

Narratives

Executive Summary

An estimated 214 RSVP volunteers will serve Camden County, New Jersey through Community Planning and Advocacy Council's (CPAC) Camden County Senior Corps/RSVP program. Some of the activities in the Primary Focus Area of Healthy Futures include: 12 volunteers providing health education to 120 individuals through the Chronic Disease Self-Management Program; 2 volunteers assisting 400 residents with Medicare information through the County's Division of Senior and Disabled Services; 58 volunteers distributing food monthly to more than 400 individuals through the New Mickle Baptist Church Community Center, Senior Citizens United Community Service, Inc. and Meals on Wheels; and 59 volunteers providing social supports to homebound, or older adults, and individuals with disabilities affecting 2,548 individuals per year. Also, 20 RSVP volunteers will assist veterans and disadvantaged individuals with Adult Basic Education, GED and job training in the Primary Focus Area of Economic Opportunity affecting approximately 100 individuals; and 63 volunteers serving in the Primary Focus Area of Capacity Building effecting approximately 50 organizations, serving thousands of individuals.

At the end of year 3, our program expects to have 65 volunteers reaching up to 1,000 homebound, or older adults and individuals with disabilities providing social supports, 12 volunteers providing health education for up to 240 individuals, and 65 volunteers delivering meals in the Primary Focus are of Healthy Futures (10% outcomes measurement). Also, 25 volunteers assisting veterans and disadvantaged individuals in Economic Opportunity and 65 volunteers serving in Capacity Building.

The CNCS federal investment of \$76,534, for opportunity NJ-03 will be supplemented by \$59,359 in local, State, in-kind donations, and other funding.

Strengthening Communities

Describe the community and demonstrate that the community need(s) identified in the Primary Focus Area exists in the geographic service area.

Camden County, located in southwestern New Jersey, is the eleventh most populous of the State's 21 counties, with a total area of 228 square miles. Residents of this County are spread throughout 51 diverse cities, towns, boroughs and villages. The New Jersey Department of Health and Senior Services indicates in its report, the New Jersey Department of Health and Senior Services, Blueprint

Narratives

for Healthy Aging in New Jersey, that New Jersey ranks 9th in the nation in the number of seniors over the age of 65, thereby providing a large pool of volunteers for Senior Corps/RSVP. The State is also the country's third most ethnically diverse; one in five New Jersey residents is African American, Latino or Asian.

According to 2012 U.S. Census Bureau data, Camden County's population is 513,539 with 69,328 of its residents being 65 years of age and older. The median household income for Camden County residents is \$61,824 and 60,597 of residents live below the poverty level. Additionally, 59.8% of County residents being White non-Hispanic; 20.9% African American, and 14.7% Hispanic or Latino origin, with 19% of the County's population speaking a language other than English at home. The County statistics also shows that more than 23% of residents have someone 65 and over living in the household and more than 26% of County residents live alone. Camden County statistics also shows that there are 9.1% of residents with a graduate or professional degree, 19% with a bachelor's degree, 7% with an associates, 16.5% that indicated some college, 33.2% with high school diploma/GED, 11% with less than or equal to a 12 grade level of education and 4.2% that has greater than 9th grade education. These statistics are in marked contrast to those of Camden City, New Jersey. Camden City is one of the nation's poorest cities and has significant difficulty rising from its poverty and crime status. Camden City has 77,250 residents living in its dense populous with 7.6% of its population being 65 years of age and older. The median household income for Camden City residents is \$26,347, significantly below the County average, with 38.4% of city residents living below the national poverty level. Camden City, 48.1% of the population is African American, 47% Hispanic, and 41.1% speaks a language other than English at home. Camden City has 15% of its residents that have a graduate or professional degree, 6.4% with a bachelor's, 5.3% with and associates, 10.3% reported some college education 33.3% have a high school diploma/GED, 27% reported having less than or equal to 12 grade education, and 16.1% having less than a 9th grade education. Also, something that is significant and important to mention, Camden City is ranked yet again "The Most Dangerous City In America" according to the CQ Press January 2013 article looking at 2012 crime ratings, which looked at murder, rape, robbery, aggravated assault, burglary and motor vehicle theft. In 2008 Camden was ranked 2nd most dangerous city, 1st in 2009, 2nd in 2010, 3rd in 2011 and 2nd again in 2012.

Furthermore, Camden County has some major health concerns that affect residents of the County. Many of these concerns revolve around barriers limiting access to care. These health concerns impact

Narratives

the life span and overall quality of life of each resident. The top ten health concerns and causes of death are: obesity (34%), Heart disease (25.5%), Cancer (23.9%), Stroke (5.8%), chronic lower respiratory disease (4.7%), Diabetes (3.5%), Accidents/unintentional injuries (3.2%), Influenza, /Pneumonia (2.8%), Alzheimer's disease (2.6%), Kidney disease, Septicemia (blood poisoning/infection) (2.5%). To address these vital health concerns, Camden County Department of Health coordinated a collaboration with the National Association of County and City Health Officials and the Center for Disease Control (CDC) and Prevention, local public health agencies, academic providers, libraries, faith-based organizations, fraternal organizations, schools, and social service agencies to develop the Mobilizing for Action Through Planning and Partnership (MAPP) assessment. Those involved in the MAPP process collaborate in completing 4 assessments that provide vital health information of County residents to identify the health needs. The four assessments are : the Forces of Change, which identifies factors, events and trends that assist in causing change in the quality of life of residents; the Center for Disease Control Local Public Health System Assessment Survey that evaluates public health services; Community Perspectives Assessment that asks for residents input on health care and quality of life; and the Community Health Status Assessment, this assessment compiles health and quality of life data and shares outcomes in a report.

