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Executive Summary

Established in 1982, Senior Corps/ RSVP is the sole senior volunteer recruiting organizations in Gloucester County New Jersey with the express mission of tapping the skills, talents, and experience of residents age 55 and over to meet a wide range of community challenges and needs. At present Gloucester County RSVP engages 320 people age 55 and better in a diverse and important range of volunteer activities at 60 local non-profit agencies.

The RSVP mission coupled with the Focus areas of the Corporation for National and Community Service are aimed at providing assistance to local non-profit agencies demonstrating the ability to alleviate the priority needs of county residents with the assistance of skilled and well placed volunteers. Volunteer placement locations include but are not limited to community-based, faith-based, large and small nonprofits, health centers, senior centers, government agencies, schools, and correctional facilities. The Gloucester County Senior Corps RSVP programs connection in the community is vast and its reputation exemplary. RSVP program staff and director collaborate with major organizations and participate in all events to benefit community residents and agency growth. Senior Corps is well versed in the Volunteer reporter system and has a strong proven office procedure for all phases of volunteer recruitment, placement, utilization and recognition. The programs experience in volunteer management has grown over the past 31 years and continues to grow with the aid of specialized classes provided by the RSVP sponsor Gloucester County College. Electronic and physical records are impeccable. The program believes its present strategy will position it in the forefront of community change, impact and sustainability.

Strengthening Communities

Strengthening Communities

Strategically positioned in the State of New Jersey, Gloucester County College is a part of the Camden Metropolitan Region in South Jersey. Gloucester County is two hours south of New York City, two hours north of Washington, and fifteen minutes east of Philadelphia. The state of New Jersey is bordered by Pennsylvania on the west, by New York on the northeast, and Delaware on the southwest. With a history of 19th century agriculture and glassmaking, followed by a dynamic manufacturing and construction industry in the 20th century, Gloucester County today is responding to the impact of global trade and has witnessed high unemployment with the collapse of manufacturing and construction industries. Gloucester County is a part of the Delaware Valley. According to the 2010 U.S. Census Bureau, State and County Report for Gloucester County, the 2010

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population for Gloucester County was 288,288. Persons 65 years old and over, make up 12.1% of the total Gloucester County population. (www.census.population). 83.6% white 10.1% African American, 2.6% Asian, 0.2% American Indian, 4.2% Latino, 2.1% More than 2 races. The 2010 U.S. Census report also indicates the county is comprised of a broad and diverse range of ancestry and ethnicity percentages: 22% Irish, 19% Italian, 18% German, 9%English, 9% Black, 5% Polish, 2% French, 1% Puerto Rican, 1% Scottish, 1% Dutch, 1% Russian, 1% Welsh, 1% Swedish, 1% Hungarian, 1% Philippine, 1% Ukrainian.

The median income for a household in the county is \$54,273, and the median income for a family is \$62,482 about 4.30% of families and 6.20% of the population were below the poverty line, including 6.60% of those under age 18 and 7.00% of those ages 65 or over.

According to the Gloucester County needs assessment conducted by The Gloucester County United Way, Human Services Advisory Council of Gloucester County and the Gloucester County Department of Human Services, the needs not being met in Gloucester County are:

Basic Needs: not having enough money to buy needed clothing, insufficient money for food, not being able to afford legal help, poverty and lack of affordable child care

Medical/Health: Lack of affordable medical care, not being able to care for person with disability/serious illness or elder, HIV/AIDS, and teen pregnancy

Socialization/Group Support: Shortage of recreational facilities, lack of cultural activities, not being able to afford recreational activities, and not being able to afford entertainment activities

Mental Health Needs: Mental illness or emotional issues, having excessive anxiety, stress, or depression, children or teenagers experiencing behavior or emotional problems, family violence and abuse of children or adults

Housing: Shortage of affordable housing, substandard housing, and overcrowded housing.

Veteran: Shortage of affordable housing, lack of job training, shortage of jobs, lack of education, lack of medical treatment

Education: Low graduation rates and problems with English as a second language

Economically disadvantaged: no services available for individuals to receive financial literacy, lack of job training, lack of housing services, lack of money for further education

Healthy Futures: Shortage of: affordable medical insurance, treatment, prescriptions, in home services and referrals for isolated. Transportation issues, independence issues, respite care.

Alcoholism and Drug Abuse Service Plan 2010

Area Plan on Aging

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"Barriers to Employment" Workforce Investment Board 2010

(Office of) Disability Services 2010 Budget Request

HUD Continuum of Care Plan Application (2010)

Human Services Child Care Plan Application (July 14, 2010)

Municipal Alliance Plan 2010

"Protecting NJ Children & Families from Domestic Violence"

