

# Narratives

## Executive Summary

Executive Summary:

Dutchess County Community Action Agency, Inc. (DCCAA) and Retired and Senior Volunteer Program (RSVP), acting in collaboration, will maximize the capacity of both entities to provide strong programming and achieve significant outcomes. As the sponsoring agency for RSVP, DCCAA proposes to combine the long standing approach to achieve outcomes as implemented through ROMA, Results Oriented Management and Accountability, enacted in 1994, with the CNCS RSVP National Performance Measures to transition existing programs to the level needed to produce community driven outcomes.

The mission of DCCAA is to "partner with individuals and families to eliminate poverty and identify the resources and opportunities available to them to enhance their self reliance". RSVP also strives to address community needs by providing "a variety of opportunities for adults age 55 and older, to actively participate in our community through significant volunteer service". The combination of the two missions creates a synergy to address the shortage of available resources to enhance the welfare of seniors and low-income families in Dutchess County.

The 2014-2017 RSVP funding cycle is one of the first competition grants to incorporate the RSVP National Performance Measures. To meet the challenge, RSVP will approach incorporation in two ways. First, existing work plans in the primary focus group will be expanded to increase the volunteer options and meet the needs of a larger segment of the population. Secondly, new work plans will be developed to address one or more of the outcomes identified in the Focus Areas. Current RSVP volunteers will be the pool of seniors tapped to fill the roles and previously unidentified senior resources will be solicited for enrollment. As an example, the current transportation program for veterans is available in Southern Dutchess County, providing service only to Castle Point Veteran's Hospital. The expansion of this work plan will provide veterans in rural Dutchess County with transportation to clinics in their neighborhood.

DCCAA and RSVP believe development and incorporation of National Performance measures will consolidate and solidify the program membership and produce measurable outcomes in Dutchess County.

## Strengthening Communities

Dutchess County New York, nestled in the heart of the Hudson River Valley, is midway between New York City and New York's state capital, Albany. The county is bordered by 30 miles of Hudson River

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shoreline to the west, and the state of Connecticut to the east. The beauty of Dutchess County's landscape as well as its provision of affordable housing and cultural diversity makes it an ideal place to live and raise a family. The Hudson River Valley has been long celebrated in the paintings of the Hudson River School (the mid-19th century American art movement) and is preserved in 6,000 acres of state operated parklands offering golf, swimming, boating, cross-country skiing, camping, fishing and many other recreational activities. Shoppers enjoy a diverse selection spanning from the nation's leading department stores in local malls as well as artisan craft villages, boutiques and antique shops scattered over the countryside and tucked into the hamlets and rural communities of the county. Dutchess County is home to two cities, the county seat in historic Poughkeepsie as well as the City of Beacon -- often referred to as the jewel of the Hudson Valley, which has become a haven for contemporary artists from all over the world.

There is no shortage of cultural amenities in Dutchess County ranging from theatre, dance and classical music to comedy clubs and the Dutchess County Artscape. The acclaimed Hudson Valley Philharmonic performs at the meticulously restored Bardavon Opera House and the latest in name entertainment appears at the Mid-Hudson Civic Center. Food connoisseurs can experience haute cuisine at the Culinary Institute of America or at Charlotte's, the only five star restaurant east of the Hudson.

According to the census conducted in 2010, Dutchess County's population was 297,488, which was 6.2 percent higher than the number reported in 2000. The county is predominantly suburban and rural, with the Cities of Poughkeepsie and Beacon drawing populations of 30,000 and 16,000 respectively. Dutchess County is economically vibrant with relatively high incomes and a population that is both growing and well educated. The median household income is significantly higher than the rest of New York State and the fraction of persons living below the poverty line is 9.2 percent. This is significantly less than the 14.5 percent poverty rate experienced throughout the rest of the state.

Nearly 60 percent of adults have attended college and 31 percent have at least a bachelor's degree -- which is the highest level in the Mid-Hudson Valley region. This highly educated workforce makes Dutchess County an ideal place for business and industry to make its home.

Still, the affluence realized in some areas is not found in all areas of the County. The poverty rate in the City of Beacon is about 9.2 percent, while the more densely populated, primary urban center of Poughkeepsie has reached nearly 20 percent; one in five residents of the City of Poughkeepsie is living in poverty. Additionally pockets of rural poverty dot the countryside, providing a study in contrasts between the stately affluence and generational poverty that are experienced in neighboring

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communities. The 2010 Census data shows that the rate of population change varied across the County's 30 municipalities with 25 showing growth in the population and 5 showing loss of population.