Access to public health services is one of the major concerns of County residents and health officials. County statistics indicate that more than 10% of County residents are without health care coverage. CPAC, through the Camden County Senior Corps/RSVP program addresses this concern by offering trained and certified RSVP volunteers to serve as State Health Insurance Plan (SHIP) counselors providing information about Medicare and its benefits to Medicare eligible participants. Counseling also includes offering information about additional health care coverage that is available through the County's Social Service office and other County and State resources. Also, the program is becoming an active participant in the Affordable Care Act Navigator Program. RSVP volunteers are expected to be trained and certified to provide counseling to County individuals that qualify for the federal health care insurance provided to the uninsured and under-insured in the County.

The MAPP process instituted 6 strategic implementation phases to address the health priorities and improve community health and quality of life, these phases are: Organizing for Success/Partnership Development; Visioning; Completion of the 4 MAPP Assessments; Identification of Strategic Issues; Formulation of Goals and Strategies to address these issues; and development and implementation of

Narratives

a written community health plan (MAPP Coalition Community Health Improvement Plan 2007). Completion of the 4 MAPP assessments, which can be done concurrently, gives a thorough and comprehensive view of County conditions. The Forces of Change Assessment identifies factors, events and trends that cause changes in health care and quality throughout Camden County at large. The assessment looked at categories such as, economic, environmental, health, legal/political, scientific, technological and social factors, events and trends. The Local Public Health System Assessment goal is to "identify how organizations and institutions contribute to the delivery of public health services, understand the existing infrastructure and identify potential gaps and challenges. The next assessment is the Community Themes and Strengths/Community Perspectives Assessment and its goal is to obtain residents input around their views on air quality, arts/cultural activities, education, health care and parks. This report identifies the areas that local residents deem a priority. Lastly, the Community Health Status Assessment this report explores data around communicable disease, chronic disease, substance abuse and maternal and child health. CPAC and the Camden County Senior Corps/RSVP program have been active participants in this process. Duly noted, CPAC was one of the first groups that sign on to participate on the MAPP committee. Camden County Senior Corps/RSVP is also actively involved in the health analysis in the County and has been very active in the Camden County Community Health Outreach Consortium.

CPAC has been very concerned with the County's health issues and made it its resolve to act as help to improve the life expectancy of County residents and for several years has partnered with Cooper Hospital, Virtua Hospital and Our Lady of Lourdes to alleviate health disparities and improve the quality of life of County residents through its Burlington and Camden County Chronic Disease Coalition. CPAC, under the framework of the Covenant for Children, Youth and Families framework, assist by offering Senior Corps/RSVP program volunteers to assist nonprofit organizations, faith-based organizations and public agencies in providing services in the Primary Focus Area of Healthy Futures, mostly to the senior population, many of whom are living independently in their own home.

Additionally, CPAC is very involved in putting an end to homeless and administers through, Housing and Urban Development (HUD) Community Development Block Grant, the State mandated Comprehensive Emergency Assistance System known in Camden County as the Homeless Network Planning Council (HNPC). The goal of the HNPC committee is to strategize how to end homelessness and improve the homeless statistics in the County. The HNPC yearly distributes a Point in Time (PIT)

Narratives

survey throughout Camden County to gain information about the County's homeless populations. Some of the information collected is the age, gender, race, income, whether the homeless adults have children, the number of children that is in the family, whether the individuals have a chronic illness, mental illness, use and/or abuse of substances, and if domestic violence is a factor. Also, the report examines four levels of homelessness, which are: those who are literally homeless, those in imminent risk of being homeless, unaccompanied youth under 25 or families with children and youth who have not had permanent housing during the last sixty days, and those who fled or who are attempting to flee domestic violence situations. The results are compiled by the Corporation for Supportive Housing and displayed in what is called the Point in Time Count of the Homeless report. The last report survey was distributed on Wednesday, January 30, 2013 and the report was released in May 2013. The report found that there were 11,818 homeless men, women and children counted the night of the survey. Even though the surveys collected showed there was 11,818 homeless individuals counted on January 20, 2013, the estimation is that the true total is 25, 612. Essex was ranked number one with having 1,180 homeless individuals and Camden County came in tenth having 417 homeless individuals, just on that cold winter night. Currently, Camden County Senior Corps/RSVP have one RSVP volunteer assisting in the Primary Focus Area of Economic Opportunity at the Way of the Spirit (WOTS) workstation providing assistance to more than 20 individuals a year in the area of Adult Basic Education and Helping Individuals with obtaining a GED. By the end of year three, Camden County Senior Corps/RSVP expects to have ten additional volunteers serving in the Primary Focus Area of Economic Opportunity assisting with housing searches, providing financial literacy and with Adult Basic Education and GED assistance. These volunteer efforts will be through collaboration with Camden County and local nonprofit organizations that participate in the HNPC meetings.