Transportation Plan Update September 2010

Workforce Investment Board 2010

Youth Services Commission Comprehensive Plan

Gloucester County Senior Corps RSVP will be addressing the primary focus area "Healthy Futures". Meeting health needs within the community including areas such as aging in place, access to care, health insurance, access to nutritious meals and counseling, connectivity to the community and independence. Due to the lack of services and inability to pay many residents are forced to enter nursing home long before they are ready. In some instances reported by the Gloucester County Division of Senior Services as much as five years earlier than necessary. The Gloucester County Senior Corps RSVP volunteer programs will provide 57 friendly visitors volunteers to give consistent resident supportive to 75 homebound disabled residents through companionship, grocery shopping, light bill paying, paperwork, and community connectedness. An additional 30 Senior Corps RSVP volunteers will deliver hot nutritious meals along with county informational flyers for up to date county events and services available to 700 isolated and homebound residents. 25 RSVP volunteers will counsel 2,000 homebound and independent residents on affordable healthcare and advocate for medical rights. Reassurance volunteers will contact 40 homebound residents twice a day providing a link to the outside community, assistance, and referrals when a homebound resident needs services or has had a change in their physical condition warranting additional assistance. For those 700 low-income families in Gloucester County unable to provide access to food resources, Senior Corps RSVP will provide 25 volunteers to work at three major food banks in Gloucester County serving 550 county families.

Gloucester County Senior Corps RSVP's primary service activity target focuses on "healthy futures." Residents in Gloucester County suffer from below average graduation rates, especially in Paulsboro demonstrating a low rate of 70%, poor nutrition and lack of access to food (as demonstrated by the rise in unemployment to 9%, requiring 11 million pounds of food needed for distribution), isolation and linguistically isolated (252 or 2.2% of Gloucester County population), frailty of 707 residents

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requiring in home assistance for resources and nutrition, poor health (general health status score of residents in this county is 3.5.) 9.3% of the population in Gloucester County lack the ability to demonstrate financial responsibility; loss of housing and shelter stands at 2% of the Gloucester County population and 4.3% live in poverty. 25% of the senior population has been reported as suffering from poor nutrition. 1 in 6 residents have the inability to read. 161 residents have the inability to respond to end of life issues. Serving the population of Gloucester County in these identified needed areas will lead to national performance measures and impact and improve the overall quality of life and independence for residents in these affected areas of need.

The evidence suggests the Senior Corps Programs for "Healthy futures" is responsible for a number of positive benefits. Seniors The "Friendly Visitor Program," which provides bill paying assistance and visitation to the isolated residents of Gloucester County impacts safety, financial independence and connectivity to the community. The "State Health Insurance Assistance Program" for Medicare counseling and advocacy impacts access to good health coverage as well as monetary savings assisting the client with independent living. There are many literacy and tutoring programs through Senior Corps, such as the general education Program, Adult basic education and English as a second language. Literacy programs for all ages impact graduation rates, grade improvement and personal basic education goals.

The "Healthy Bones Program" helps prevent debilitating falls and hip fractures which impact longer healthier life and independence. The hospice respite program is for family members dealing with the terminal illness of a loved one, which impacts quality of end of life issues for affected residents. The educational surrogate advocates for children who are wards of the state and need their civil rights protected which affects the educational futures of children very reliant on state assistance. Advocates from the Ombudsman's office for the institutionalized population impacts and diminishes the frequency of neglect and abuse visited on residents. Isolated residents of the county receive hot meals that impact health and access to resources in the community. Services, savings and financial responsibility are positively impacted by the Senior Corps RSVP Tax assistance program. Housing assistance programs for veterans and their families affect sheltering, employment and access to resources.

The Senior Corps RSVP program treat outcomes as relatively enduring changes in participants'

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attitudes, emotions, knowledge, behaviour, health or social condition brought about by the intentional action of our program. Measuring progress toward outcomes is a central part of our performance management. Some of the program evaluation survey Indicators are based on active engagement and leadership, belief in personal ability to make a difference, concern for others, connectedness, leadership and participation in Community Events. Senior Corps has assisted in survey development from "Perform Well" as well as data collection processes handled through the "EZ Analyze" program for educators.

The program performs data analyses, descriptive statistics, mean, median, standard deviation, and range. It also "disaggregates" data, which allows break down of data by categories, and offers several options for visually representing data with graphs. Senior Corps RSVP infrastructure for developing, collecting and reporting data and performance measures conduct outcome measurement work groups with advisory council members, staff and sponsor, develop and modify program logic models, identify data collection methods, creating data collection instruments, record and analyze data, and report results to CNCS to ensure positive performance measure results.

Senior Corps RSVP is conducting capacity-building focused on increasing the participation of veterans with disabilities in computing, academic programs and careers through "camp solute" which provides affordable housing, providing assistance to resources and education through The Heart of Gloucester County, and Gloucester County College assisting with education, grants and employment. These programs require and have RSVP volunteers participating in counseling, resource assistance, housing assistance, and education assistance of the returning veteran. The RSVP program is assisting with training centers, becoming consultants, counselors, and human resource development ultimately equipping veterans with the understanding, skills, and access to information for a healthy future.

Senior Corps RSVP program is able to demonstrate in logical order CNCS primary focus areas their connectedness to each other, and show the overall well-being and positive outcomes for Gloucester County residents after receiving services through these programs.

