and their family with decisions concerning Medicare, Medicare Supplements, Part D and long term care insurance. Volunteers are needed to provide this service throughout the state. Volunteers participated in four day training and are certified as SHIP counselors. They receive follow-up training twice a year. Trained volunteers are able to provide the information required to ensure successful navigation of the Medicare system.

Service Activity-Eight unduplicated RSVP volunteers will provide assistance with Medicare and health insurance claims to seniors and their family members. RSVP volunteers will provide information on supplemental and long-term care insurance, assist with claim problems, assist with appeals, provide plan comparisons for Part D, and provide information on the Benefit Access program.

Anticipated Output-Number of individuals to whom information on health insurance is delivered.

Community Need-16.6% of Randolph, 14.8% of Monroe and 16.3% of Perry counties are over the age of 65. 14.5% of the 65+ population in the three counties live alone. All three counties are rural covering 1,200 square miles with no public transportation system. High Blood Pressure isn't called the silent killer for no reason. Even if you're not experiencing any prior symptoms you can suddenly experience a heart attack or stroke due to high blood pressure. That's why blood pressure monitoring is so important. It may be the only way you can catch your high blood pressure before it is too late. The American Heart Association recommends monitoring for all people with high blood pressure to help the healthcare provider determine whether treatments are working. Access to medical services

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such as routine blood pressure monitoring is limited for the elderly in our rural area.

Service Activity-8 unduplicated RSVP volunteers will provide monthly blood pressure screenings at 1 senior center, 3 congregate meal sites, 1 senior citizens club meeting and 1 senior housing complex. Each participant will receive a written record of the individual's blood pressure on a tri-fold blood pressure record card.

Anticipated Output- Number of individuals to whom access to health care is delivered.

Community Need-16.6% of Randolph, 14.8% of Monroe and 16.3% of Perry counties are over the age of 65. 14.5% of the 65+ population in the three counties live alone. All three counties are rural covering 1,200 square miles with no public transportation system. As the population ages and seniors lose the skills and abilities associated with driving, transportation continues to be problem facing seniors in the area. The availability of transportation to the doctor, grocery, shopping, senior centers, beauty shop, etc. enables older adults to live independently in their own homes.

Service Activity-26 unduplicated RSVP volunteers will transport 45 seniors using their own vehicles or as volunteer van drivers for volunteer station vehicles to medical appointments, shopping, bank, business, and quality of life outings.

Anticipated Output- Homebound older adults will receive transportation services to live independently.

Community Need-16.6% of Randolph, 14.8% of Monroe and 16.3% of Perry counties are over the age of 65. Staying physically active and exercising regularly can help prevent or delay many diseases and disabilities, including dementia. The National Institutes of Health (NIH) report that even moderate exercise and physical activity can improve the health of seniors who are frail, or who have diseases that accompany aging. Research from the NIH shows that an inactive lifestyle can cause older adults to lose ground in four areas that are important for staying healthy and independent: strength, balance, flexibility, and endurance. RSVP volunteers will be recruited to lead the Strong for Life exercise program designed by Stanford University which is designed to improve an older person's strength, balance, and overall health. The City of Chester is also promoting an exercise program targeting senior citizens. RSVP volunteers lead a walking program each morning at the city roller rink (skateland).

Service Activity-28 RSVP volunteers will lead the strong for life exercise program once a week at six senior centers and lead a walking program Monday-Friday for senior citizens at the City of Chester's skateland building.

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Anticipated Output- Number of individuals to whom access to health care is delivered.

Community Need-16.6% of Randolph, 14.8% of Monroe and 16.3% of Perry counties are over the age of 65. 14.5% of the 65+ population in the three counties live alone. A 1997 study by the Department of Psychology at Iowa State University titled Loneliness and Nursing Home Admission Among Rural Older Adults found that higher levels of loneliness were found to increase the likelihood of nursing home admission. The benefits of remaining in their own homes are immeasurable. It allows them to maintain their social contacts, reduces costly care, and allows them to keep some type of independence. Things that can make living in their own homes somewhat problematic are tasks such as cooking, cleaning, shopping, and driving.

