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Executive Summary

An estimated 80 RSVP volunteers will serve. Some of their activities will include: 1) Independent Living Assistance through providing a hot meal once a week, welfare calls, light housekeeping, and running errands for low-income elderly people in the region; 2) Public Safety Assistance through the Triad program which is a cooperative effort of law enforcement agencies (police/fire/sheriffs), senior citizens, and senior organizations, focused on reducing crimes against the most vulnerable citizens of our area, our seniors; 3) Economic Opportunity through teaching low-to-moderate income families basic financial literacy skills; 4) Free tax preparation services will be offered through the Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs. The primary focus area of this project is Healthy Futures: Aging in Place. At the end of the three-year grant, the program will have served a total of 3,640 individuals through the Healthy Futures, Financial Literacy, and Other Community Priorities. The CNCS federal investment of \$31,514 will be supplemented by \$13,590.

Strengthening Communities

Q1. Describes the community and demonstrates through both the narrative and work plans that the community need(s) identified in the Primary Focus Area exist in the geographic service area.

Nestled in the foothills of the southern Appalachian Mountains, Appalachian Community Action and Development Agency, Inc. (AppCAA, Inc.) serves the most southwestern region of Virginia including Lee, Scott and Wise Counties and the City of Norton. The Primary Focus Areas being targeted by the LENOWISCO (LEe county, city of NOrton, WISe county and SCOtT county) RSVP is Healthy Futures. Other areas targeted include: Economic Opportunity and Capacity Building.

While Scott County is classified as part of the Tri-Cities MSA (Bristol, TN/VA, Kingsport, TN, and Johnson City, TN), its rural nature is explained with a population of 23,126 in 535 square miles. Wise County, 403 square miles, has a population of 41,565 and Lee County, 435 square miles has a population of 25,146. (US Census)

The LENOWISCO area has been identified as a consistently poor region with farming and mining as the two primary industries. The rugged terrain prohibits large-scale development of the region and makes transportation difficult. A limited amount of public transportation is available and clients must

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make an appointment to utilize leaving low-income people, in particular, with a significant barrier to access jobs or education.

While the poverty rate for the state of Virginia (10.7 percent) is below the U.S. rate (14.3 percent), the service area has high rates across the board: Lee County - 22.7%, Scott County - 8.3%, Wise County - 21.6% and Norton- 21.2%. (U.S. Census, State & County QuickFacts)

While Virginia's per capita income (\$33,040) is higher than that US (\$27,915), the service area is much lower. Lee County's per capita income is nearly half of Virginia's at \$16,669, Wise County is next at \$18,458, Scott County is \$20,501 and the City of Norton is the highest at \$23,881 which is still nearly \$10,000 lower than the state per capita income.

Educational attainment also is very low compared to the U.S. and state rates. While 86.6% of Virginia residents have graduated from high school, high school graduation rates are significantly lower in the LENOWISCO area ranging from a low of 70.9% in Wise County to a high of 80.6% in Norton.

Homeownership rates are higher in this area than across Virginia as a whole. Virginia's homeownership rate is 68.4%; Lee County reports their rates to be 75.0%, Scott County is 78.0% and Wise County 70.0% (US Census). The conditions of these homes vary greatly however as the housing stock is aging and many of them were built in the 1970's or earlier.

In 2010, the percentage of Virginians 60 years of age and older was 18.4, while the percentage for farSouthwest Virginia (LENOWISCO) is 22.1.

The LENOWISCO service area, ranks among the lowest in our state in several categories related to health and wellness. Based on data collected by the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute, the service area ranks among the worst in Virginia in several categories, notably in tobacco use, diet and exercise and quality of care, which is defined in those rankings primarily as having access to regular health screenings. Lee County, the best ranked in the service area, ranks 115 out of 133 with respects to health outcomes.