Camden County Senior Corps/RSVP is also becoming very involved in the Primary Focus Area Veterans providing Economic Opportunities services. Our program, through CPAC, is building strong collaborative relationships with the Camden County Human Services Advisory Council the Homeless Network Planning Council committee members, the Volunteers of America, Catholic Charities, the Camden County Department of Health and Human Services, the Camden County Office of Veterans Affairs, local nonprofit organizations, and public agencies, to assist in strategizing how to provide the most effective services to veterans and military families, many of which are in imminent danger of becoming homeless. Our program, by the end of year 3 of the grant, will have a minimum of 10 volunteers assisting up to 100 veterans with economic opportunity activities, such as, assisting with

Narratives

access to job training and skill development services.

Currently, the Camden County Senior Corps/RSVP has 119 RSVP volunteers serving in the Primary Focus Area of Healthy Futures, which is 55% of our volunteer corps. Our program has committed trained and certified volunteers providing health education through the State Health Insurance Program (through the Camden County Division of Senior and Disabled Services and the Chronic Disease Self-Management Program. They are also active participants in the Burlington and Camden County Chronic Disease Coalition, volunteers delivering groceries and nutritious meals to seniors living independently in their own homes, and volunteers providing social supports through the Camden County Senior Day Center and Helping Other People Evolve. All of these activities directly lead to National Performance Measure outputs and outcomes.

Plan and infrastructure to support data collection for outcomes and outputs measured, collected and managed.

The Camden County Senior Corps/RSVP staff also utilizes the Theory of Change in addressing partner's participation in meeting desired outcomes of the program, CNCS's focus areas and CPAC's administrative goals. Each collaborative partner, prior to being chosen, have to fill out a community impact logic model form. The form indicates whether the new sites volunteer goals fit within CNCS 6 focus areas and if they fit, sites are required to provide quarterly and bi-annual aggregated reports for the staff to evaluate outputs and outcomes on a continual basis. Some of the information requested on this form is the community need the volunteer service will provide, the service activities that will be involved, the outputs that will be measured through the service activity, the outcome desired through the service activity and the overall impact the volunteer service activity will have on the Camden County community. Additionally, each collaborative partner (including the County) is asked to provide volunteer timesheets, client participation surveys, programmatic surveys, activity logs and client disclosure to measure programmatic outputs and outcomes. All of these reports are collected and managed by the Program Director, Gwen Tyler.

Describe service to veteran and/or military families as part of service in the Primary Focus Area, Other Focus Areas or Capacity Building.

Narratives

CPAC, the host organization of Camden County Senior Corps/RSVP is actively working with Volunteers of America, Catholic Charities and the Camden County Office of Veterans Affairs to offer more services to veterans and their families. Our program is actively planning to assist in the homeless population evaluation called "Point in Time" to capture data on the County's homeless population that includes veterans and their families. Also, our program is designing collaborative activities with these organizations and others for RSVP volunteers to assist in helping veterans receive job training and other skill development services to make them gainfully employed. Our program expects to have 10 volunteers participating in the Primary Focus Area of Veteran by the end of year three of this grant term.

Camden County Senior Corps/RSVP is also recruiting more veterans into the program's volunteer pool. RSVP volunteers that are veterans are being identified to help with recruitment efforts of gathering more veterans into the RSVP program. This service activity falls under the Primary Focus Area of Capacity Building G3.3.1 "the number of community volunteers recruited by CNCS-supported organizations or National Service Participants.

Recruitment and Development

Plan and infrastructure to create high quality volunteer assignments with opportunities such as sharing their experiences, abilities, and skills to improve their communities and themselves through service in their communities.

Camden County Senior Corps/RSVP values every one of our volunteers. Each volunteer that enrolls onto our team is treated with the utmost respect and gratitude. Volunteers are asked to provide the staff with a resume and to fill out an application that ask for their education level, areas of experience, hobbies, and the area they desire to serve in. This assists the Volunteer Coordinator with finding a fitting and appropriate service activity for each volunteer. Each partnering agency, prior to coming on board with RSVP is educated on the importance of valuing RSVP volunteers skills and expertise and how to recognize and retain volunteers. The Program Director visits every potential site and evaluates the community, the volunteer service activity and the atmosphere in which the volunteer will be serving in. Things that are examined by the Director are: handicap accessibility, who will supervise the volunteer, the overall organizational atmosphere and opportunities for socialization, and plans for volunteer appreciation and recognition.

Narratives

The organizations 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.

Initially, potential volunteers go through an hour long interview that entails getting detailed information about each potential applicant, acquiring information about volunteer interest, explaining the community and clientele of each collaborative partner and acquiring information about each volunteer's abilities and limitations. The next phase is scheduling the potential volunteer workstation(s) to interview the new RSVP volunteer. Then the workstation(s) is required to do a volunteer orientation that covers organizational policies and procedures and volunteer service expectations. Lastly, our staff encourages the volunteer worksites to allow volunteers to go to outside training to gain additional knowledge and expertise in their service area. The RSVP staff will also reach out to volunteers regarding training opportunities when deem suitable. Trainings include, but are not limited to: health and nutritional seminars, informational meetings that provide services available to County residents, how to deal with clients who suffer from mental illness, and social supports for senior living independently in their own homes. Workstations are also encouraged to allow volunteers to sit in on their staff meetings and other meetings pertaining to information and education around the Primary Focus Area our volunteers are involved in. Lastly, CPAC also provides training to RSVP volunteers and the community in the area of Capacity Building to assist local nonprofit organizations with obtaining donations, funding and recruitment of volunteers and additional collaborative partners.