The Gloucester County Senior Corps RSVP volunteer program is providing assistance and services to the disabled and homebound. The Gloucester County Division of Senior Services and Department of Health have identified 1 in 20 (1,785) residents as needing in-home services to successfully maintain independence and good health. Senior Corps RSVP has recruited and trained 57 visitor volunteers to provide consistent in-home supportive services to 125 homebound disabled residents through companionship, grocery shopping, light bill paying, paperwork, and community connectedness. Through pre and post surveys Senior Corps will prove improved safety, wellbeing and overall health.

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An additional 30 Senior Corps RSVP volunteers will deliver hot nutritious meals to the 700 homebound identified by the Gloucester County Department of Health as requiring nutritious meals to maintain good health and prevent illness. Outcomes for the serve-tray program will show through pre and post nutritional surveys improved health and balance nutrition in residents receiving these services. Volunteers will provide county informational flyers for up to date county events and services available to residents. 35,700 senior and disabled have been identified in Gloucester County by the State Health Insurance Program and the Center for Medicare and Medicaid services as needing assistance and advocacy in healthcare and insurance needs. 25 RSVP volunteers will counsel 2,000 homebound and independent residents on affordable healthcare and advocate for medical rights. Client intake forms will demonstrate the clients ability after counseling to secure affordable healthcare and medication assistance.

The Senior Corps program is unable to provide enough visitors requested by family members to visit shut-ins and the disabled. Senior Corps is utilizing volunteers unable to visit the home bound to reach out to homebound residents twice daily. 40 reassurance volunteers will contact 75 homebound residents twice a day providing a link to the outside community, assistance, and referrals if a client has had a detrimental change their physical condition warranting assistance. Client surveys will demonstrate through vigilante contact and referrals residents were able to maintain independence in the community. 25 volunteers working at three major food banks in Gloucester County gathering, cataloging, maintaining and dispersing desperately needed food to 700 low-income families in Gloucester County. Without this resource these families would be unable to provide basic needed nutrition for themselves and their families. The Department of Health has reported the main cause for the 700 families lack of nutritional food is unemployment, and under employment. Senior Corps RSVP will provide 25 volunteers to work at three major food banks in Gloucester County serving 550 county families. Pre and post surveys will provide proof of improved overall health and wellness of these families receiving services.

20 volunteers are conducting classes to battle the ravages of osteoporosis and osteopenia. According to the Division of Health and Senior Services 13,666 people in Gloucester County run the risk of osteo-related fractures which is a major public health threat for individuals over the age of 55. In order to prevent or improve this devastating condition Gloucester County Senior Corps is conducting weight bearing bone exercise classes. These classes have been proven by Tufts University to prevent and improve osteoporosis. 20 trained volunteer leaders will instruct and lead classes of 24 students (ten class per 24 weeks) in osteoporosis prevention weight bearing exercises for 24 weeks. Pre bone density

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tests run by the participant's physicians and post testing will show positive outcomes for the improvement of strength, balance and overall bone density

The New Jersey Hospice Foundation reports there are approximately 900 individuals in Gloucester County at a given time requiring end of life assistance. Most of these people have a life expectancy of six months or less. 15 trained hospice volunteers will provide 2 -- 4 hours per week in respite care to families. Services will include bereavement outreach, counseling, active listening, light chores and errands. Outcomes will provide positive measurable proof that after receiving services the client and family felt comfort, quality of care, and the ability to stay at home through the hospice process gathered through volunteer logs and family surveys .

An additional focus area served by the Senior Corps RSVP volunteers is "Economic Opportunities: The Senior Corps RSVP program is answering the educational need of 108 Gloucester wards of the state of New Jersey Department of Education in providing appropriate educational and the child's civil rights being protected, since they have no outside representation without a parent. 5 Senior Corps volunteers have received training from the New Jersey Department of education to become Educational Surrogates for these 108 children. The respective child study teams contact the educational surrogate for an Individual educational Program meeting. During the meeting the child's future is discussed, the child's abilities, extracurricular activities, foster care and general health issues. Due to the participation of the volunteers in the educational surrogate program the child's civil rights are protected and the child's future in general improved through these meetings. Outcomes will be demonstrated by the IEP reports and improvements shown by the students through the initiated changes. Senior Corps RSVP is providing 10 volunteers as tutors to the General education Degree program conducted by Gloucester County College. The County students over 18 years of age have been identified as needing basic education diploma for employment. IN Gloucester County the educational census has shown that 10,727 individuals have 9th grade or less education. Gloucester County College is the official GED Test center in New Jersey and provides basic education and general education diploma programs. Tutoring are conducted at two locations in Gloucester County, five days a week during the school year. Program expectations are to assist in successful graduation rates after 680 hours of tutoring services by the volunteers. Outcomes will demonstrate improved grades by at least one-half letter grade, improved scores on practice tests by 75 per cent of the students by at least 10 points. The results will be acquired through teacher's academic progress report. Senior education is now at the forefront of educational needs as the 50 to 65 year old population has sustained the largest job loss since 2008 according to the Gloucester County labor and workforce development Board and

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New Jersey Bureau of Labor statistics. It is estimated of the 9.1% (16,793 people) unemployment rate in Gloucester County the population over age 50 that is stay unemployed longer without retraining or additional education and completion programs. Through the Academy of Lifelong Learning Project, 12 Senior Corps RSVP volunteers are peer instructing Computer courses, Math, Art, English, and Resume writing, with the goal of employment of the participating senior students. Positive employment statistics will demonstrate positive outcomes.