The Village of Fishkill had the greatest percent change, increasing by 25 percent from 2000 to 2010. The Town of East Fishkill experienced the largest absolute growth with the City of Poughkeepsie and the Town of Fishkill following. Together, these three municipalities accounted for half of the overall growth in population in Dutchess County over the decade. Recently though, as cited by the Marist College Bureau of Economic Research, a steady demographic shift is ultimately affecting the region. This is confirmed by the latest data for 2009 -- 2010. Those who are moving into the Hudson Valley are wealthier city folks. "It is solidifying a pattern that New York City income is going to become a more important factor in the day to day lives in the Hudson Valley" states bureau director Dr. Christy Huebner Caridi. This change means a shift as the Hudson Valley evolves from a self-sufficient arena to an area where outside income is responsible for the on-going economic activity. According to the Marist bureau, the overall migration trend remains negative with more households leaving the Hudson Valley than moving into it. Outflows of 42,098 exceed in-flows of 38,431 and the net loss of 3,667 households results in a significant reduction in the region's adjusted gross income. It is estimated that this change will eliminate \$153.05 million from the Hudson Valley economy. Despite growing more racially and ethnically diverse, Dutchess County remains overwhelmingly white. The population of Hispanics in Dutchess grew by 55 percent similar to the region. The second greatest growth was in the Asian population which grew by 36 percent. Even with the large increase in minority populations and modest increase in the white population, Dutchess County's white population still makes up 80 percent of the total.

As noted in the Census of 2010, the population of Dutchess County includes about the same percentage of persons age 65 and over as the whole of New York State. Over 20,000 veterans reside in Dutchess County, which is approximately one fifth of the New York State veteran population. This information combined with the results of a report from the U.S. Census Bureau for the National Institute on Aging which noted that the fastest growing segment of the U.S. population is individuals 85 years and older dramatically indicates that services to a senior population will need to grow at a tremendous rate over the next 10 -- 15 years. It is estimated that by the year 2030, almost 1 in every 5 Americans will be 65 years or older. These two growing populations of seniors and veterans will, no doubt, represent a great need for services in the coming years.

RSVP continues to strive to be a leader in the community of Dutchess County on seniors and the

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issues which affect the quality of life in our community. Aligned with the mission of the sponsoring agency, Dutchess County Community Action Agency (DCCAA) , RSVP of Dutchess establishes a dynamic partnership to assist seniors many of whom struggle to live on fixed incomes to be able to age in place, enjoy healthy, nutritious meals and have access to medical services.

As a community leader, RSVP is continually re-evaluating its purpose and function in the Dutchess County community, to enroll more volunteers and so to provide more service to the residents of the County as well as community agencies and organizations. These interactions ultimately allow for strategic partnerships and collaborations to flourish.

Because Dutchess County consists of two cities, Beacon and Poughkeepsie as well as farmland and rural areas in addition to sprawling suburban tracts, it is extremely important to successfully reach out to all sectors of the county to establish visibility and name recognition. RSVP of Dutchess will continue to establish new and develop existing relationships with other county entities such as the Dutchess County Office for the Aging. The relationship with this office continues to flourish and through this partnership continues to ensure that seniors in Dutchess County can find various services to enhance their day to day lives.

As noted previously, despite the immigration of wealthier households to the county, there remain pockets of low-income residents, particularly within the senior community. The Primary Focus Area of RSVP of Dutchess County, Healthy Futures, includes a Meal Delivery program in the City of Beacon, which has been provided by RSVP of Dutchess, since the former provider agency was forced to close its doors due to loss of funding. RSVP continues to address the need for good nutrition for senior and disabled residents by providing nutritious meals delivered to frail elderly and homebound residents of the Beacon area. This is one important step toward seniors successfully achieving the goal of aging in place. RSVP also addresses the need Beacon seniors have for reliable transportation which will allow them to access the many social and beneficial activities held at the Beacon Friendship Center. The Meal Delivery and transportation programs will continue under the direction and management of RSVP delivering lunches to approximately 30 seniors and disabled citizens allowing them to remain in their homes and also to assist other seniors' access to social activities sponsored by the Beacon Friendship Center. The transportation service also allows seniors to access medical doctor visits and do grocery shopping as needed in addition to participating in social activities. These activities are vital to seniors maintaining a sense of independence as they age. RSVP has been contracted by the County Office for the Aging to continue to manage and run the Beacon Meal / Transportation programs. RSVP will also serve in Meals on Wheels programs throughout the towns

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of Wappinger Falls, Hyde Park and Poughkeepsie.