Many of these rankings are undoubtedly tied to our county's equally low rankings in several

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socioeconomic categories such as education, employment and income. Our region faces cultural and socioeconomic hurdles that influence our collective health status. The LENOWISCO region is steeped in heritage and rich in natural beauty. Unfortunately, many of our traditions aren't particularly healthy. Traditional southern cooking, for example, is not good for our waistlines or our hearts. And while there's no denying the importance of the tobacco industry to our region's development, there's also no denying tobacco use has serious health implications -- especially with regard to lung disease and cancer.

Q2. Describes in the narrative how the service activities in the Primary Focus Area lead to National Performance Measure outputs or outcomes.

It has been determined that rural elders are less likely than urban elders to have access to home and community based services. Studies have shown a higher use of nursing home services among the rural elderly and lower rates of home health and other community-based, in-home service use. (Coburn, A. F., & Bolda, E. J. 1999). Among the elderly and disabled who require assistance with daily activities, 65 percent rely exclusively on families and friends and another 30 percent rely, at least in part, on informal care. It has been estimated that the economic value of such informal care-giving in the United States reaches \$200 billion a year--one and a half times the amount spent on formal care giving (Arno, Levine, and Memmott 1999).

The Primary Focus area is Healthy Futures and the National Performance Measure targeted is the number of homebound OR older adults and individuals with disabilities receiving food, transportation, or other services that allow them to live independently.

RSVP volunteers will deliver a hot meal to the homebound or older adults and individuals with disabilities once a week. These clients will have a volunteer assigned who will conduct welfare calls to shut-ins, run errands for the clients, provide rides to doctor visits for the clients and conduct other activities such as take out trash and other light housekeeping duties such as sweeping/mopping, dusting, washing dishes.

Q3. Describes in the narrative a plan and infrastructure to support data collection and ensure National Performance Measure outcomes and outputs are measured, collected, and managed.

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In an agreement with work site staff, outcomes and outputs are collected and measured as volunteer service is performed. Each volunteer and work station supervisor will be given a data activity form which will be used by the volunteers to capture service activities to allow for National Performance Measures achievement assessment.

When signing the Memorandum-of-Understanding, the work site supervisor agrees to supply the RSVP staff the outputs and outcomes gained from having RSVP volunteers at their station.

Q4. Program Design as described in the narrative includes activity in service to veterans and/or military families as part of service in the Primary Focus Area, Other Focus Areas or Capacity Building.

RSVP will target placing volunteers at organizations which serve veterans and/or military families as part of the service in the primary focus area Healthy Futures, and the other areas, Economic Opportunity and Capacity Building.

In addition, the LENOWISCO RSVP will solicit volunteers from the veteran community to help with service provided in their communities and other volunteer opportunities within their interest.

Q5. Work plans logically connect four major elements in the Primary Focus Area to each other and are aligned with National Performance Measure instructions:

Focus Area	# of Station's	Volunteers	% of total
Healthy Futures	3	45	50 percent
Economic Opportunity	5	11	28 percent
Capacity Building	1	24	22 percent
TOTALS		80	

Recruitment and Development

Q8. Demonstrates a plan and infrastructure to create well-developed high quality RSVP volunteer assignments with opportunities to share their experiences, abilities, and skills to improve their communities and themselves through service in their communities.

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Elderly who live in rural areas face additional challenges. These include lack of transportation such as rides for essential trips, medical appointments, business errands, shopping and senior activities; lack of access to medical care; unavailable cultural and social services; and lack of adequate housing. The LENOWISCO RSVP seeks to overcome these challenges by allowing the senior volunteers to remain physically and mentally active and enhance their self-esteem through participating in needed community service through well-developed, high quality volunteer assignments.

The LENOWISCO RSVP has been in place since 2011. Since that time, the program staff has worked to create and build a network to serve the senior population. An RSVP Advisory Council has been established by the LENOWISCO RSVP Director. The Council is tasked with seeking improvements for the program, assisting in recruiting volunteers and their training, recruiting of volunteer stations and helping to plan volunteer recognition activities. The Council is comprised of local law enforcement leaders, ministers, local elected officials, E911 board, community members, food pantry representatives and seniors who are serving as volunteers. This Council continues to be strengthened to assist with ensuring a high quality program.