Number of Families and Individuals that Received "The Federal EITC For Tax Year 2010 in New Jersey is 535,511 (Gloucester County approx. 15,300 households). These individuals cannot afford to have their taxes done nor apply for the federal Earned Income Tax Credit. The AARP volunteer tax program provide help with their taxes through normal tax accounting services is unaffordable. Through this free program residents will save on average \$125.00 per tax preparation. Volunteer assistance will aid in free filing preparation with their Federal, State and, Local income tax returns and the Federal EITC (Earned Income Tax Credit). 10 Senior Corps RSVP volunteers will provide tax preparation and filing assistance to elderly and low-income persons in the community through the IRS Volunteer Income Tax Assistance Program (VITA and AARP). Outcomes will be determined by the number of tax returns filed and the amount of money saved tax filers for the year. The new Jersey Literacy council estimates 32 per cent of adults function at the lowest literacy level, making it difficult to do things such as read a newspaper or bus schedule. 16% (of the Gloucester County population (289,586) or 1,809 people read at a fourth grade level and an additional 19% (95) of the residents do not have any literacy skills. 5 Senior Corps RSVP volunteers will attend literacy training and begin literacy tutoring for adult students at branches of the public library for a total of six months. Anticipated accomplishments will be measured through reading and tutoring accomplishment logs. Senior Corps target is to have 100 percent of the adult students receiving tutoring achieve at least one personal literacy goal with in six months of enrollment. According to the New Jersey Department of Health 14.9 per cent of the New Jersey population are 65 or older. 2% or 621 residents are institutionalized and require advocacy to prevent neglect and abuse. 15 Senior Corps RSVP volunteers will provide advocacy for residents of long-term nursing facilities in neglect and abuse prevention and advocacy. Training will be provided by the New Jersey office of the Ombudsman for the institutionalized elderly. 15 volunteers will visit 180 residents in four area nursing homes serving 40 hours per month. Measurement will be conducted through advocate issue tracking and resolution records with the anticipated outcome of a 35% decline in documented issues and concerns. Our final station and work plan under economic opportunities is Housing rehabilitation. 7 Senior Corps RSVP

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volunteers will provide services in construction landscaping, family support, donation collection, and public relations. Anticipated accomplishments of families with "worse-case" housing needs will move into newly built homes. The outcomes and number of families achieving this goal will be measured through the Gloucester County HFH tracking log.

The final area of focus for Gloucester County Senior corps volunteers will be in Capacity building. 44 RSVP volunteers will conduct thrift shop sales to raise needed funds for the three largest food banks in Gloucester County. The largest thrift shop able to accomplish this goal is King's Things. The volunteers will collect, inventory and sell clothing to low-income residents to raise funds for the local food banks. The anticipated outcome for this project is to raise 15% more funds over 2013's figures of \$5,000 dollars.

Recruitment and Development

The following steps are being used for recruitment and development of volunteers:

Senior Corps RSVP has conducted on going needs assessment of the local community that aligns with the primary focus areas in the geographic area. The Senior Corps RSVP program will serve these needs and make critical decisions as to whether the volunteer program can help meet some of those needs and how. There are several methods instituted for conducting the county needs assessment -- interviews, telephone surveys, mail surveys, focus groups, and e-mail or web surveys. Questionnaires and focus groups are used to establish the level of experience of paid staff working with volunteers and the level of comfort of staff in working with volunteers. Senior Corps uses the information to guide the program in the planning process to improve or create project descriptions with clearly stated goals and objectives and an implementation strategy. It is Senior Corps RSVP'S job to develop and fill volunteer positions in order to provide the services and care highlighted in its mission.

The volunteer position description is created by the agency in collaboration with the RSVP program to be engaging, fulfill the program mission, provide community assistance in the most needed areas and agree upon term of service that provides measurable results. The connectivity between the volunteer, Senior Corps RSVP and the host agency is designed for accomplishment, which includes a heightened sense of belonging, acceptance and recognition, increased self-esteem, and a mutually understood and shared responsibility for the achievements.

The position goal is achievable. Volunteer members are connected with people in the local community so there is ownership of the experience and it is shared, and ultimately assumed by the local community. Consequently, our goal is for the project to become long lasting and impact based. Volunteer assignments promote true involvement in the work. Projects are made possible by staying

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within the time available (project duration, resources, terms of service, need and impact on the community etc.)

Senior Corps position descriptions include all professional elements necessary to define the service assignment and the qualifications necessary to achieve it. Senior Corps volunteer materials include training sessions, goals and objectives, action plans, policies and procedures, member handbook, organizational charts, local community resources, risk management, and record keeping. Volunteer members are assigned appropriate levels of supervision and agency training. Senior Corps RSVP strives to encourage the agency supervisor to be accessible and employ balanced leadership skills.