At present, communities in northeast Dutchess are sorely in need of transportation services. This area of the county has very limited public transportation systems in place. The service which will be provided by RSVP volunteers will allow seniors to participate in social activities as well as attend their medical doctors and services as needed. RSVP will have a particular focus on veterans in this area of the county as well, where they are often unable to seek medical attention at the more local VA clinic in Pine Plains, but instead are required to travel to the VA Hospital on the other side of the county.

RSVP volunteers will provide transportation to the VA Clinics in both Pine Plains and the Town of Poughkeepsie for veterans who prefer to have the convenience of local medical services. This will also give a more efficient and productive use to the facilities, especially the VA clinic in Pine Plains which many fear will be closed due to lack of use. Access to these clinics will dramatically enhance the quality of life for the veterans who live in the northeast corridor.

RSVP will work with the municipal leadership in the Town of Pine Plains to provide access for seniors to their newly developed Community Center and the many activities designed to enhance successful aging, including brain games, senior exercise, Tai Chi, social card games, and cultural presentations in conjunction with the Town Library.

According to the Pine Plains Town Supervisor, the town is committed to assessing the needs of the senior residents and working with RSVP to build an expanded veterans transportation service as well as a transportation service for seniors in the area in order to permit them to take advantage of the Community Center activities. The importance of social connection is one of the twelve steps toward healthy aging, and RSVP is committed to working to help seniors to achieve successful aging overall.

To this end, throughout the county RSVP volunteers will also conduct regular exercise, balance and agility classes aimed at helping seniors remain physically agile and coordinated. RSVP will conduct brain games exercises, fall prevention tactics and provide informational tools in the form of lectures, presentations and films.

These are projects RSVP is including in our Primary Focus Area - Healthy Futures. RSVP is committed to enhancing the successful aging for every senior needing our assistance to "age in place", have access to health care and medical services as well as maintaining good health with ease of access to nutritious food. RSVP also has committed to the Veterans of Dutchess County and while this is not

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our Primary Focus area, it is our secondary focus and we will work diligently to help in every way possible to aid Veterans and Military Families in the provision of services they deserve.

The community of Veterans in this county tops 20,000 and according to Nelson Rodriguez, Director of Dutchess County's Division of Veterans' Services, the distribution list of veterans who have expressed interest in getting involved in services to veterans is over 1,400. Together with RSVP volunteers this office plans to improve the day to day lives of veterans in the county, starting with an expanded transportation program. The Division of Veterans' Services is under the auspices of Dutchess County Department of Health.

Additionally, RSVP will address the needs of the quickly growing senior community with a Medicare Counseling program. This is especially needed in light of the upcoming changes in the Healthcare system and insurance coverage. RSVP volunteers will receive training through the New York State Office for the Aging in the Health Insurance Information Counseling and Assistance Program (HIICAP) and will work in partnership with the Dutchess County Office for the Aging to provide medicare counseling. RSVP volunteers will work to help each senior to make informed decisions about which Medicare option best serves his / her interests and needs amid the vast number of changes and options. RSVP volunteers will work with each senior to help him / her decipher the complicated Medicare program options and make informed decisions about which option best serves his / her interests and needs. Volunteers will be available to work with seniors, particularly in the northeast corridor of Dutchess County, for whom travel to the Office for the Aging counselors in Poughkeepsie might be more difficult. The sponsor agency will provide the location in their office located in Dover Plains (in northeast Dutchess) for service to those seniors in that area.

Those looking for a more traditional volunteer service will have several opportunities to assist in providing respite service through work in Nursing Homes as well as through Hospice home visits, offering companionship and mentoring for caretakers of seniors and disabled individuals. These opportunities will allow for the transition of many of the current RSVP volunteers to continue their fine work within the Primary Focus Area which are outcome producing, as part of the minimum 10 percent requirement of the revised guidelines.