The demographics of the community served and plans to recruit a volunteer pool reflective of the community served. This could possibly include: individuals from diverse races ethnicities, sexual orientations, or degrees of English language proficiency; veterans and military family members as RSVP volunteers; RSVP volunteers with disabilities.

According to the 2012 U.S. Census, 59.8% of County residents being White non-Hispanic; 20.9% African American, and 14.7% Hispanic or Latino origin, with 19% of the County's population speaking a language other than English at home. In Camden City 48.1% of the population is African American, 47% Hispanic, and 41.1% speaks a language other than English at home. In light of these statistics, CPAC and the Camden County Senior Corps/RSVP staff utilizes the following recruiting

Narratives

strategies to capture volunteer's representative of the County census: word-of-mouth strategy, the program website, social networking engines, local periodicals, cable television broadcasts, local senior communities and meeting places faith-based organizations, educational institutions, local businesses and major corporations. The staff also attends the annual County Senior Fair, County Women's Health Fair, cultural events, additional community fairs. The staff also sits on the Community Health Outreach Consortium, the Human Service Advisory Council, and the Homeless Network Planning Committee, and the Aging and People with Disabilities Sub-Coalition to capture volunteer opportunities and volunteers of diverse races, ethnicities, sexual orientations, people that speak degrees of English, veterans and military families and people with disabilities.

Additionally, RSVP volunteers and their worksites are strongly encouraged to assist with recruitment efforts. This recruitment strategy has proven to be very effective. Friends and family of RSVP volunteers are also encouraged to attend the Annual Volunteer Recognition Luncheon where they get the opportunity to hear about the wonderful things their loved one is involved in. At the event, they get the opportunity to see how much CPAC and the Camden County Senior Corps/RSVP program values their volunteers and many times they become moved to get involved.

Also, workstation supervisors are strongly encouraged to help with recruitment. They are asked to assist in identifying those individual that may be of 55 years of age and older that may be looking to get more involved in their community through additional volunteer work. This recruitment tool has been very effective in capturing individuals from diverse populations. It has also assisted our program in gaining information about various cultural and ethnic groups within Camden County that the staff was unaware of.

Lastly, Camden County Senior Corps/RSVP utilizes local newspapers, senior community groups, senior communities, the internet, the RSVP website, and social media venues to capture new volunteers. The internet, our program website and social media has proven to be a very effective tool of capturing more of a specialized and skilled volunteer pool. Our program, has recruited 20 new volunteers over the last year that are retired professionals capable of serving in more specialized areas, such as, providing health education, job training and serving on the RSVP Advisory Council.

Plan and infrastructure to retain and recognize RSVP volunteers

Narratives

Camden County Senior Corps/RSVP values all of our volunteers and insists our collaborative partners do so as well. The RSVP staff continually looks for creative ways to retain our volunteer base. One of the ways we approach volunteer retention is by requiring our collaborative partners to recognize RSVP volunteers that are placed at their organization. Each collaborative partner is encouraged to offer a recognition activity or gift at least once a year for all RSVP volunteers. Coordinators at the worksites are encouraged to give out cards, organize a volunteer recognition event, and/or a volunteer recognition gift to say thank you to their service members. These events prove to be vital in volunteer retention and for volunteer recruitment. Therefore, these activities make volunteers feel needed and appreciated. Many times volunteers just want to hear "thank you" for their efforts. This simple strategy has been highly effective in recruiting additional volunteers through word-of-mouth advertisement.

Camden County Senior Corps/RSVP staff works also works towards retention by sending out personalized birthday cards to all our volunteer membership. This is a personalized way of letting the volunteer know that we care. Quarterly newsletters are also sent to all of our volunteers and collaborative partners to spotlight volunteer birthdays, volunteers that went above and beyond the call of serving, and it also spotlights at least one worksite a quarter. The staff also utilizes the Annual Volunteer Recognition Luncheon as a retention and recruitment tool. Volunteers that served within the last six months of the luncheon are invited to attend a catered luncheon at Auletto Caterers in Almonesson, New Jersey. Each volunteer is presented with gifts and certificates as a sign of appreciation for their tireless commitment to service. Volunteers are further honored according to their hours and years of service. Photos are taken by a photographer, posted on RSVP website, and then sent to workstation for everyone to see. Volunteers are also encouraged to bring a guest who pays a small fee to cover their lunch. Guest get a chance to hear about what other volunteers are doing, listen to testimonials, see County and State officials who come and express their thanks and gratitude to the volunteers. One of the RSVP staff makes sure to introduce themselves and invite the guest to join the RSVP family. These activities have proven to be a successful recruitment and retention tool for our program.

Lastly, our program opens up opportunities for volunteers to attend free trainings to become Certified State Health Insurance Program Counselors and Certified Chronic Disease Self-Management Peer

Narratives

Leaders, to name a few. These training opportunities not only address the health needs for Camden County and CNCS Primary Focus Area of Health Futures, but allow the volunteer to gain credentials that they can use somewhere else. It also gives them the feeling of being a part of something big that is impacting the lives and well-being of County residents.