Service Activity-24 unduplicated RSVP volunteers will provide services such as grocery shopping, cooking, cleaning, bill paying, delivering library books, etc. to homebound clients.

Anticipated Output-Number of Homebound or older adults and individuals with disabilities will receive, food transportation or other services to live independently

Community Need-People are living longer. In 1970, the average life expectancy at birth in the United States was 70.8 years; in 2008, it was 78.0 years; and by 2020, the U.S. Census Bureau projects life expectancy will reach 79.5 years. Views on aging are also changing. Disease and disability were once considered an inevitable part of growing older, but that is no longer true. While aging does put us at greater risk for health issues, many older adults can be healthy and active well into their advancing years. The licensed exercise specialist and certified dietitian from Memorial Hospital is developing nutrition education and wellness programs for senior citizens to educate them on healthy eating and healthy living to maintain a good quality of life as they age. These programs will be presented at the senior centers.

Service Activity-27 unduplicated RSVP volunteers will be making monthly presentations on nutrition education and healthy lifestyle choices at the senior centers

Anticipated Output-Number of persons participating in Nutrition Education Programs.

There are no VA outpatient clinics, medical centers or vet centers in our immediate area. RSVP volunteers will assist the American Legion Auxiliary Field Representative with monthly programs for veterans at the local mental health facility and visiting veterans in nursing homes. RSVP is also partnering with the local American Legion and VFW to send care packages to local service members

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stationed overseas. RSVP volunteers will collect, sort and pack care packages with personal care items and the legion and VFW will pay the costs of shipping.

Recruitment and Development

RSVP works with its volunteer stations beginning with the initial Memo of Understanding visit and continuing thereafter, to ensure that volunteers are placed in challenging and interesting assignments where their skills, abilities, interest, and past experience can be effectively utilized. By providing meaningful assignments, we want our volunteers to feel that their efforts are significant and that they do make a positive impact in their community. While we will continue to support our local community priorities, our program will focus the majority of our recruitment efforts on the National focus areas of Healthy Futures, Education, Economic Opportunities, Capacity Building and Veterans & Military Families.

Volunteers are encouraged to accept leadership roles in mobilizing additional volunteers by serving as volunteer coordinators. Volunteer coordinators are provided job descriptions and training.

Volunteers are recruited for coordinator positions by first speaking with current volunteers assisting at the volunteer sites. If there is no interest in the coordinator position from current volunteers, recruitment consists of contacting local news media, churches and organizations in the community. Volunteer coordinators need to possess leadership and organizational skills and have knowledge of the community.

Volunteers are given opportunities to develop a new skill such as tax preparer, insurance counselor, Literacy Tutor, trainers, volunteer leaders. Volunteers are made aware of training opportunities available through the volunteer coordinator, project newsletter, churches and local newspapers.

RSVP in cooperation with volunteer stations through in service trainings provides volunteers participating in like assignments with opportunities to come together to discuss, evaluate and reflect on their volunteer service.

In 2010 our Advisory council conducted a volunteer survey to gauge volunteer satisfaction and if the volunteers felt they were making a worthwhile contribution to the community and supporting the mission and goals of their volunteer site. 274 volunteers completed the survey. The volunteers were asked to rate whether they agreed with each statement using a scale of 1-5. 95% stated they felt they were making a worthwhile contribution to the community. 96% stated they felt their volunteer work was important in supporting the mission and goals of the volunteer station. They were also asked if they felt their overall health and well-being had improved 95% stated they felt it had.

Prior to placement at a volunteer station program staff provides all new volunteers with orientation

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and a RSVP handbook. The handbook explains the program, volunteer responsibilities, forms to be completed, benefits, grievance procedures, and contact information. We work with volunteer stations to ensure that each volunteer receives sufficient training for their assignments so they will feel prepared for their volunteer assignment and feel confident they possess the skills needed to complete the job. The importance of providing adequate training for the volunteers is addressed during the Memo of Understanding and other visits at the volunteer station. Volunteer sites provide new volunteers with job descriptions and volunteer training specific to the site and assignment. Volunteers must complete the training before beginning their assignment. New advisory council members are provided orientation and by-laws. Advisory council members are brought up to date on program policy changes at quarterly meetings. Project staff attends monthly staff meetings. Sponsor executive director designates training opportunities for project staff.