RSVP will also create and maintain a work plan and volunteer station within the focus area Environmental Stewardship. In an effort to protect and preserve the environment throughout the Hudson Valley, RSVP volunteers will work with Scenic Hudson, a respected organization in the areas

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of environmental preservation for over 50 years.

Scenic Hudson's Mission statement makes clear the important work they do: "Scenic Hudson is dedicated to protecting and restoring the Hudson River, its riverfront and the majestic vistas and working landscapes beyond as an irreplaceable national treasure for America and a vital resource for residents and visitors."

Scenic Hudson pioneered the creation of the Hudson Valley Greenway, and remains a leader in grassroots efforts to preserve many parks in the Hudson Valley for the benefit of residents and visitors well into the future.

Their work with municipalities throughout the Valley is dedicated to "help local officials, planners, developers and concerned citizens realize the full potential of their shorelines". (From Scenic Hudson website: [www.scenichudson.org](http://www.scenichudson.org).) RSVP volunteers will assist in various projects conducted by Scenic Hudson including "Park Patrol" -- being the eyes and ears of one of the county's many parks, providing information to visitors and / or gathering information alerting Scenic Hudson about trail conditions or potential hazards or joining staff and other volunteers in completing a variety of projects--from building trail bridges to pulling up invasive species and replacing them with native varieties. Another opportunity for volunteers is "Learn and Serve Program" where volunteers will work to make our parks more inviting for wildlife. After learning to identify several invasive plants, remove and replace them with native species that aid in restoring natural habitats. These are two of several volunteer opportunities Scenic Hudson offers for volunteers. Scenic Hudson is happy to have the commitment of RSVP volunteers for these and other opportunities that will present as time moves forward.

RSVP of Dutchess will include, in collaboration with the sponsor DCCAA and other partner agencies, volunteer work in the area of the focus area: Economic Opportunity. While these will not have individual work plans during this funding period our volunteers will continue support through service in EITC Tax Credit Assistance Program, Dress for Success, Literacy Connections and Cornell Cooperative Extension which create and build support services for those seeking stable employment.

Through Dress for Success events, Basic Adult Education and GED tutoring as well as Financial Literacy counseling -- including Tax Preparation Assistance, RSVP volunteers will assist those who are economically disadvantaged to improve their situation and move ever steadily toward self reliance. RSVP volunteers will work to develop a program which creates a storehouse of food items, which will ultimately be used to supplement the many Food Pantries throughout the County. RSVP will manage

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and assist with food collection projects which create awareness of the continuing need in Dutchess County for good and nutritious food to be available for households of every size and within all age and economic groups. The projection for this will be to become a formal work plan in the future. This will be utilized as a resource for all the area food pantries who have been hard hit by the loss of revenues in funding as well as private donations since the economic downturn. DCCAA has itself seen a 50 percent increase in the use of its food pantry services since the onset of the economic crisis. The need has greatly increased throughout the Valley, but the funds have decreased, making it very difficult for pantries to service their clientele with nutritious food items sufficiently. Looking toward the future, these partnerships and efforts will provide the groundwork for furthering the RSVP commitment during future funding cycles.

### **Recruitment and Development**

As more and more baby boomers reach the age of 55-65, RSVP will actively recruit from this new breed of volunteers -- which will offer its own unique challenge. These volunteers are seeking a volunteer experience that is not only challenging, but that offers diverse service opportunities with a level of flexibility attached to them. Many of these volunteers being more socially conscious than previous groups, are looking for opportunities that make a difference in their community. They are eager to see the results of their work. RSVP will seek to ensure and convey to every volunteer that the volunteer assignments have been well thought out and that their role is clearly defined. RSVP will direct efforts to introducing volunteers to opportunities which will lead to the procurement of new skills, cultivate leadership abilities and enhance the lives not only of the population served, but of the volunteers themselves.

Collaborations with our partners in the community also help in identifying opportunities for prospective volunteers. RSVP will advertise on the sponsor's website for volunteers, as well as "word of mouth" advertising and will increase our utilization of usage of social media. Special attention is given to recruit members of the African American and Latino populations and to involve RSVP in these cultural and social organizations in order to increase our volunteer base from these groups. One of the significant collaborations which RSVP of Dutchess has committed to moving forward is with the Dutchess County Division of Veterans' Services. Through this relationship, we will use their distribution list to contact the 1,400+ veterans who are residents of Dutchess County in an effort to build a strong corps of volunteers allowing RSVP to expand its basic transportation service to a service that will transport County veterans to and from the VA Clinics as well as the VA Hospital at Castle Point.

