

Narratives

Executive Summary

An estimated 146 RSVP volunteers will serve in Daggett, Duchesne and Uintah Counties. They will provide healthy futures to families and individuals struggling to meet their daily needs, perform outreach in disaster preparedness, build the capacity of local organizations to better serve the community, and fulfill other community priorities. They will do this through a network of 13 stations, including Home Health Agencies, the Food Bank, Senior Centers. Additional sites include Veterans Clinic, Emergency Services office, Hospitals, Historical center, Chamber of Commerce. The primary focus area of this project is Healthy Futures. At the end of the three-year grant, 146 volunteers will have provided ongoing companionship to 25+ homebound individuals extending the time they can remain independent in their own homes, and provided over 500 families (monthly) with healthy, nutritious food, and education on extending their food dollar. The CNCS federal investment of \$39,285 will be supplemented by \$28,073 in in-kind and state support.

Strengthening Communities

Daggett County is home to 1,090 residents. Of those residents, 10.8% are living below the poverty level, which is nearly equal to the Utah total of 11.4%, but less than the National average of 14.3%. Of those in poverty 10% are female head of households. The median age in Daggett County is 47, yet the senior population of 200 individuals (65 and over) is 13.5% higher than the state average at 22.4% and growing. Of those seniors, 3.5% are in poverty.

Daggett County saw only a 2.7% growth in population over the last 3 years, as compared to 3.3% in the State of Utah. This may be due to the fact that the main industry in Daggett County is Tourism. Due to the up and down nature of tourism based on the economy of the rest of the country, residents often find themselves facing joblessness and economic hardship; young people also tend to move out of the area as they look for more diverse and better paying jobs elsewhere. This hurts the community as a whole. Daggett County's median family income of \$57,143 is also significantly less than both the Utah and National figures (\$65,646 and \$64,293 respectively). All told, it is an economically disadvantaged, slow growing, aging community.

Duchesne County is home to 19,244 residents. Of those residents, 9.6% are living below the poverty level, which is slightly lower than the Utah and the National averages. Of those in poverty 43.8% are female head of households, which is much higher than the state average of 26.4%. The median age in Duchesne County is 29.7, yet the senior population of 1,895 individuals (65 and over) is 1.6% higher than the state average at 10.5% and growing. Of those seniors, 5.5% are in poverty.

Narratives

Duchesne County saw only a 3.4% growth in population over the last 3 years, as compared to 3.3% in the State of Utah. This may be due to the fact that the main industry in Duchesne County is oil and gas extraction. Due to the up and down nature of oil and gas extraction, residents often find themselves facing joblessness and economic hardship. The area has seen several "boom and bust" cycles over the past 30-40 years. It is often thought that it is only a matter of time before the next bust hurts the community as a whole. Duchesne County's median family income of \$62,531 is also less than both the Utah and National figures (\$65,646 and \$64,293 respectively). All told, Duchesne County's economy can be volatile because of its reliance on one industry.

Uintah County is home to 34,524 residents. Of those residents, 11% are living below the poverty level, which is slightly lower than the Utah average of 11.4% and the National average of 14.3%. Of those in poverty 35% are female head of households, which is much higher than the state average of 26.4%. The median age in Uintah County is 29.1, yet the senior population of 2,887 individuals (65 and over) is only 0.1% higher than the state average at 9% and growing. Of those seniors, 11.1% are in poverty. Uintah County saw a 5.9% growth in population over the last 3 years, as compared to 3.3% in the State of Utah. This may be due to the fact that the main industry in Uintah County is oil and gas extraction. Due to the up and down nature of oil and gas extraction, residents often find themselves facing joblessness and economic hardship. The area has seen several "boom and bust" cycles over the past 30-40 years. Much like Duchesne County, it is often thought that it is only a matter of time before the next bust hurts the community as a whole. Uintah County's median family income of \$68,027 is slightly higher than both the Utah and National figures (\$65,646 and \$64,293 respectively). All told, Uintah County's economy can be volatile because of its reliance on one industry.