Program Management

Programs plan and infrastructure to ensure management of volunteer stations in compliance with RSVP program regulations, such as preventing or identifying prohibited activities.

Camden County Senior Corps/RSVP adheres to all of the federal regulations instituted by Title 45, Part 2553 for the Retired and Senior Volunteer Program. The first level of infrastructure is the Program Director supervising the workstation adherence to section 2553.62 titled by all volunteers are working their focus area assignment, the volunteers are being supervised by a staff member and have a safe and reasonable accommodating area to work in, staff is keeping record and preparing reports (i.e. timesheets, in-kind reports and impact performance measurement reports) within designated expiration dates, the workstation is complying with all civil rights laws and regulations for RSVP volunteers with disabilities, workstations are providing orientations and in-service training to volunteers, and adhering to the Memorandum of Understanding (MOU) as per signed agreement. The Program Director makes sure that a MOU is signed by the collaborating station stating all regulations set forth by federal regulation Part 2553 for the RSVP program preventing and prohibiting activities, along with addressing the focus areas the collaborative relationship will focus on. NO VOLUNTEERS are placed at a workstation until the MOU agreement is signed by the organization. The workstation is also required to fill out an Impact Statement and a Volunteer Position Description indicating the needs and the activities the organization would like the volunteers to fill prior to a volunteer starting service. The Program Director, upon receiving this document, examines it to make sure the activities are in line with CNCS's Primary Focus Areas.

Plan and infrastructure to develop and oversee volunteer stations to ensure that volunteers are performing their assigned service activities.

The Program Director and the part-time Volunteer Coordinator, in most cases, are communicating with the volunteer and their stations on a monthly basis. Each station is responsible for submitting volunteer timesheets and in-kind reports by the 15th of every month. If these reports are not received

Narratives

in time, the Program Director and/or Volunteer Coordinator contact the workstation to submit the required documents. The volunteer timesheets requests identifying information for each volunteer (i.e. name, address, and workstation name), volunteer activities for the month and the date and time the volunteer served. Each timesheet is signed by the volunteer, their supervisor and the RSVP staff. The timesheet document is one of the ways the staff ensures that the volunteers are performing their assigned activities and that there is a supervisor overseeing such activities. If by chance the timesheet indicates that a volunteer is serving in an area not indicated in the MOU, the Impact Statement and a Volunteer Position Description, they are contacted at once by the Program Director to discuss the change and to see if the workstation activities can be expanded to an additional Primary Focus Area. If this expansion cannot occur, the staff is notified that the volunteer must serve in the activity area agreed upon in the MOU, the Impact Statement and the Volunteer Position Description.

Also, the Program Director requests on a bi-annual basis request performance measurement documents to be filled out by all workstations to gather impact data. The reports distributed to the workstations ask request information involving the Theory of Change, which is: describing the community need the volunteer activity is fulfilling, the intervention that is being provided, the evidence/likelihood that the intervention can achieve its outcome, and the outcome. The Program Director, upon receiving the reporting data, compares the report to the workstation MOU, Impact Statement and Volunteer Position Description to make sure activities line up with the assignment and goals indicated in the paperwork. If there is a discrepancy, the Program Director addresses it immediately with the volunteer manager to ensure integrity of the volunteer assignment. The Program Director offers technical assistance and training to the workstations to those workstations that misusing volunteers, and those that don't understand how to fill out RSVP reports. Those workstations that refuse to comply with programmatic regulations are graduated from the RSVP roster. This means that the RSVP will no longer recruit new volunteers for the workstation and will allow the relationship to end by attrition.

Plan and infrastructure to meet changing community needs to minimize disruption to current volunteers as applicable and/or graduating stations as necessary.

Our program values all of its volunteers and would make every effort not disrupt the service of its volunteers. Volunteer workstations are continually examined by CNCS's strategic goals to make sure

Narratives

that Camden County Senior Corps/RSVP is in compliance with the performance measurement requirements. Those workstations that do not meet the changing needs of the community are examined to see if there are other organization and community needs not identified that may fit in a CNCS's Primary Focus Areas . If so, the workstation is asked to fill out an amended MOU, Impact Statement and Volunteer Position Description. If the Program Director cannot find an organizational need that fits under the CNCS's Primary Focus Areas, she then begins the process of graduating the workstation. The workstation volunteer manager is notified first by letter that the RSVP staff will no longer be able to recruit new volunteers for their workstation because their activities do not fall in line with CNCS's Primary Focus Areas. This letter will also state the workstation will no longer have to report Impact/Theory of Change information to the RSVP staff. The letter will also state that volunteers serving at the station can be provided other opportunities to serve through other RSVP workstations. The workstation volunteers will also receive a letter stating the same information at their home address. Every effort will be made to keep the volunteers part of the RSVP family, so that they will not feel or experience any service disruptions. The RSVP program will also continue to note, in the quarterly newsletter, available service opportunities that can be reviewed by graduating workstation volunteers.

Organizations track record in the Primary Focus Area, to include, if applicable, measuring performance in the Primary Focus Area.