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Volunteers will also provide companionship and transportation to grocery stores and social gatherings for veterans -- especially those who previously have had few options for transportation from the northeast corridor of Dutchess County.

In an effort to further attract and retain those "baby boomer", environmentally conscious individuals, RSVP will provide opportunities to work with Scenic Hudson, a leader in environmental protection and preservation. As noted in its Mission, Scenic Hudson is committed to "protecting and restoring the Hudson River, its riverfront and the majestic vistas and working landscapes beyond as an irreplaceable national treasure for America".

Another group of RSVP volunteers will receive training and certification as Medicare Counselors through the New York State Office for the Aging in the Health Insurance Information Counseling and Assistance Program (HII CAP) and will work in partnership with DCAA as well as the Dutchess County Office for the Aging to provide Medicare counseling to Medicare recipients.

In each case, volunteers receive a job description and a tour of the facility they will serve in. Bi-Monthly reports of all volunteer hours are submitted to the RSVP Volunteer Coordinator by site coordinators, and are entered into the Database (Volunteer Reporter) as well as the AES system used by DCCAA client advocates to report services. RSVP Volunteer Coordinator will compile this data as needed for reporting to CNCS and other funders of the program.

Each year, RSVP hosts an Annual Recognition Event to thank our volunteers and recognize the impact the work of our volunteers has made on the community. Recipients of their service provide testimonials to the audience and share about the difference this service has made in their lives. Volunteers are also encouraged to express the positive effects they personally have experienced as a result of the service. Local media is invited to provide coverage to this event so that anyone who is unable to attend will still be able to share in the event. This coverage is often broadcasted on local news channels which in turn provide additional outreach to the community at large of the work of volunteers and RSVP in the community.

### **Program Management**

The RSVP Director is the primary implementer of program management to ensure compliance. The director will conduct on-site evaluation at the volunteer stations. In discussion with the volunteers, the director will stay informed of all activities being conducted and will address any issues that arise relative to prohibited activities. At regular intervals, the director will review program requirements

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with the station's volunteers.

The sponsoring agency, DCCAA, has a strong infrastructure to support communication, documentation, and reporting. With input from the Advisory Council and weekly meetings with the DCCAA CEO, the RSVP Project Director will develop evaluation forms for each volunteer site. The evaluation forms will provide valuable information for the RSVP Director to assess whether the program is meeting the needs of the community.

As an incumbent grantee, graduating volunteer stations to better align with the outcome measurements will be a priority. Based upon the results of site visits and evaluation forms, sites will be retired if appropriate. Volunteers at non-outcome producing sites will be presented options of volunteer opportunities at sites which do produce outcomes.

Throughout the year, the RSVP Director will visit the volunteer stations throughout the county. These visits will provide the information necessary to evaluate the safety of our volunteer sites. Discussions with volunteers will identify their concerns and ideas for improving volunteer performance and the effectiveness. Face to face meeting with site coordinators will also provide better understanding of concerns and challenges needing attention. Evaluations of these sites will be made and entered on an evaluation form approved by CNCS. Additionally, station visits will ensure the Memorandum of Understanding is updated in a timely fashion.

Direct contact with volunteers at volunteer stations provides an opportunity to conduct informal performance evaluations. However, through measurement tools such as the stake holders' survey, an Outcome Matrix designed by RSVP Project Director, the Corporation's Progress Report and RSVP's internal evaluation forms, formal assessment can be made to ensure pre-established goals of providing outcome producing volunteer activities are met.

In order to address the needs of the community as a whole, RSVP will continually solicit feedback from our volunteer stations in the various communities throughout the county including the Dutchess County Office for the Aging, governmental agencies, public officials, stakeholders and community residents in order to keep abreast of voids in service delivery and the ever-changing needs within the community. Through formal and informal mechanisms such as surveys distributed by the sponsoring agency at various venues, consortiums, multi-cultural panels and committees in addition to the previously mentioned feedback from community members, RSVP will vigorously strive to, not only address community issues, but to bring individuals of diverse backgrounds together to identify community resources and ways to mobilize those resources to meet the common needs of the Dutchess County residents. RSVP volunteers will use their past professional skills and experiences to

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identify and address community needs, fill any voids in the delivery of services and help to build and maximize the capacity of our not-for-profits to assist them in effectively managing their organizations and achieving their respective missions.