Senior Corps RSVP uses the Memorandum of Understanding (MOU) agreement between local non-profits 501c3 or not for profit agencies fitting CNCS primary focus areas, and establishes the working relationship and mutual responsibilities of both parties in the placement and management of volunteers. The Senior Corps, RSVP MOU is signed for a period of three years when an organization first contracts with RSVP for volunteers. Stations are required to provide an orientation, any necessary training, supervision, a safe working environment, necessary supplies, a written job description and reporting of volunteer hours to RSVP by the fifth working day of the month. Stations are asked to assist RSVP staff in developing a statement of the impact that volunteers are having on the organization and the community as a whole.

When Senior Corps RSVP receives a request for Volunteer Service, stations are requested to provide the following information to RSVP: Number of volunteers needed, brief description of the volunteer service, days & dates volunteers, inclusive hours of the volunteers, if a lunch/snack is provided , If the station can make transportation available to the volunteer who does not drive, complete address of the station.

All volunteers receive orientation and basic training encompassing: 1. what are they supposed to do? 2. what are the expectations? 3. Policies and procedures 4. "No-no's" and "Yes Please", as well as history, vision and strategy of the organization. Once the volunteer is placed Senior Corps encourages further training by the volunteer manager at the new station. Usually this covers Checklists, Goals, Modeling and Supervision.

Senior Corps uses the most direct management process by using the Volunteer Reporter program. There is a written office manual covering usage to prevent errors. Access is limited to trained staff members and is backed up on the sponsor, Gloucester County College of Gloucester County New

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Jersey, mainframe. Stations are told to expect Senior Corps RSVP staff and/or Advisory Council Members to call and schedule a visit once or twice a year. The purpose of these visits is to ensure that a good working relationship exists between RSVP, the volunteer and the station and that the volunteer has been trained for their specific position. The visits are usually scheduled when RSVP volunteers are working. The station Volunteer Coordinator or Director and the RSVP volunteers are working that day and are interviewed. The entire visit is scheduled to take no longer than 45 minutes, unless a tour of the station is conducted. Stations are encouraged to recognize the contributions of the RSVP volunteers to the wellbeing of the station at an annual event and encourage them to attend the annual RSVP Recognition Luncheon. When a station provides a RSVP volunteer with transportation, meals, or a recognition gift of any type, the station is requested to add the fair market value of those items on the monthly station time sheet or submit an "In-Kind Donation Receipt Voucher." In-Kind donations provide required community match support for the RSVP federal grant. Stations are requested to add the RSVP office to their mailing list in order that the RSVP office may be aware of special events and scheduled closings, as well as times when RSVP volunteers are in the station's or the community's spotlight. When the station or community in news articles honors RSVP volunteers, this information is forwarded to the RSVP office. Volunteer membership is based on a completed application, background check application, scheduled interview to assess the volunteers skills and abilities, orientation, training, appointment with the station for introductions, and follow up once placement is completed, (a follow up call to both the volunteer and station manager.)

The demographic for Gloucester County population is 289,586 total population. White 84.5% 240,980, Black or African America 10.5% 29,006, Asian 0.2% 7,609, Hawaiian 0.1% 95, Two races or more 1.9% 6,132, Hispanic 5.2% 13,712, White alone not Hispanic 80.4% 240,980. 7.9% of the Gloucester County population speak English as a second language.

The percentage of residents living in poverty in 2010: 8.0% (5.8% for White Non-Hispanic residents, 17.2% for Black residents) Number of foreign born residents: 8,566 (62% naturalized citizens) Ancestry: Italian (24%) Irish (19%) German (16%) English (8%) Polish (5%) United States or American (3%) French (except Basque) (1%)

Senior Corps provides volunteer recruitment and placement for all residents in Gloucester County. Our marketing strategies provide a diverse reach into all religious institutions, county senior groups, activity centers, and libraries in all towns and communities in the county. Any interested resident has the opportunity to volunteer. Senior Corps has staff available to assist Hispanic and Indian residents.

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The volunteer placement coordinator has 20 years' experience in human resource placement and is in tune to the needs of the volunteer as well as the station requesting assistance. Some of the strategies used for marketing Senior Corps has adopted are: Recruiting at neighborhood agencies and community centers in diverse areas, partnering with multicultural-based organizations such as Hispanic Family Center (Hispanic Heritage Event Celebration), advertising in local ethnic publications such as Hispanic Family Center newsletter.* Ensuring that the program materials are available in other languages besides English. Senior Corps shares program information with ESL classes at Gloucester County College has developed a statement of the organization's commitment to multiculturalism. The Senior Corps advisory council is examining the creation of an inclusion committee to assess the organization's commitment to diversity in all aspects. Senior Corps RSVP participates in all county and municipality health fairs, Gloucester County College outreach, and the Division of Senior Services county senior picnic. During all of these events, recruitment material is present. The Senior Corps program has collaboration with the Gloucester County Division of Disability Services for resident assistance as well as volunteering.