Community Planning and Advocacy Council (CPAC) is the host organization of Camden County Senior Corps/RSVP and have been incorporated as a nonprofit organization since 1958. CPAC's mission is to build strong and compassionate communities in Greater Camden County, to protect and improve the quality of life for vulnerable people, and to promote social, racial and economic justice by "Creating Community Solutions." CPAC serves three vital functions in the Camden County community and they are: planning, advocacy and acting as an intermediary. Planning involves convening community meetings for the County Human Service Advisory Council, County Mental Health Board, County Youth Services Commission, County Children's Inter-Agency Coordinating Council, the County Commission on Child Abuse and Missing Children, the County Homeless Network Planning Council, the County Aging and People with Disabilities Sub-Coalition, the Burlington and Camden County Chronic Disease Coalition, the Youth Volunteer Corps and the Camden County Senior Corps/RSVP program. This is done by CPAC convening community meetings

Narratives

with State, County and Local officials, nonprofit organizations and community leaders, advocating for the rights, liberties and equality of the under-served and vulnerable populations of the County. CPAC also serves as an intermediary for nonprofit organizations providing services such as: grant writing assistance, program evaluation and monitoring, data collection, compiling of data and development of reports. CPAC, over the years, has created tracking documents for its partnering organization that has proven to be valuable in measuring the RSVP program performance in the Primary Focus Areas of Healthy Futures and Capacity Building. Documents created requests the level of service being provided to each organization's clientele, how the clientele was affected after receiving the programmatic service, and if program participants would use the service again and/or refer someone to the program's services. Questionnaire's and surveys like these have been adapted and used to measure RSVP program performance and outcomes.

Hilary Colbert, The Program Directors supervisor has many years of experience in program evaluation and monitoring and continually offers her expertise in creating measurement tools. She also has relationships with all numerous County officials and nonprofit leaders, which has been very helpful in obtaining performance measurement data from RSVP collaborative workstations.

Lastly, CPAC has hosted the RSVP program for almost 40 years offering volunteers in impact activities across the County. The RSVP Program Director has almost seven years of experience supervising the program. Prior to RSVP, she worked at nonprofit organizations providing program evaluation and monitoring services to improve organizational quality assurance.

Plan and infrastructure to ensure the project is in compliance with the RSVP federal regulations to include establishing the RSVP Advisory Council, ensuring RSVP volunteers are placed in stations that signed the required MOU, and ensuring volunteers are eligible to serve in RSVP.

Camden County Senior Corps/RSVP adheres to Federal Title 45 Part 2553 for RSVP. These regulations, as stated above, are upheld and strictly adhered to by CPAC and its RSVP staff. One of the ways this is accomplished is by utilizing the RSVP Advisory Council to oversee programmatic operations. As of 2012, our program reinstated a stand-alone advisory council that consists of 6 RSVP volunteers. These volunteers have been instrumental in the planning of the Annual Volunteer Recognition Luncheon and the procurement of money and donations that were handed out at the luncheon. They are now in the process of evaluating the program for the RSVP grant fiscal year

Narratives

2013-2014. They are reviewing workstations, volunteer assignments and regulatory paperwork to insure all workstations and their volunteers are in compliance with Federal Title 45 Part 2553.

The RSVP Advisory Council is also providing an updated workstation assessment of Camden County Senior Corps/RSVP for 2013-2014. They are also assisting with the making updating of all surveys and satisfaction evaluations to measure performance in the new Primary Focus Areas. Additionally, the Advisory Council responsibility is to conduct annual assessments on CPAC's RSVP program to measure program effectiveness and to make sure that they are adhering to providing at least 25% of volunteers in a Primary Focus Area, no more than 30% in Community Priorities, and the remainder in Other Focus Areas & Capacity Building.

The members of the RSVP Advisory Council come from various backgrounds to include: a retired vice-president of a fortune 500 company, a retired quality assurance manager, a retired physical education teacher, a retired nurse, a retired marketing executive and a financial advisor. These skills have been valuable in assisting in programmatic evaluation/monitoring. Some of the things monitored is: workstations are adherence to Title 45 Part 2553 regulations, volunteer are 55 years of age and older, volunteers agree to serve without compensation, volunteers reside in or nearby the community served by RSVP, volunteer agree to abide by all requirements as set forth in the federal regulations, and volunteers are not restricted on the basis of formal education, experience, race, religion, color, national origin, sex, age, handicap or political affiliation.

Organizational Capability

Organizations plan 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 program requirements statutes, regulations, and applicable OMB circulars: and to ensure accountability and efficient and effective use of available resource.

There are several levels of checks and balances that have been put in place to make sure that all federal statues, regulations and applicable OMB circulars are adhered to. There are a minimum of three levels of financial accountability to ensure efficient and effective measures are used for CNCS's funds including donations and in-kind donations.

Gloria Galletta, CPAC's Comptroller, manages all of CPAC's fiscal operations. Ms. Galletta is responsible for CPAC's draw down system; bank reconciliation; verifying validity of checks coming in

Narratives

to CPAC; and works with Catherine DeCheser (the President and CEO) and Diana Crone (the Deputy CEO) extensively on CPAC's organizational budget and preparation of expenditure reports. Ms. Galletta works with the Sue Tew (the Bookkeeper) and the auditing firm of Ragone, Lactena, Fairchild and Bepple on CPAC's annual audit. Day-to-day financial operations are conducted by Ms. Tew and Ms. Galletta.