RSVP has served the community for 30+ years and has a corps of 600+ volunteers in the three county area. Recruiting continues to be one of our top priorities. The best recruitment method is word of mouth from current volunteers. RSVP encourages referrals from current volunteers. Volunteers referring new volunteers are sent thank you notes. We also maintain a strong public awareness campaign in the service area utilizing news articles placed in local newspapers, church bulletins, posters, etc. Current volunteers from diverse backgrounds are also used to recruit members from their culture and backgrounds. RSVP staff, active volunteers, and advisory council members make presentations to a diverse group of local organizations in an effort to recruit volunteers from different educational backgrounds, classes, physical ability, age, gender, race, and religious affiliation. Presentations are made to diverse groups such as: Retired Teachers, Retired State Workers Union, Civic Clubs, veterans groups, Hospital Auxiliary, Church groups, chamber of commerce, women's club, senior groups at local bank, etc. Reaching out to a variety of community groups ensures a diverse volunteer pool. Our membership includes volunteers with masters degree and volunteers with 8th grade educations. Many of our volunteers are disabled using canes, walkers and wheel chairs. 12% baby boomers, 17% males, etc.

Volunteer recognition is important to the success of the program. RSVP sends volunteers cards for special events in their lives. Staff always says thank you and encourages volunteer station personnel to do the same. RSVP provides one large annual recognition event in each county once a year. The budget reflects \$4,500 per year for volunteer recognition. We receive in-kind donations of hall rental. Local businesses donate attendance prizes and decorations. Advisory council members and additional volunteers assist staff in planning and implementing the annual event. Community leaders, elected

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officials, volunteer station representatives, local news reporters and supporters of the program are invited to help recognize the volunteers. A luncheon, entertainment, certificates and gifts are presented to the volunteers. RSVP also encourages volunteer stations to hold recognition events for their volunteers.

Volunteer retention is achieved by ensuring the volunteer has a positive experience. After the initial placement staff follows up to make sure that they are enjoying their assignment and there are no issues that need to be addressed. Project staff or volunteer leaders make every effort to visit volunteer stations monthly. These visits offer an opportunity to speak with volunteers to thank them for their service and address any concerns they may have.

Program Management

All volunteer stations receive a volunteer station handbook in addition to signing a Memorandum of Understanding detailing each party's responsibilities and clearly spells out prohibited volunteer activities, non-discrimination policy, volunteer safety, handicap accessibility, political and religious activities, etc. It also ensures that all volunteer stations are qualified as a 501(c)3 status either a public agency, secular or faith-based private non-profit or proprietary health care organization. The Memorandum of Understanding is reviewed and signed by the volunteer station representative every three years. The RSVP Director or Coordinator meets with the station representative to renegotiate and renew the MOU and to develop new volunteer job descriptions, review impact data collection methods, needs assessments, volunteer training, orientation and recognition activities.

RSVP staff ensures all program regulations are being followed and volunteers are performing their assigned duties by visiting volunteer stations throughout the year. Volunteer station information and volunteer hours are entered into the Volunteer Reporter software program.

Volunteer stations which address needs outside the primary focus area are nevertheless subject to the same regulations and operate under the same MOU guidelines based upon RSVP regulations. Every volunteer station can be expected to benefit from our recruiting efforts and shared volunteer management. RSVP staff or sponsor staff attend monthly county inter agency meetings with representatives from nonprofit and health care agencies, churches, civic and community groups. Relationships are developed which help identify community needs, volunteer stations and activities. Advisory council sub-committees meet with small groups in their own communities to help identify local unmet community needs. One such identified need is to assist with promoting the area through tourism. RSVP volunteers are staffing local historical sites, museums, welcome centers and service as walk on tour guides when river boats are in the area.

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As a part of the Memorandum of Understanding renewal process, staff and advisory council will evaluate each current station to determine its effectiveness in managing volunteers and will evaluate whether the volunteer activities fit with the new overall RSVP program design. If we determine the station is no longer a good match we will contact the station representative to determine whether there would be more appropriate volunteer assignments. If none can be found we will explain why we are graduating them and contact each volunteer to offer them alternate volunteer opportunities that meet the National Priorities. Volunteers will be given the opportunity to either try a new assignment or to continue to volunteer as they have been without the benefit of RSVP membership. Many volunteers already are volunteering at numerous volunteer stations and assignments.