That being said, our struggles are also our strengths; residents and organizations are very good at working together and pooling resources to get things done. Our counties have a strong history of helping each other, and the Uintah Basin Association of Government's (UBAOG) RSVP program plays an integral role in continuing that cooperative effort.

Community awareness of the RSVP program is achieved with the involvement of volunteers through ongoing special events, recognitions, and projects. The advisory committee also conducts surveys throughout the community, which show the areas of need in the community. The RSVP continues to offer the opportunity for citizens to volunteer and enhance the community. Good program design and continual evaluation of area needs will enhance the future of the program.

The RSVP program will continually seek assistance from the community. The Advisory Council

Narratives

assists in surveying, planning and implementing new projects, and finding partners to share program operations and cost. It is important to find partners who desire to use RSVP as a tool to accomplish unified goals. These goals include; humanitarian needs, support for low-income families and at-risk students, assistance to disabled children, community improvement projects, and emergency preparedness. These partners include, but are not limited to AAA, Medicare Fraud, Ombudsmen, Uintah Basin Care Center, Rehabilitation and Home Health, and Northeastern Counseling. These partners all have close contact with the aging and at-risk populations. The existing partnerships with the Area Agency on Aging and Uintah Basin Care Center, have demonstrated how limited resources from different organization can be pooled to provide a vast array of services and volunteer opportunities to the population we all serve. These existing partnerships, and additional partnerships with Northeastern Counseling and Rehabilitation and Home Health, provide volunteers opportunities, for those with healthcare backgrounds, for example. We believe, as these volunteer opportunities expand and publicized, more diverse organizations in need of volunteers will want to partner with the RSVP program. Aging Advisory Council is instrumental in determining needs of the community through surveys and direct contact with citizens. It is a diverse group of people that will represent the entire community and help with projects and fund raising. Seniors enlisted will help define specific problems, concerns and interests, and how best to address these specific issues.

Public awareness is addressed on a regular basis through local Public Service Announcements (PSA's), newspaper ads and articles, postings at community centers, brochures, and mailings, information tables at special events, and by word of mouth. Volunteer recognition and other events have proven effective at boosting morale, and creating newsworthy exposure. RSVP staff frequently addresses civic, veteran, government and faith-based organizations to raise awareness of the programs benefits and to emphasize the cost effectiveness of utilizing senior volunteers.

The area has residents of very diverse backgrounds. All bring valuable ideas to the community. Currently, there is minimal participation by the Native American Community. Increased Native American participation will be one area of focus. We are going to reach out to the Ute Tribe to encourage participation in our projects and events. We will include aspects of their culture in as part of the program. By doing this, we hope to show their involvement is beneficial to everyone in the area. We realize this will be challenging, but look forward to the rewards it can bring to our program.

Volunteers will be asked to go into their communities and participate in special events, fundraising, artistic events, educational activities, and humanitarian events. They will continue to encourage the

Narratives

Native Americans to actively take part in community and encourage them to participate in this program.

Obtaining funding to fuel these efforts is a vital element. Seeking cooperation with other community agencies and individuals avoids duplication of services and increase efficiency of resource management. By continuing to work with our volunteers, their staff, stations, community partners and government personnel, we will effectively mobilize humanitarian efforts.

Volunteers will be an integral part of community facilities like the Senior Centers. They will assist in activities such as games, crafts, education, health fairs and classes, and community dances. They will also be encouraged to participate in the congregate meal program to help provide a more balanced diet, and help with outreach and entertainment. The Reassurance Program helps provide a vital communication link to homebound seniors and assist with daily needs that would otherwise not be served. After joining Reassurance, the callers learn how important this service becomes to homebound seniors. They learn of the sincere appreciation homebound seniors have when hearing a voice, in many cases, acting as their only outside contact, and how valuable their visit becomes. This allows the volunteers and seniors alike to become very close, and makes the calls and visits even more meaningful for the homebound senior.