The full-time Program Director, Gwen Tyler is responsible keeping track of all donations, purchasing requisitions, payment request and in-kind donation forms. Upon receiving a donation, Mrs. Tyler completes a cash receivable invoice that is signed by Mrs. Tyler and Ms. Tew upon taken possession of the donation. After Mrs. Tyler submits the cash receivable invoice, she hands it into Ms. Tew, who inputs it into CPAC's financial system.

Mrs. Tyler acquires in-kind donation reports on a monthly basis and submits it to Ms. Galletta on a quarterly basis. The workstations complete the in-kind report by the 15th of the month displaying all deliverables received by the volunteer that was not directly purchased with money. Careful attention is made to insure organizations that receiving direct federal funds are not counted as in-kind. Once the reports are received by Mrs. Tyler, she examines, signs and inputs the information into a Microsoft Excel in-kind report and then submits them to Ms. Galletta for financial reporting to CNCS.

Mrs. Tyler is also responsible for the initial submission of payment request. Mrs. Tyler submits a payment requisition for items purchased to Mrs. Colbert for approval, who then forwards the form to Diana Crone, CPAC's Deputy Director. Upon her approval, Ms. Tew orders the item and pays the vendor for the item. The form includes the date of the request, the item requested, the cost center the item falls under, and what activity the item going to be used for. After payment is made, Ms. Galletta processes the requisition for further accounting principles to be applied.

Clearly define staff positions, identification of current staff assigned to the project and how these positions will ensure the accomplishment of program objectives.

The Camden County Senior Corps/RSVP program is supervised by the full-time Program Director, Mrs. Gwen Tyler. Mrs. Tyler is responsible for the program administration and implementation of CNCS federal regulations for the RSVP program. She graduated from Rutgers University School of

Narratives

Social Work Graduate Program in New Brunswick, NJ with a Masters in Administration, Policy and Planning, in May 2005. Her past experience includes serving as Executive Director faith-based community development corporation, Program Coordinator for Burlington County College and served as the President of the Undergraduate Social Work Organization, Program Director of Agape International Theological School, and the President of the NJ State Association of Senior Corps/RSVP Directors. Her skills and expertise assist CPAC in the acquirement of proper workstations that fall under the Primary Focus Areas, ensuring all workstations comply with RSVP federal regulations, the recruitment of program appropriate volunteers and the ability to implement the Theory of Change and with all CNCS's performance measures.

Mrs. Hilary Colbert, the full-time Director of Grants Management, has a MPA from Rutgers University, Camden and is the direct supervisor of Mrs. Tyler. Mrs. Colbert has worked for CPAC for several years in various capacities to include coordination of the Health Visions, Inc. subsidiary. Mrs. Colbert currently coordinates many community meetings with hundreds of nonprofits in Camden County, writes and manages several of CPAC grants, provides program evaluation and the monitoring to collaborative partners and supervises the RSVP staff. Mrs. Colbert skills and expertise has been valuable in monitoring of RSVP and its workstations, the writing of programmatic grants, and outreach and relationship coordination with several of CPAC's partners. Lastly, Mrs. Colbert's experience with working in Health Vision's, Inc. assists the program in providing effective and productive volunteer activities in the area of Healthy Futures and Capacity Building. She is also assisting the RSVP staff with gaining access to local nonprofits to fulfill outcomes in Primary Focus Area of Veterans and Economic Opportunity.

Mrs. Tyler is assisted by the RSVP Volunteer Coordinator, Treina Fletcher on a part-time basis. Her responsibility is to recruit and coordinate all aspects of volunteer placements that are established by the Program Director. Mrs. Fletcher came to CPAC with several years' of extensive experience in office management, event planning, volunteer recruitment, coordination, retention, and management. She also has several years of experience working with various nonprofit boards. She is a senior at Ashford University pursuing a Bachelors of Arts in Health and Human Services and actively coordinating the Chronic Disease Self-Management Program on a part-time basis. She is also an active volunteer for the State Health Insurance Program (SHIP). Her expertise assists Mrs. Tyler with maintaining volunteer and workstation compliance with CNCS's Primary Focus Areas, recruiting appropriate volunteers, especially in the area of Healthy Futures. She is also skilled in retaining our

Narratives

volunteer base.

Additionally, Susan Tew, CPAC's full-time Bookkeeper, assists Gloria Galletta with all fiscal operations for CPAC and RSVP. Ms. Tew graduated from Pope Paul VI High School. She has over twenty years' experience in bookkeeping, ten in the for-profit and ten in nonprofit sectors. Ms. Tew spent ten years overseeing fiscal operations at both Young Christian Women's Association (YWCA) and has been with CPAC for six. Her responsibilities at CPAC consists of payroll, accounts receivable, accounts payable, and human resource operations. Her expertise assists Mrs. Tyler with the fiscal management and integrity of the RSVP funds, making sure that all federal regulations and OMB Circular responsibilities are followed and adhered to.

Gloria Galletta, CPAC's contracted Comptroller, manages all of CPAC's and RSVP's fiscal operations and is responsible for the financial reporting to CNCS, the State of New Jersey and Camden County officials. Ms. Galletta is responsible for CPAC's draw down system; bank reconciliation; verifying validity of checks coming in to CPAC; and works with Catherine DeCheser (the President and CEO) and Diana Crone (the Deputy CEO) extensively on CPAC's organizational budget and preparation of expenditure reports. Ms. Galletta works with the Ms. Tew and the auditing firm of Ragone, Lactena, Fairchild and Beppele on CPAC's annual budget.