To foster the creation of well-developed, high quality programs, AppCAA, Inc. works with community and faith-based organizations to streamline services and identify gaps between available services. A few of the current team of partners include:

- * The LENOWISCO Health Departments,
- * The VA State Departments of Social Service in each county,
- * The Junction Center for Independent Living (non-profit, non-residential program which provides services to persons with disabilities, their families, and their community funded by State and Local Governments, and Private Contributions)
- * The Virginia Employment Commission,
- * Mountain Empire Older Citizens (designated as the area agency on aging and public transit provider for Wise, Lee and Scott Counties and City of Norton in the southwestern tip of Virginia in the mountains of central Appalachia.)
- * Mountain Empire Community College,
- * University of Virginia's College at Wise,

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- * Virginia Cooperative Extension,
- * Frontier Health (leading provider of behavioral health & co-occurring services in Northeast Tennessee and Southwest Virginia),
- * Scott County Ministerial Association,
- * the Federation of Appalachian Housing Enterprises,
- * the Virginia Early Childhood Foundation,
- * And other Community Action Agencies that assist in program development.

To assist with providing a well-developed, high quality program, the LENOWISCO RSVP signs a Memorandum of Understanding with each volunteer work site which lays out the framework for meaningful opportunities for senior volunteers to utilize their experience, abilities and skills to improve their communities.

The LENOWISCO RSVP continually seek to execute the mission of improving lives, strengthening communities and fostering civic engagement through service and volunteering.

Q9. Demonstrates a plan and infrastructure to ensure RSVP volunteers receive training needed to be highly effective means to addressing identified community need(s) in both the Primary Focus Area and in Other Focus Areas or Capacity Building.

The LENOWISCO RSVP will ensure volunteers receive training needed to be highly effective in addressing community needs in both the Primary Focus Area of Healthy Futures and in the other Focus Areas including Economic Opportunity and Capacity Building.

Healthy Futures - Volunteers will be trained on-site at each station on proper food handling, meal preparation and safe cooking temperatures. Also, proper techniques will be taught on how to properly clean, separate, cook and chill foods. Safety trainings will be held every two months or as needed, such as a food recalls or public health alerts. Training will be conducted by the station manager. Training materials will be provided to each volunteer from the Food and Drug Administration, the LENOWISCO Health Department, the local Extension office and other valuable resources such as the United States Department of Agriculture. Volunteers will also be given fact sheets keeping the at-risk populations in mind, such as older adults, and people with weakened immune systems caused by

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cancer treatment, and diabetes, since they are at greatest risk for food borne illness. It is recognized as very important for the volunteer to understand how food borne illnesses affect older adults, because once ill, it can take them longer to recover. Practicing the safeguards necessary to avoid foodborne illness is the best way for seniors to stay healthy. Studies have shown as people age, their bodies are less able to combat bacteria. For example, there is a decrease in stomach acid secretion, which is a natural defense against ingested bacteria. And over time, the immune system may become less adept in ridding the body of bacteria.

When making welfare calls to shut-ins, volunteers will be trained on proper phone skills and etiquette. They will also be trained on how to fill out the paperwork in order to measure out comes properly. Volunteers will be trained before they being making calls and periodically afterwards to make sure they are still acting in a professional manner and enjoying their volunteer experience. The volunteer will be reminded that they may need to let the phone ring long enough to allow time for the person to reach the phone. Proper telephone etiquette is very important in that the volunteers are representing the program in a professional manner. The LENOWISCO RSVP wants to insure that every volunteer leaves thereceiver of the call with a favorable impression of RSVP in general. The volunteer will receive training before making calls with a few key things to remember when it comes to phone etiquette such as using phrases like "thank you" and "please" which are essential in displaying a professional atmosphere and listening attentively and without interrupting. The volunteer will also be trained on how to fill out forms if the caller requests a need for a specific item, such as food. This information will then be passed on to volunteers who will make sure the client needs are met. The volunteer will also be trained on how to refer the client to local government agencies, health programs, assistance programs, etc.