The RSVP reporter is used to manage volunteer information. Excel and word are also utilized to track data. RSVP Staff has met with volunteer station representatives to develop tracking, measurement and impact data collection methods and ensure the timely reporting of information. Volunteer stations in the primary focus area (healthy futures) meals on wheels and food pantries are already reporting data and measuring performance. We continue to work with stations to fine tune the data collection process.

The RSVP program and fiscal department work together in the management of financial and in-kind resources. Kim Deppe, Administrative Assistant logs all cash donations in a cash received log, and a receipt is given to the program director. LaDean Rickenberg, Payroll Clerk deposits the contributions. Patti Alms, Fiscal Officer records donations in the RSVP general ledger. In-kind vouchers are signed by volunteer station representative and verified by Donna Wolters, RSVP Program Director. Patti Alms, Fiscal Officer records the vouchers. All program expenses are reviewed by Donna Wolters, RSVP Program Director and Patti Alms, Fiscal Officer. All payments are signed by Paulette Hamlin, Executive Director and Bruce Summers, Treasurer of the sponsor's board of directors. Monthly financial reports are prepared by Patti Alms, Fiscal Officer and given to the executive director, agency program directors and agency board of directors.

RSVP Advisory Council fund raising committee along with volunteers and staff hold an annual quilt raffle and advertisements sales in recognition day booklets. The quilt raffle netted \$800. Ad sales netted \$3,867. Ad sales have turned out to be a good public relations activity. Contact with business owners has increased community awareness and financial support of the program. Volunteers follow up by delivering ad books and thank you letters to all advertisers. This is an opportunity for volunteers to discuss their volunteer service.

The County Board of Commissioners' in the three counties contributed \$4,250 to RSVP this past year.

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In-kind contributions are received from volunteer stations, such as meals and recognition luncheons. RSVP receives donated hall rental space for recognition events. RSVP received a \$6,300 grant from the Senior Health Insurance Program to support our volunteer SHIP program.

There is an 18 member Advisory Council in place which meets quarterly. Six members are from each county. Members have diverse backgrounds such as local business owners, retired teachers, retired Department of Human Services Director, senior center director, head start director, ministerial alliance member, retired bank director, and active individuals in the community. Council members are chosen for their skills, contacts in the community, active and willing to participate. Sub committees focusing on fund raising, public awareness, community needs, evaluation, and recruitment have been established. Sub-committees meet as necessary with additional community volunteers recruited for special projects.

All new volunteers are required to complete a volunteer registration form to verify the age requirement of 55 years and above for RSVP. RSVP volunteers are only placed at a volunteer station which has completed and signed the Memorandum of Understanding.

Organizational Capability

Western Egyptian Economic Opportunity Council (WEEOC) is a private non-profit Community Action Agency serving Randolph, Monroe, Perry and Jackson Counties in Southern Illinois. WEEOC's mission is to provide available resources upon the goal of enabling low-income individuals to secure the opportunities needed for them to become self-sufficient.

WEEOC is governed by a volunteer board of directors. The board consists of 1/3 each elected officials, private sector representatives, and low-income representatives. All agency program directors submit monthly reports to the agency Board of Directors. All local policies including the volunteer handbook are approved by the board of directors. After approval by the board updated volunteer handbook information is included in the project newsletter. The Board of Directors approves all agency applications.

WEEOC operates outreach offices in Monroe, Perry and Randolph counties in addition to the central office. RSVP staff has access to the county offices to ensure all areas of the service area are served. WEEOC's involvement with the senior community includes the sponsorship of senior centers in Randolph and Monroe counties.

RSVP benefits from the resources of WEEOC, including administrative support, record keeping and financial management. WEEOC assures the project has adequate space, equipment and supplies.