The correct type of volunteer opportunities and management of volunteers have encouraged individuals to continue volunteering. Senior Corps and the station make sure the volunteers have enough work to do and the tools they need to accomplish the job. Senior Corps RSVP has found that when volunteers feel they are an important part of the organization and or station they will rise to the challenge and exceed expectations. Senior Corps RSVP makes sure realistic expectations are set for its volunteers by working with the station manager with an eye towards retention.

Senior Corps RSVP has a retention plan that includes, rewarding the volunteer efforts, making the new volunteer feel welcome, council members reach out to new volunteers with letters and words of encouragement, volunteer recognition of good work is expressed in the newsletter for volunteer of the month and recognition for volunteer of the year, and Senior Corps RSVP staff and council members get to know members as individuals recognizing them on site and remembering their names. All of these techniques have led to excellent retention for Gloucester County Senior Corps RSVP.

Communication and ideas expressed by volunteers is included in our monthly newsletter. They are encouraged to share their volunteer stories.

Program Management

PROGRAM MANAGEMENT: The Project director oversees all aspects of the day-to-day operation of

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Gloucester County RSVP. Assisting the Director is the Project staff members, Volunteer coordinator, and part time staff. All staff members are evaluated to insure that they are meeting expectations. Job descriptions are in writing and explained. The Advisory Council has put together a small capacity building team of four members with the express purpose of identifying and targeting existing groups of potential 55+ professionals and will establish strategic relationships with these individuals by contacting human resources departments at; corporations, local employers, governmental agencies, and service clubs to distribute program information. Outreach staff, advisory council members and marketing volunteer produce outreach newsletters, face book page, linked in page, presentations, promotional displays, participation in Expos, county fairs, sponsor events, participation in all county events to assist with recruitment of skilled volunteers. Data collection from stations, volunteers, and volunteer managers is collected through surveys to help evaluate priority community need outcomes. Once collected and analyzed the outcomes are reported to the Corporation for National and Community Service.

Volunteers attend an orientation, receive an explanation of program goals and objectives, responsibilities, reporting, benefits, explanation of insurance policies and procedures offered at the volunteer station where they will serve. Management of project resources both financial and in kind is handled in collaboration with the Sponsors financial department. The RSVP budget is audited once a year by Bowen accounting firm. The 30% match required by the Corporation is met by the institutional support of our sponsor Gloucester County College.

Organizational Capability

Organizational capacity:

During new volunteer orientation, the volunteer placement coordinator goes over the volunteer manuals rules and regulations. The manual contains extensive rules outlining conduct concerning non-displacement of employees, termination of volunteers, political activities, compensation for service, labor and anti-labor activity, fair labor standards, nondiscrimination, religious activities, and nepotism. Each station is given a volunteer manual and a station manual outlining rules of conduct, memorandum of understanding categories, contact information, program history.

This Memorandum contains understandings relating to the following pre-identified subject, plus other categories of importance added by the Retired and Senior Volunteer Program or the Volunteer Station and agreed to by both parties. This Memorandum may be amended, in writing, at any time with the concurrence of both parties and must be renegotiated at least every three years.

Basic Policies: Senior volunteers are requested by the Volunteer Station in accordance with the

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policies and regulations of the Retired and Senior Volunteer Program.

Volunteer placements: All stations served by RSVP volunteers are required to prepare a job description and requirements for each position to be filled. The Volunteer Station will, in consultation with the RSVP staff, provide orientation, in-service training and supervision to volunteers,

including universal precautions, for and to individual assignments as the volunteers may need.

The Volunteer Station will have the opportunity for an interview with each senior volunteer before final placement occurs. The RSVP office will place senior volunteers with the Volunteer Station and will review assignments to determine if they are acceptable.

Recruitment of Volunteers: Efforts will be made to identify volunteers for placement through our review of current volunteers, advertising in the RSVP newsletter or through the media. RSVP seeks to provide meaningful assignments for volunteers in alignment with the CNCS primary focus areas. Our goal is to provide opportunities for volunteers to utilize their knowledge and skills while making an impact on community needs.

Consultation and evaluation: The Volunteer Station and RSVP staff will confer regularly to assess the progress and needs of the program. The Volunteer Station will be asked to help develop "impact plans" for volunteer activities performed.

Reporting: The Volunteer Station will validate volunteer hours and transmit them to the RSVP office, signed by the supervisor.

On site needs: The Volunteer Station will furnish volunteers with materials required for assignments.

Supervision: The Volunteer Station will provide on-the-job supervision and instruction for RSVP volunteers.

As previously stated, stations (agencies) are told to expect Senior Corps RSVP staff and/or Advisory Council Members to call and schedule a visit once or twice a year. The purpose of these visits is to ensure that a good working relationship exists between RSVP, the volunteer and the station and that the volunteer has been trained for their specific position. The visits are usually scheduled when RSVP volunteers are working.