Some volunteers will be serving clients by performing housecleaning duties. These volunteers will be working with particular cleaning supplies and tools. In an effort to keep all volunteers safe, Material Safety Data Sheets (MSDS) will be provided to the volunteer depending upon which cleaning supplies are being used at each home. Making sure the volunteer is safe is a top priority. Refresher trainings will be held every three months. Also, the LENOWISCO RSVP desires to offer a high quality of service to all clients with disabilities. It is understood that the volunteer needs to have a basic level of comfort and understanding about how to effectively communicate with people with various disabilities. All volunteers who are working with people with a disability will receive four hours of

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training through the Junction Center for Independent Living. Studies have shown that nearly one out of every five Americans has some type of disability. That is more than 54 million people or 20% nationwide. Some disabilities are visible and readily apparent. People with mobility impairments often use wheel chairs, walkers, crutches, or other assistive devices. People who are blind or visually impaired sometimes use service animals or canes, but many other disabling conditions are invisible, such as deafness, hard of hearing, mental illness, autism, and heart or respiratory conditions. The LENOWISCO RSVP will insure every volunteer is comfortable with working for a person with a disability.

Economic Opportunity - Volunteers will be trained by two AppCAA, Inc. staff employees who are Certified Housing Counselors in order to assist clients with basic financial literacy skills such as budget counseling, money management skills and credit issues. These skills will be taught to volunteers so they may educate others on the importance of budgeting. The volunteer counselor and client will work together to assess the clients current financial situation, develop a realistic spending plan, establish achievable financial goals, and create a personal action plan for success.

Though the Virginia CASH Campaign's Earned Income Tax Credit Initiative, AppCAA, Inc.'s Income Tax Preparation Site Coordinator will train volunteers by using the online training course, Link and Learn. This course is offered through the Internal Revenue Service. Link and Learn is a web-based program providing certification courses for volunteers. This training prepares Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) volunteers to provide quality income tax return preparation services in their local communities. This interactive course teaches people how to accurately prepare income tax returns for individuals. Volunteers can obtain certification at their own pace. Volunteers will receive special training booklets before starting the course. Each volunteer will be required to take an Ethics test and also a Basic Income Tax Return Course which covers the completion of wage earner type returns. Social security income and penalty on early withdrawal of savings is also included in the Basic Course. The volunteer can complete other advanced tests if they choose but it will not be required.

Other Community Priorities - Advisory council members will work closely with the Sheriff and staff from the Virginia Attorney General's office to implement an annual Senior Safety Fair. Current scams and frauds will be brought to the council's attention so they may relay that information back to

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others in their community. Volunteers will attend senior meetings and talk to the groups about scams they should be aware of and how to spot unusual activity. Older Americans are less likely to report a fraud because they don't know who to report it to, are too ashamed at having been scammed, or don't know they have been scammed. Elderly victims are more likely not to report crimes, for example, because they are concerned that relatives may think they no longer have the mental capacity to take care of their own financial affairs. By attending senior citizen meetings and other civic group meetings, our advisory council members can become the friend that someone in their community may need in order to open up about a crime. The Advisory Council will also inform the seniors in their community about the Senior Safety Fair.

Capacity Building - An RSVP volunteer housing program called "Heavenly Hammers" will be implemented. Unskilled RSVP Volunteers will be trained by knowledgeable and experienced RSVP volunteers on basic home repairs so they can help make necessary improvements to client's homes. When clients call AppCAA with basic housing repair needs they will be asked if they would like to be placed on the volunteer program waiting list. The volunteer housing program, "Heavenly Hammers" will teach non-skilled senior volunteers the basics needed to complete home repairs. Volunteer training includes both classroom and job-site activities. Through different levels of jobs, unskilled volunteers will learn the basics of home repair and how to use different hand tools. The program starts with an introduction to focusing on hand and power tools, performing basic carpentry, plumbing, painting, and caulking windows and doors, to the importance of building materials, specifications, and codes. As the volunteer progresses they will get actively involved in learning how to repair floors; installing windows, doors, drywall; and basic electrical skills.