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WEEOC has successfully operated federal and state funded programs since its incorporation in 1965. Fiscal oversight is provided by the Executive Director and Fiscal Department. Monthly financial reports are prepared for the program director and board of directors. Day to day operational support is provided by direct access to the Executive Director whenever needed. The Executive Director holds monthly staff meetings with program managers to provide for evaluation and continuous improvement of agency programs. Project director prepares monthly reports for the board of directors. All agency programs conduct self-assessments with the results being shared with the executive director and board of directors. Program staff and the executive director are aware of all aspects of the RSVP program. Detailed files are kept to insure a smooth transition in the event of staff turnover.

All staff receives agency personnel policies outlining agency policies including travel, personnel issues, employment practices, client and staff safety, confidentiality, nondiscrimination policies, purchasing procedures, and internal policies. Staff is provided written job descriptions outlining their roles and responsibilities. The job description lists appropriate job activities, duties and the immediate supervisor. Project staff meetings are held monthly to review upcoming activities and assess project accomplishments. The present staff has a great deal of experience in operating the RSVP program. Donna Wolters, Project Director has 34 years' experience with RSVP; 24 years as the project director. The project director possesses good organization and leadership skills. She provides overall management and administration of the RSVP program with responsibility for planning, organizing, financial management, evaluation, and community awareness. Reports to agency Executive Director Paulette Hamlin

Sherry Rednour, County Coordinator/Secretary has 17 years' experience with RSVP. She has excellent organizational skills. She maintains volunteer and station records. She recruits and places volunteers to meet community needs. Reports to Program Director Donna Wolters. Staff is very familiar with the service area and able to work with all segments of the population.

Patti Alms, Fiscal Officer is in charge of financial management. She recently was promoted to this position. Ms. Alms has been the agency fiscal assistant for the past 31 years. Reports to agency Executive Director Paulette Hamlin.

WEEOC has 39 years experience in managing senior volunteers and working with community organizations in identifying and meeting community needs and demonstrating impact. Volunteer recruitment, retention and recognition are keys to a successful program. Our volunteers have been working within the Primary Focus Area of Healthy Futures for many years. They have been

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delivering meals on wheels, working at food pantries, and providing independent living services to seniors. During the past year 111 clients received meals on wheels.

The software program used by the accounting department is fundware. There is a financial management plan in effect that covers the checks-and-balance systems in place including purchasing procedures. There are separate accounts for all grant funds, and voucher statements for in-kind donations. The Financial management plan also includes policies regarding acquisition, maintenance, accountability and disposition of real property, vehicles and equipment. An agency physical inventory is kept in the accounting department.

As discussed earlier, WEEOC has sufficient operation policies, purchasing procedures and personnel management guidelines in place to provide for strong and adequate governance by the Executive Director and Board of Directors. These documents are routinely reviewed and updated. All newly hired staff receives a written Personnel Policies Manual and all staff receives updates as they occur. RSVP Advisory Council includes RSVP members and local business representatives. They are governed by written By-laws. The council meets quarterly. An annual evaluation of the RSVP program is conducted by the council. The council has sub-committees for program planning, public awareness, fund raising and evaluation. Additional volunteers who are active in their own communities have been recruited to assist council members in identifying new community needs, volunteer recruitment and recognition and with fund raising.

A financial audit of the agency's books is conducted annually. WEEOC has a proven track record in its ability to serve as a sound fiscal and programmatic administrator. WEEOC's audit report reflects the agency's capabilities in accounting for and safeguarding funds. WEEOC has successfully managed federal and state grants for 45+ years.

In 2014, WEEOC proposes to provide a 32% grantee match and another 2% in excess funds to provide for the successful operation of the RSVP. The excess is for the project director assisting with fund raising. The Advisory Council leads the fund raising efforts for the RSVP program. They solicit cash donations for advertising in the recognition program booklet, and in-kind donations which are used for the recognition events. Non-Federal match includes state (Illinois Department on Aging) funding, county donations, in-kind donations of volunteer meals, hall rental, decorations and attendance prizes for volunteer recognition events. Volunteer expenses such as meals, transportation, recognition and insurance are included in the program budget. Staff travel for volunteer recruitment is also included in the program budget. WEEOC has demonstrated its ability to sustain its RSVP program by consistently providing a grantee match in excess of the required 30% during its years as an RSVP

Narratives

sponsoring agency.

Other

N/A

PNS Amendment (if applicable)

N/A