The RSVP program also has volunteers in local hospitals providing service at the gift shops and information desks. These volunteers raise needed funds for additional medical equipment, equipment for hospital visitors, blankets, and gift bags that go home with newborn babies and mothers. Volunteers at the hospital information desk enables paid staff to focus their time on admitting, patients and completing required paper work for admittance, billing, and patient information. Volunteers often fill in gaps by providing services that would otherwise be considered uneconomical. The Reassurance and hospital volunteers add value to their respective organizations by allowing these institutions to focus on patient care. Keeping attuned to local events and functions will allow us to continue to seek opportunities to integrate peoples of all ages, abilities, and backgrounds. Creating a closer community is the responsibility of all involved. We will accomplish this through open communication and cooperative efforts.

Recruitment and Development

We assure a high quality experience for volunteers by working with agencies to develop a broad spectrum of volunteer opportunities. During our initial sit-down meeting with agencies, we ask that they look at all of the ways that volunteers can serve in their agencies -- in addition to traditional

Narratives

roles. Volunteer orientation, training and ongoing education is an essential part of the RSVP program. Along with the opportunity to make a difference in the community, volunteers will be given the opportunity to learn new skills, become leaders in their communities, and enhance lives through a volunteer experience.

The RSVP program will provide volunteers with the opportunity to further their knowledge while learning new skills through training and education. An example of this is the Senior Medicare Fraud Patrol (SMP) through the Area Agency on Aging. The SMP program utilizes and trains RSVP volunteers on Medicare and Medicaid and how to assist in the fight to stop Medicare Fraud. RSVP volunteers will give presentations in the community about how to spot Medicare Fraud. Along with giving presentations, volunteers are trained to investigate fraud complaints and to assist the client to rectify the situation. SMP volunteer's training is not limited to Medicare Fraud; volunteers will also assist seniors with identify theft issues and consumer fraud complaints. The SMP volunteering opportunity provides the volunteer with a working knowledge of the Medicare/Medicaid programs, develops leadership qualities, public speaking experience, and the satisfaction of empowering those 60 years of age and older to not be victimized.

The SMP program is just one of many volunteer opportunities the RSVP program is involved with to assist volunteers to gain knowledge, learn new skills, and strengthen leadership skills. The RSVP program provides regular training, which includes educating volunteers, station personnel, and supervisors on the roles they play in the program and community along with gaining insight into community concerns and developing effective strategies to address these issues. Working closely with the Corporation of National and Community Service will enhance our training methods, leadership skills, and provide vital technical assistance. Building partnerships with local communications companies and the Uintah Basin branch of the Utah State University, as well as use of the Resource Center, will add to our knowledge base. Other local partners; hospitals, care centers, schools, senior centers, counseling centers, and police departments, can all help by lending expertise through training sessions for volunteers. Volunteers enjoy recognition for their volunteer efforts. We sponsor recognition events and media exposure to express appreciation and raise public awareness of the achievements of members of the RSVP. Emphasis of this aspect of the program will always include creating opportunities for volunteers to continue to reach their potential while improving skills and abilities. This growth will be accomplished while enjoying a variety of activities, meeting new people, learning new skills, and becoming healthy, happy volunteers. We will continue to build a quality program on the integrity of our volunteers and utilize their sense of service and devotion to country

Narratives

and to their fellow man. Ongoing research to uncover additional resources will always be an integral part of operations; as well as using advertising and promotion through the media, word of mouth, and community events to increase new membership. We hope to use a variety of meaningful recognitions, placements, and activities to help to retain volunteers. Adding a personal touch, like sending birthday cards, sympathy and get-well cards, or simply making a call to check on a volunteer will help build relationships and let volunteers know we really care about their well-being.

Program Management

The UBAOG RSVP develops and manages Volunteer Stations and Volunteer Assignments in the following ways:

Volunteer Stations: The Director and Coordinator participates in local meetings that address community needs, such as the Advisory Council, Council on Aging. In this way the Director and Coordinator are able to stay informed of pressing community needs, best determine placement of volunteers, and find new stations in need of RSVP volunteers. New stations and staff are given orientation on RSVP, the MOU, Volunteer benefits, and Performance Measure requirements. The MOU (Memorandum of Understanding) is updated at least every three years -- and includes responsibilities of both the Station and RSVP, ensuring compliance with RSVP regulations.