Q10. Describes the demographics of the community served and plans to recruit a volunteer pool reflective of the community served.

The LENOWISCO RSVP promotes that all seniors have talents, abilities, and wisdom to share and to work together for a common goal of helping improve community organizations and/or individuals in their communities. The LENOWISCO RSVP Director promotes that message through various community meetings and guest speaking engagements at places such as civic clubs, interagency meetings, and other organizations to ensure volunteer opportunities are made available to seniors in the LENOWISCO area.

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According to the 2010 US Census, the population in the LENOWISCO area (Lee County, City of Norton, Wise County and Scott County) is 93,241. Of this population, 94.75 percent are white, 3.76 percent are Black/African American, .25 percent are American Indian/Alaska Native and .34 percent are Asian. Although the current statistics of the volunteers enrolled in the LENOWISCO RSVP are 100 percent white, volunteers are recruited regardless of race.

According to the Disability Data for Virginia from the 2009 American Community Survey (US Census), 12.5 percent of Virginia's population, ages 5+; has a disability, with the largest percentage being a mobility disability. With an ever increasing elderly population in the LENOWISCO region, it is anticipated that the mobility disability rate will continue to climb, making the RSVP program more important as a tool to keep seniors active. The National Institute for Health reports that moderate exercise and physical activity can improve the health of people who have diseases that accompany aging. The LENOWISCO RSVP Director will promote facts such as this in an effort to recruit the senior disabled population for volunteer assignments. In addition, the LENOWISCO RSVP Director will seek out volunteer assignments which could be tailored for a disabled senior.

Volunteers are recruited for the LENOWISCO RSVP through advertising that volunteer opportunities are open to all seniors 55 and over without regard to race, color, religion, sex, national origin, or disability.

In addition to recruiting diverse races, ethnicities and those with disabilities, the LENOWISCO RSVP will solicit volunteers from the veteran community to help with service provided in their communities and other volunteer opportunities within their interest.

All seniors, age 55+, will be targeted for volunteer opportunities in an effort to utilize the talents, abilities, and wisdom of this population to share and to work together for a common goal of helping improve community organizations and/or individuals in their communities.

Q11. Demonstrates a plan and infrastructure to retain and recognize RSVP volunteers.

The LENOWISCO RSVP recognizes that proactive retention practices are critical in maintaining a

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corps of active volunteers. To assist in accomplishing this, both the volunteer and the work station will complete an annual survey conducted by AppCAA, Inc. to assure satisfaction among the volunteers and the work site supervisors and to assess any areas where improvements could be made to enhance the value of the program in the community.

The LENOWISCO RSVP Director will work to provide the assessment information to the RSVP Advisory Council for assistance in strengthening the program. Program staff will make regular visits to the work sites to ensure work site supervisors of the importance of their participation in the program.

The LENOWISCO RSVP also understands that on-going recognition is important in creating an environment where volunteers feel valued. The RSVP Director will provide volunteers and work sites with regular feedback about their value to the program. Annually a formal recognition luncheon is provided for volunteers and volunteer work site supervisors to recognize their accomplishments in the community. At the luncheon, a special "Volunteer of the Year" award is presented. Current RSVP volunteers nominate their peers for this award. Special nominating forms are mailed to all active RSVP volunteers so we can assure that they receive the form. Once all nominations are received employees of AppCAA, Inc. look over the nominations and choose the winner of the award.

Program Management

Q12. Plans and infrastructure to ensure management of volunteer stations in compliance with RSVP regulations (such as preventing or identifying prohibited activities).

Since 1965, AppCAA, Inc. has been the designated Community Action Agency for the Lee, Scott and Wise Counties and the City of Norton in Southwest Virginia. Beginning with the early programs, identification and delivery of services to the senior population and non-profit organizations have been a priority.