RSVP of Dutchess will utilize various media including print, broadcast, and social media to promote the RSVP mission and work within the community. The RSVP Director will be a visible participant in the community, and will work in sync with municipal leaders as well as local service agencies to ensure the provision of vital services which will enhance the daily lives of our senior residents. We will continue to find ways in which to partner with community and faith-based agencies to support their activities and programs. With a renewed energy, the RSVP Director will build new contacts particularly in the northeast portion of the county, while working to renew and revitalize our existing collaborations.

### **Organizational Capability**

#### Organizational Capacity

Dutchess County Community Action Agency, Inc. (DCCAA) is the official anti-poverty agency of Dutchess County and has been serving the community for over 45 years. DCCAA is part of a network of Community Action agencies across the country designed to provide opportunities for low-income individuals and families. DCCAA's mission is to partner with individuals and families to eliminate poverty and identify the resources and opportunities available to them to enhance their self reliance. DCCAA operates on a philosophy of Family Development and a strength-based holistic approach. Through a matrix of federal, county, local and foundation funding, DCCAA is able to provide access to emergency rental or utility financial assistance, emergency food resources, facilitated food stamp enrollment, employment search services, energy conservation measures, HEAP application assistance, Weatherization and Emergency Cooling Initiative (ECI).

DCCAA, as a Community Action Agency, is required by federal mandate to have a tripartite board of directors. One third of the members represent the public sector (elected officials), the second third represent the private sector (business owners), and the final third represent the low-income sector (consumers). The DCCAA Board of Directors maintains a nominating committee responsible for making recommendations, and conducting preliminary interviews of credentials of all individuals considered for a seat on the Board of Directors. Board members receive a Board of Directors Manual on initiation to the board and the New York State Department of State, DCCAA's contract administrator for Federal Community Service Block Grant (CSBG) funding, has prepared a board

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training video. Additional trainings are available several times during the year, sponsored by New York State Community Action Association, the state membership organization for all Community Actions in New York State. DCCAA maintains an advisory council for RSVP, and a seated RSVP council member is also seated on the DCCAA board. The current RSVP advisory council is involved and dedicated to supporting the RSVP Director and identifying community needs and ways for RSVP volunteers to address the needs.

The current RSVP program director, Sheila Wicklow, has been employed by DCCAA in various capacities for five years. Her experience in provision of human services is extensive, from preventative services to outreach events in rural areas. Ms. Wicklow assumed the RSVP director position in June 2013 and has quickly established a presence with volunteer stations, the Office of the Aging, and local town supervisors to promote volunteerism. Ms. Wicklow is tapping the resources available through CNCS-sourced online training materials on issues of performance measures, financial management, background checks, and similar pertinent issues. In her role as program director, Ms. Wicklow will be responsible for program development and implementation, program evaluation, public relations, host-site management, and member coordination.

The staff assigned to RSVP include a full-time program director and a part-time administrative assistant. In addition to paid staff, a dedicated RSVP volunteer has been working exclusively on the RSVP program, providing much needed support for clerical duties, registering volunteers, entering volunteer hours in Volunteer Reporter.

The Retired and Senior Volunteer Program operates under the sponsorship of Dutchess County Community Action Agency, Inc. (DCCAA). Internal policies and operation procedures are clearly defined in agency documents to include Fiscal Policies and Procedures, Employee Handbook, conflict of interest policies for Board members and employees, and the DCCAA By-Laws. DCCAA receives federal funding from three distinct sources, NYS Department of State Office of Community Service (DOS OCS), NYS Housing and Community Renewal (HCR), and Corporation for National and Community Service (CNCS). DOS OCS monitors program and fiscal implementation quarterly and HCR program representative meets with the Weatherization leadership team monthly. The finance and human resource departments are knowledgeable of all OMB circulars and remain up-to-date on all changes through appropriate distribution channels, such as Department of Labor and OSHA. DCCAA has four established community centers in Dutchess County; Poughkeepsie, Red Hook, Dover,

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and Beacon. DCCAA owns three of four buildings and leases the fourth. The centers are fully equipped with up-to-date phones, computers, copiers, faxes, and all supplies necessary to provide individualized intake and evaluations for DCCAA programs and services. All purchases are made according to the established fiscal policy. Annually the agency's insurance coverage is reviewed to ensure all facilities and holdings are protected.