The station Volunteer Coordinator or Director and the RSVP volunteers are working that day and are interviewed. The entire visit is scheduled to take no longer than 45 minutes, unless a tour of the station is conducted. In addition to these visits, volunteer station management receive monthly managers constant contact newsletters with tips and resources for improving volunteer management as well as a copy of the volunteer newsletter sent out to RSVP volunteers. The managers are kept

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abreast of program changes, events, outreach or trainings available through Gloucester County Senior Corps RSVP. The RSVP Director, volunteer placement coordinator and sponsor visit and speak with station managers regularly to assess station and volunteer needs. The volunteer receives a quarterly form to fill out listing their activities and if they have changed in anyway. Senior Corps RSVP includes a stamped self-addressed envelope for ease of use by the volunteer and help speed the returned document to us.

An intricate part of the Senior Corps RSVP infrastructure is to communicate the RSVP mission and ensure teamwork. The outreach staff is trained to ensure consistent implementation of RSVP volunteer outreach across the county and to all volunteer stations. Review of the assigned service activities and anticipated goals are reviewed every quarter through telephone calls, visits, and station surveys.

Gloucester County Senior Corps RSVP volunteers identified in graduating stations will be transitioned into performing capacity building service activities such as recruiting and/or managing community volunteers. This would allow the applicant to provide service activity that supports a national performance measure (capacity building) even if the activity of the station does not otherwise support a national service measure. In addition, the station volunteers will be provided other service opportunities through other service stations. Senior Corps RSVP has had some stations self-deselect and other stations where the volunteers will not be replaced and will graduate through attrition.

The Senior Corps RSVP project is recruiting volunteer stations that have work plans that are aligned with the national performance measurements, publicly share the critical service activities addressed by the RSVP project and attract volunteers looking to engage in activities with associated outcomes.

Senior Corps RSVP of Gloucester County continues to provide excellent programming and oversight and has been evaluated and monitored by CNCS and found in compliance through the entire 31 years of service. Station graduation has been conducted in previous years for stations such as the American Red Cross, Nutrition sites, and hospitals without disturbance to the volunteers or station. The purpose of the graduation of stations was to maintain program compliance and focus on primary focus areas. The Gloucester County Senior Corps RSVP program has streamlined for this purpose from 420 unduplicated volunteers to 320.

Gloucester County Senior Corps RSVP has cultivated stations to impact the CNCS primary focus areas with programs such as the State Health Insurance Assistance program. This program is performance based with measurable outcomes that are qualitative and quantitative. The State Health

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Insurance Assistance Program serves 2,000 residents per year assisting seniors with securing needed health insurance, advocacy for health care rights issues and billing issues.

The RSVP administration ensures that responsibilities and authorities of employees working with volunteers and stations are defined and understood, have established goals, monitor progress, receive coaching to succeed, delegate effectively, create a positive environment, recognize "achieving" volunteers, and receive professional and personal growth opportunities. Staff are knowledgeable of all necessary volunteer and program policies according to CNCS guidelines.

Senior Corps RSVP of Gloucester County was recently found to be in compliance with the Corporation for National and Community Service by the New Jersey State Administrator. The monitoring was conducted February 2013. The program systems were examined for: up to date forms, volunteer manual content, office procedures, station MOU's (dates and signatures), employee procedures manual (harassment/discrimination policies), time cards (volunteer/staff), volunteer applications, background checks (for volunteer and staff), sponsor participation program oversight and financial budgeting records. Upon completion of the monitoring, Gloucester County Senior Corps RSVP was in compliance with CNCS rules and regulations and in good order.

Senior Corps RSVP's Advisory Council conducts a once a year program self-assessment. Program weaknesses or deficiencies are addressed and recommendations are made for corrections. The Council assists with the local needs assessments, visits member stations and evaluates the management techniques adopted by the program director. The council consists of members from diverse sections of the community such as Gloucester County Chamber of Commerce, Gloucester County Rotary, Gloucester County Division of Senior Services, Hospice, the local Health Department, a non-profit agency serving low--income and veterans, a retired business executive, a financial officer, a lawyer, and are seeking a member experienced in marketing and advertising.

Gloucester County Senior Corps RSVP is sponsored by Gloucester County College. Gloucester County College ranks third in community service and education in the State of New Jersey and is highly regarded for its University Center and progressive educational strategies. Gloucester County College has helped the RSVP Senior Corps program grow physically and programmatically over its thirty-one year sponsorship. Gloucester County College has increased RSVP office space and classroom space use to accommodate growth in programming. Additionally, the college has provided administrative assistance, programming review for quality, assistance in determining programming goals and objectives as well as suggestions for improving the evaluation of programming and staff. Our sponsor is well known in the community and is able to provide the visibility Senior Corps needs to

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attract community support and recruit volunteers from all walks of life.

The director of Senior Corps, Helen Antonucci, has been with the program for fifteen years and began her career as a program coordinator for RSVP. Ms. Antonucci has prior experience as a business owner, a treasurer and trustee for a non-profit organization, and as a community volunteer. After a public search and competition for the position of director, the sponsor, Gloucester County College, appointed Helen Antonucci as the director.