Organizational capacity to develop and implement internal policies and operating procedures to provide governance and manage risk, such as accounting, personnel management, and purchasing.

The following is CPAC's capacity to implement organizational policies, procedures, governance and managing of risk of accounting, purchasing and personnel management. Mrs. Tyler fills out and submits all requisitions, invoices, timesheets, time off requests and other financial and programmatic reporting to Ms. Colbert for approval. Ms. Colbert carefully examines all documents prior to approval. Personnel forms are also carefully examined and matched up with a personnel roster she created to monitor employee schedules, and time off requests. Ms. Colbert then forwards all documents up to the Deputy Director, Ms. Crone for examination and approval. Then Ms. Crone forwards all documentation to Ms. Tew for processing. Ms. Tew, in the area of personnel management inputs all employee documents and enters it into the Paychex system for processing. This systems manages CPAC's human resource policies and procedures and tracking of each employee's time.

Narratives

Also, Ms. Tew manages all financial operations through the New Views accounting software that tracks all of CPAC's accounts payable and accounts receivable accounts. Ms. Tew's activities are supervised by Ms. Galletta, CPAC's Comptroller, who is supervised by Ms. Crone (the Deputy Director) and Catherine DeCheser (the President and Chief Executive Officer).w receives all bills and submits them to Ms. Crone and Ms. DeCheser for approval. Ms. Tew then cuts checks for all approved bills, obtains signatures of Board Officers and Ms. DeCheser.

Management of capital assets such as facilities, equipment and supplies

CPAC has been in existence since 1958 receiving Federal, State, County and Foundation funding for programmatic operations. Our organization uses several checks and balances to ensure all capital assets, such as facilities, equipment and supplies are not compromised. The accounting procedures that are aforementioned ensure fiscal operations are managed effectively at all times. There are designated individuals that have fiscal responsibility for facilities, equipment and supplies, such as Ms. Tew, Ms. Galletta, Ms. Crone, and Ms. DeCheser.

Ms. Crone and Ms. DeCheser hold ultimate responsibility and decision making for all facilities, equipment and supplies procured and discarded. Checks and balances are made on this level as well to ensure all Federal, State, County and Foundational regulations are adhered to in each grant contract.

As for RSVP, Mrs. Tyler, the Program Director keeps track of all facilities, equipment and supplies needed to be acquired or discarded and reports the needs directly to Mrs. Colbert. Ms. Colbert then forwards all documents to Ms. Crone, who then forwards documents to Ms. Tew for tracking of documentation in the accurate cost centers.

Organizational infrastructure in the areas of robust financial management capacity and systems and past experience in managing federal grants.

CPAC has received the federal RSVP grant for almost 40 years. Additionally, CPAC over the years has been responsible for the oversight of programs such as, Senior Aides Program, AmeriCorps Summer of Service, and AmeriCorps*VISTA, all of which were funded by federal dollars.

Narratives

From 2005 until 2009, CPAC managed an AmeriCorps*VISTA project whose grant was \$50,000, which covered the AmeriCorps*VISTA Supervisor's salary and gave up to fifty individuals an opportunity to serve through the AmeriCorps program. CPAC also managed the Senior Aides Program, receiving \$300,000 from 1978-2003 which provided part-time employment for individuals fifty-five and over who had limited financial means. CPAC has also received for several years the Community Development Block Grant (CDBG) funding issued by Housing and Urban Development (HUD) through a collaboration of Camden City. These monies are designated for HUD's Homeless Management Information System (HMIS). CPAC receives \$40,000 towards a full-time employee slot.

CPAC from 2007-2012 was managing \$2.5million dollars for serving as the lead agency of the State's Differential Response program. CPAC was in partnership with the Center For Family Services and the Hispanic Family Center to administer the Differential Response social services to children and their families that were in danger of entering the Division of Youth and Family Services (DYFS) system. Lastly, CPAC receives money from other State, County and Foundational grants. The organization also manages funds, as an intermediary agency, for several nonprofits throughout the County. These organizations do not have the fiscal structure to oversee their own fiscal operations, governance and risk management, as a result, contract CPAC to do so.

Other

Camden County Senior/Corps RSVP excels at volunteer recruitment and volunteer utilization. We make a point to treat every volunteer as an individual and find ways to build on their current strengths and ways we can tap into other areas of talent they never even thought they had. Our Chronic Disease Self-Management Program surpassed all expectations. We have a strong core of dedicated volunteer Peer Leaders who believe were trained because they believe in the workshops and its abilities to change the lives of those living with a chronic illness or their caregivers. We are very in touch with the community and community leaders in search of ways we can all work together to build stronger organizations that thrive by volunteer service. Also we are also very experienced in partnership building with our current work stations. They have been very supportive of our program, their willing to hand reports in as requested and assist us in fulfilling all of Corporation for National & Community Service's primary focus areas. Lastly, and we 40 years of experience in volunteer recruitment, management, and retention which will enable us to more than meet the expectations of this grant.

Narratives

PNS Amendment (if applicable)

N/A