Current sources of state and federal funding for the Agency include the NYS Office for the Aging, the Federal Emergency Management Agency (FEMA), the NY Housing and Community Renewal (HCR), the Energy Conservation Investment Program (ECIP), the New York State Department of State Community Service Block Grant (CSBG), and CNCS funding for the RSVP program.

Additionally, the agency receives private and foundation funding from the United Way, Berkshire Taconic Community Foundation, Community Foundation of the Hudson Valley, the Dyson Foundation, the Regional Food Bank, the Rural Health Network, and others.

DCCAA has extensive experience in administering CNCS and other federal funding. The agency has been successfully running RSVP program for five years.

Teresa Paino is the Chief Financial Officer for DCCAA, a position she has held for six years. In addition to supervising the other staff in the fiscal department, Ms. Paino is responsible for the budgeting, accounting, and financial reports submitted to government agencies. Ms. Paino possesses extensive experience in managing CNCS funding by way of her direct involvement with DCCAA RSVP program.

Elizabeth Spira is the Chief Executive Officer of DCCAA, promoted to the position having been employed by DCCAP in advancing positions for 13 years, most recent position being Chief Compliance Officer. Ms. Spira has a background in accounting and business administration with concentration in outcome reporting and contract compliance. Ms. Spira is extremely versed and experienced in all elements of the operation of the agency. Additionally, her experience as Chief Compliance Officer for DCCAA demonstrates her extensive experience with compliance as related to CNCS programs, as well as the eGrants system.

### Cost Effectiveness/Budget Adequacy

DCCAA's re-competition budget includes insurance coverage for volunteers through CIMA. CIMA provides volunteer insurance services and is based out of Woodbridge, VA. Retired Senior Volunteer

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Program volunteers are eligible for Accidental Death and Dismemberment, Accident Medical Expense as well as Excess Volunteer Liability Coverage. All are provided as a benefit to our volunteers at no cost.

The re-competition budget includes the necessary costs to continue our efforts in RSVP volunteer recruitment, support and recognition. Our staffing of the program allows for an adequate and reasonable amount of time to be spent building and managing the RSVP program. In addition, the program has the full support of its host organization, DCCAA, in reaching its goals and continuing its efforts in the community. The RSVP program conducts a yearly recognition event that is widely received by the volunteers that attend. A program breakfast is held to recognize the efforts of these important individuals. The cost of the recognition event is borne by community supporters and is at no cost to attendees.

As part of a Community Action Agency, the RSVP Program is part of a much grander plan. With the utilization of a cost allocation plan, the RSVP Program is assigned its share of the overall operations costs charged to the host organization. The difference in overall costs and funding provided by the Corporation for National and Community Service is supplemented with non-federal funds. These funds include grants provided to DCCAA by Dutchess County. In addition the Agency supports its programs with unrestricted funds. These include contributions by individuals, corporations and local towns and villages. The organization also generates funds through its thrift shop and rents charged to tenants of its seven rental spaces. The organizations for profit entity, North East Home Improvement, also provides financial support to the mission and programs of DCCAA, Inc.

### **Other**

RSVP in Dutchess County has undergone several transitions in the last year, and beginning my tenure as RSVP Director means there are new and significant challenges to be faced. After reviewing the journey of RSVP in Dutchess, I realize that my charge is to revitalize this program and renew interest and commitment on the part of volunteers. My predecessor worked to stabilize the program and bring it more closely into compliance with the program requirements by fine tuning reporting procedures, updating MOUs and generating a more accurate database. I believe that I am coming to this position of program leadership at a perfect threshold in that we are embarking on a new road, with some repositioned focus and a renewed energy to make a greater impact on the community we serve. More than ever, volunteerism is vital to address the shortage of financial resources within the

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county.

I will work to re-position and re-align RSVP with the new guidelines and incorporation of National Performance measures to make a more significant impact on the lives of residents in Dutchess County. As baby-boomers increasingly add to the numbers of individuals age 55 and over, I plan to formulate challenging and significant volunteer opportunities to fit within their active and socially conscious lifestyles, and to establish a firm groundwork for continued growth of RSVP in Dutchess.

Sheila Wicklow, RSVP Director

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

Not applicable