The Agency's long history of operating multiple programs has required sufficient capacity to assure adequate facilities, equipment, supplies, management support, policies and procedures and clearly defined roles of staff and administrators.

AppCAA, Inc. has maintained a centralized accounting system, Grants Management System (GMS) for 20+ years. For over 45 years, AppCAA, Inc. has successfully managed a variety of programs

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targeting the low-income including services for the elderly and strengthening the community through volunteer service. Many of the programs AppCAA, Inc. offers are operated through an Impact-Based Programming Strategy. AppCAA, Inc. focuses on community needs, accomplishments, and impact in planning and development of volunteer placements. This system measures responsiveness to community needs and thereby raises the importance and visibility of older volunteers as valuable resources that justify investment from the public and private sectors.

All programs of AppCAA, Inc. are required to report performance measures annually. Being a Community Action Agency requires engagement of National Performance Indicators to the National Association for State Community Services Programs.

RSVP volunteer data is entered in a computerized system to track volunteer activity. The system provides reports by county, by station, and by volunteer activity. Reports are generated each month for station supervisors to collect volunteer time donated.

RSVP staff enters the volunteer time in the computer system and also in log books for backup. Reports are generated quarterly detailing the work and outcomes accomplished by the volunteers for the Agency Board and for supporters of RSVP.

As a part of the screening process for volunteers a criminal background check will be conducted on each volunteer who work with elderly in their homes to insure stations do not have individual volunteers who have a past record which would pose problems.

Q13. Plans and infrastructure to develop and/or oversee volunteer stations to ensure that volunteers are performing their assigned service activities.

The RSVP Director will be tasked with developing and overseeing volunteer stations. Communication with the stations will be critical in ensuring that volunteers are performing their assigned service activities while also assessing motivation and commitment to their stations. The RSVP Director will meet with the stations periodically, have regular correspondence through email and social media and determination of the 'right fit' will be continually assessed. During this assessment, the RSVP Director will assess whether paid staff at the station and the volunteers are working well together through interviews. The success of the RSVP program hinges in large part to volunteers being placed in the

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'right fit' service activities. Proper screening of a volunteer's talents and abilities and how they might 'fit' with the volunteer stations needs will occur. To assist with this, new volunteers are asked several questions on the RSVP application to find out what current knowledge, skills and abilities they possess in an effort to provide the station with the best fit for them. During an initial interview, conducted by the RSVP Director, volunteers will be asked what new skills they desire to learn and what current skills they have to build upon. The RSVP Director will make every effort to ensure that the volunteer is matched to the station that best fits their skills and provide a good engagement for them to work and make a difference in their community.

The RSVP staff provides a Policy and Procedures manual to each work site that outlines the rules and regulations of the Retired Senior Volunteer Program and details the guidelines governing volunteer placements and activities. Volunteers are not allowed to participate in electoral activities, displacement of employed workers, compensation from beneficiaries, or religious instruction.

Q14. Plans and infrastructure to meet changing community needs to include minimizing disruption to current volunteers as applicable and/or graduating* stations as necessary. (*Please see Appendix C for more information on graduating volunteer stations.)

When receiving a request for volunteers from a station that is not in the Primary Focus Area of Healthy Futures, Economic Opportunity or Capacity Building, the RSVP Project Director will first determine if the station meets all the regulations of RSVP compliance. Upon determining the station's compliance, a MOU will be executed and volunteer recruitment will then begin. Stations that already exist outside the Primary Focus Area in the LENOWISCO RSVP include Midway Thrift Store, Norton Community Hospital and Scott County Tourism, just to name a few.

Q15. Demonstrates an organizational track record in managing volunteers in the Primary Focus Area, to include if applicable, measuring performance in the Primary Focus Area.

Over the years, AppCAA, Inc. has worked with a variety of program areas in which volunteers were critical to meeting needs including the RSVP program since 2011 and Safety Fairs which mobilize volunteers to meet elderly needs. Another volunteer management through AppCAA, Inc. was

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accomplished through a Volunteer Housing program. The current RSVP Director has experience in working with many volunteers to ensure they are matched to the right job relevant to their skill level, has a safe working environment and an overall enjoyable experience while meeting local needs.