Each member of the RSVP staff has been in their present position for five or more years. The RSVP volunteer placement coordinator, Nancy Nace, previously had a career as the head of an HR firm and is well versed in compliance with state, federal and program compliance. Ms. Nace works with the program director to maintain up to date statutes, regulations and applicable OMB circulars.

Ms. Nace served for eight years as bookkeeper and placement coordinator with another county volunteer program. Staff clerk Lorraine Kirby served as a volunteer in a similar position with a non-profit agency in Gloucester County. Ms. Lorraine Kirby volunteered for the Senior Corps RSVP program as a clerk volunteer for two years prior to being offered a paid position with RSVP. Ms. Kirby's job description includes but is not limited to all office procedures, telephone, reporting systems required by the sponsor, appointments, mail correspondence, and databases. Ms. Ferne DeSimone, bookkeeper is a past employee of the Gloucester County Housing Authority and worked in a similar capacity. Ms. DeSimone has received on-going training on the volunteer reporter program, volunteer time card entry, new member entry, reporting, back-up and overlap of clerk positions. Ms. Vanita Nayak, prior chemist, nurse and communications major, volunteers for the Senior Corps RSVP program in a marketing and communication capacity. The program staff and director are focused on assuring quality programming, maintaining recognition in the community, improving volunteer satisfaction, submitting timely reporting, ensuring accurate financials and quality data collection.

The Sponsor Gloucester County College provides professional development courses for RSVP staff in areas such as time management, professional writing skills, communication skills, database training, Aging and Disability Resource Connection and customer service. Gloucester County College has been in the community delivering education and community service since 1966, and receiving federal and state grant funds totaling over 2 million dollars per year. The college has successfully demonstrated excellence in the handling and maintenance of financial records and reporting and has received excellent marks and reviews from Middle States, the college's accrediting body. Additional grant programs currently being managed on campus include: The People in Transitions Program for displaced homemakers - a state funded grant program; and the Volunteer Center Grant -- a county

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funded program. The College's financials are audited annually. Program funds are closely supervised by division administration and financial administration. RSVP director and staff report directly to Brigette Satchell, Dean of Continuing Education. The sponsor's hierarchy must approve all RSVP purchases and expenditures including the purchase of supplies and equipment, staff payroll, travel, meals, programming expenses and program evaluations. An RSVP shared calendar is used to track daily activities of program staff. Requests must be made for time off, vacation time or absences. The sponsor requires purchase requisitions to be completed for review with back up material and approval provided before any funds can be used. Travel is pre-approved by sponsor administration and support material is required, including details as to why attendance is required. Pre-travel approval is given if all documentation is correct. Post-travel approval requires detailed support materials, receipts, and adherence to the sponsor's college-wide travel policy. On a regular basis, time off must be pre-approved and provided to the appropriate supervisor in the chain of command. For the director, these requests must be submitted to the Dean. Daily communication is conducted between the sponsor and the RSVP director via the existing technology, including the accomplishments for the reporting period. This information is logged into templates on the college servers and is displayed as part of the sharing of information included on the Continuing Education Virtual Office. The financial management system used for RSVP, as well as the entire college, is the Banner system. This is a college-wide system used by all departments.

RSVP programming evaluation is done by the sponsor on a monthly basis and staff evaluations on a yearly basis. The RSVP program is required to fully participate in sponsor held events such as career fairs, open house events, college strategic planning and division strategic planning.

Management of project resources, both financial and in-kind, is handled in collaboration with the Sponsors Gloucester County College's financial department. RSVP budgets are audited once a year by Bowen accounting firm and the grant spending is controlled by the sponsor through appropriate request forms and approvals through the college hierarchy. Budget reviews are conducted monthly and the RSVP director must take courses to access the "Banner System" which shows budget spending, line items, encumbrances, and available funds. Review of the spending is conducted by the sponsor bi-weekly with on-going meetings conducted by the sponsor with the Director of RSVP and a sponsor CPA. Budgets for CNCS grant matches are above 30% match at present and are in keeping with programmatic requirements of CNCS. Grant streams are kept separate and budget lines are strictly adhered to. The Sponsor's grant writer continually searches for grant opportunities or collaborative efforts for RSVP that would mean sustainable increased resources. The 30% match

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required by the Corporation is met by the institutional support of our sponsor Gloucester County College and additional county and state grants. Office space, electric, IT support, classroom space, marketing assistance, copying department, and accounting services are used for this match. Program sponsorship is offered at every outreach event and advisory council members look for opportunities to increase resources by working with the sponsor Gloucester County College on noncompetitive fund raising ideas.

Other

Gloucester County Senior Corps has begun a new initiative to aid the county residents and veterans in locating resources that are hard to find in the county. The new collaborative consists of volunteers manning help and chat hot lines with an extremely large database of formally untapped resources. The Senior Corps RSVP volunteers for The heart of Gloucester County have spent the past year collecting and entering this formally untapped pool of resources. The program is largely used by low-income families and has a special pool of resources specifically for returning veterans requiring education, jobs, job training and housing needs.

PNS Amendment (if applicable)

not applicalbe at this time