The RSVP Director has also worked with area volunteers through several festivals in the local service area which draw thousands of visitors to the area.

AppCAA, Inc. continually recognizes the importance of volunteers in working with the programs offered by the agency. Continual planning and logistics skills required to assess the need and capacity for volunteers continue to be used. The agency has various volunteer program materials such as policies and procedures, volunteer applications and orientation handbooks. In addition, the agency, primarily the RSVP Director, has a strong working knowledge of database management.

Q16. Demonstrates a plan and infrastructure to ensure the project is in compliance with the RSVP federal regulations to include establishing an RSVP Advisory Council, ensuring RSVP volunteers are placed in stations that have signed the required MOU, and ensuring all volunteers are eligible to serve in RSVP.

AppCAA, Inc. has a plan and infrastructure to ensure the project is in compliance with federal regulations. An RSVP Advisory Council has been established by the LENOWISCO RSVP Director. The Council is tasked with seeking improvements for the program, assisting in recruiting volunteers and their training, recruiting of volunteer stations and helping to plan volunteer recognition activities. The Council is comprised of local leaders including ministers, 911 dispatchers, the Scott County Sheriff, the Life Saving Crew, representatives appointed by the local county Board of Supervisors, the American Red Cross, the LENOWISCO Health Department, the Area Agency on Aging and current RSVP volunteers and station supervisors. Current efforts are underway to recruit more community representatives to sit on the advisory board from unrepresented districts in the service area. The AppCAA, Inc. Board of Directors has a positive influence on the program. RSVP regularly uses input from the board of directors, such as the agency wide needs assessment to raise awareness of the needs of the community.

Since the Virginia Attorney General's office stopped awarding grants for annual Senior Safety Fairs

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and other senior events due to budget cuts in 2010, the RSVP Advisory Board has raised over \$4,500 in monetary and in-kind donations from area businesses. This money was used to sponsor the Senior Safety Fair which reaches over 125 seniors annually. The Advisory Board stays engaged to understand community needs. Examples of this included their attending senior meetings to promote the fair and make others aware of scams and frauds in the local area. The Advisory Board has also worked with some of our current RSVP volunteers to secure donations of over 6,000 pounds of non-perishable food for two of our local food pantries during food drives commemorating 9/11. With the rising cost of food making it harder for families to make ends meet, these non-perishable food donations are essential in helping to keep the food pantry doors open. The advisory council recognizes the need for food donations to the food pantries as their numbers continue to increase. The Advisory Council has reported detailing the programmatic requirements such as ensuring RSVP volunteers are placed in stations that have signed the required MOU, and ensuring all volunteers are eligible to serve in RSVP.

Organizational Capability

Q17. Plans and infrastructure to provide sound programmatic and fiscal oversight (both financial and in-kind) and day-to-day operational support to ensure compliance with RSVP requirements (statutes, regulations, and applicable OMB circulars) and to ensure accountability and efficient and effective use of available resources.

AppCAA, Inc. is committed to providing sound programmatic and fiscal oversight and day-to-day operational support to ensure compliance with RSVP requirements and to ensure accountability and efficient and effective use of available resources. To this end, AppCAA, Inc. uses Grant Management System (GMS) software to track all agency funding and allocate it appropriately toward given programs. The agency manages funds from federal, state, local and private sources which have requirements specific to each source.

The agency has established various board approved policies and procedures for staff and directors. These include personnel policies and procedures, financial procedures, travel request forms, and procurement processes. All out of town travel must be requested on a detailed and documented travel claim form, checked for accuracy and approved by the Executive Director. These procedures help insure that funds are being appropriately spent. In-Kind donations are documented on a special form and kept in the finance department with a copy of the original form given to the appropriate program

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director for their records. The agency is also audited on an annual basis.

The AppCAA, Inc. Board of Directors is tasked with oversight of the agency and insuring that quality services are provided to the community customers and those services are effective and provided in an efficient manner. Monthly board financial reviews include:

- * Timeliness of reporting to funders
- * Budget to actual expenditures comparison
- * Monthly expenditure reports
- * Performance measures/outcomes

Day to day operations is tasked to the AppCAA, Inc. Executive Director who insures that each program has the adequate resources necessary for successful program execution.

Q18. Demonstrates clearly defined paid staff positions, including identification of current staff assigned to the project and how these positions will ensure the accomplishment of program objectives.

The LENOWISCO RSVP is staffed by an RSVP Director who currently has 19-years' experience in community action and program management/supervision/evaluation. Her experience extends to working with many community and faith-based organizations to meet community needs. Possessing an understanding of the area demographics and needs are crucial and the current Director has displayed this. The current Interim Director/Finance Director has 20-years' experience in Accounting/Finance and has tremendous experience in grants management. The AppCAA, Inc. Program Developer works with individual program directors on securing additional funding and program development. A part-time (24 hours) administrative assistant is assigned to assist and help the LENOWISCO RSVP Director with various administrative duties required in the program.

Q19. Demonstrates organizational capacity to: Develop and implement internal policies and operating procedures to provide governance and manage risk, such as accounting, personnel management, and purchasing. Manage capital assets such as facilities, equipment, and supplies.

AppCAA, Inc. has been serving the communities of Lee, Scott and Wise Counties and the City of

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Norton since 1965. Beginning with the early programs, identification and delivery of services to the senior population and non-profit organizations have been a priority.

The Agency's long history of operating multiple programs has required sufficient capacity to assure adequate facilities, equipment, supplies, management support, policies and procedures and clearly defined roles of staff and administrators.

AppCAA, Inc. has maintained a centralized accounting system for 20+ years. All programs of AppCAA, Inc. are required to report National Performance Measures annually encompassing National Performance Indicators to the National Association for State Community Services Programs.

AppCAA, Inc.'s purchasing procedures are approved by the Board of Directors and are designed to govern the purchase of supplies, equipment, contractual services and other items while conforming to restrictions made by federal and state grants.

AppCAA, Inc.'s Employee Handbook is given to each new employee of the Agency and reviewed during orientation. The manual covers each employee's supervision and limitations, productive work environment, hours of work, termination of employment, payroll procedures, travel guidelines, employee benefits, employee safety, solicitation, attendance guidelines, conflicts of interest, customer relations, confidentiality, and grievance procedures. An annual training is required for all employees concerning laws on HIPPA, Title VI, and other employment laws.

AppCAA, Inc. has a tripartite Board of Directors comprised of local elected officials, representatives for the low-income population and private sector representatives. The Board has representatives of the low-income from all three counties and one city of the service area. The AppCAA, Inc. Board meets monthly and reviews each program of the Agency including the RSVP program. The RSVP Project Director prepares a progress report each quarter for the board meeting. All comments, questions and suggestions from the board members are welcomed by the project director to strengthen and enhance the RSVP program.

Q20. Demonstrates organizational infrastructure in the areas of robust financial management capacity and systems and past experience managing federal grant funds.

Narratives

In today's world of non-profits, organizations that build robust infrastructure--which includes sturdy information technology systems, financial systems, skills training, fundraising processes, and other essential overhead are more likely to succeed. AppCAA, Inc. recognizes this fact and continually reviews processes, systems and capacity and regularly reviews these with the Board of Directors.

Since 1965, AppCAA, Inc. has managed major federal grants. Examples of these include Community Services Block Grant, Department of Energy Weatherization Funds and Low Income Heating Energy Assistance Programs as well as others. A major area that AppCAA, Inc. is proficient with Corporation for National and Community Service reporting requirements, e-Grants System, budgetary guidelines, and Payment Management System (PMS) draw-down procedures. AppCAA, Inc. has submitted all Senior Corps requested reports in a timely manner.

Other

N/A

PNS Amendment (if applicable)

N/A