Volunteer Assignments - The RSVP Director or Coordinator meets with stations monthly - while picking up time sheets - to get updated job descriptions and assignments, and to address any needs or concerns of the station. New stations are assisted in filling out a Volunteer Assignment and Job Description form at the time of signing the MOU.

We will fortunately not have to graduate any stations within our project, but have realigned where we focus our recruitment and placement efforts. We have also worked with current stations that don't fall under any of the focus areas to identify volunteers that will help to recruit, manage, and train volunteers in their organizations. These stations have been placed in our Community Priorities section, albeit with lower volunteer numbers. If at a later date we need to graduate any of our stations, we have already set up the framework by educating them on the new focus of our CNCS federal grant, and setting up volunteers within their organizations to spearhead recruitment and retention efforts.

We have worked closely with each of our stations to make sure they are aware of our need to track both Performance Measure outcomes and outputs, and have either offered tools to track performance or utilized the tools they already have in place. We will collect and review progress on a quarterly basis with each station. In addition all volunteer hours, mileage, and placements are kept track of in our

Narratives

online volunteer database, as well as, stations, and service activities. Reports are generated quarterly to share with our sponsoring officials and community stakeholders, as well as with our Advisory Council. We also produce an annual Progress report for CNCS based on our quarterly compilations. Performance measures are reviewed yearly for updates, and will be written for new stations as appropriate.

Securing Resources: We work with many agencies within our community to share current resources as well as leads for attaining new resources. We are part of our Utah Senior Corps Directors Association, and use these affiliations, in part, to find additional resources within our community and on a statewide level. We also look within our own community for additional funding opportunities -- and have received financial support from our Association of Governments, and the Council on Aging. The RSVP program is aggressively looking for new volunteer workstations within the three counties we serve by utilizing public service announcements, newspaper articles, and word-of-mouth. The RSVP program accepts applications from interested parties who want to host RSVP volunteer stations. Applications goes through a review process that evaluates the application in the following areas: services provided, volunteer opportunities, station impact on the community, volunteer safety, and other information that is needed to ensure that the potential station meets the high standards of the RSVP program. Once the station has been approved by the RSVP program and Advisory Council, it is monitored regularly to ensure that it continues to perform with the utmost dignity and integrity. The RSVP program station monitoring policy will ensure a high quality experience for volunteers and the community by offering opportunities to connect with others on issues important to the entire community. By developing and managing volunteer stations and participating in volunteer assignments, staff will meet with each potential volunteer to personalize goals and discuss the role each volunteer will play in the success of the program. Stations will be monitored on a regular basis to insure the program is achieving its goals and ensuring the volunteers are progressing. Volunteers and stations will be kept informed of any program changes and be provided necessary manuals, pamphlets, volunteer lists, and training necessary for new volunteers. Regular recognitions will be held throughout the year to show appreciation for volunteer achievements. We will also recognize volunteer stations and have them participate in all recognition.

Organizational Capability

The organizational capacity of the UBAOG RSVP includes administrative support, record keeping, and financial management from the UBAOG finance department. Staff training, audit requirements, computer systems, tracking, rules and regulations, management and liability training, and

Narratives

policies/procedures. The UBAOG finance department office provides fiscal record keeping/tracking and payroll responsibility. The UBAOG Human Resource department helps with developing comprehensive job descriptions for all employees, and assists in interviewing, hiring, and firing of all employees. All of this is in-kind support. The UBAOG provides in-kind space to the Program, including all utilities, office telephone and all IT support (including purchase of equipment).

Daggett, Duchesne and Uintah County Commissioners are strong supporters of our senior population and have shown it over many years with support for both the UBAOG RSVP and the County Senior Centers with large monetary and in-kind support. The counties also supports any additional training that the Director needs to more effectively implement impact-based programming.

The UBAOG administers various state and federal grants including: Area Agency on Aging, Social Services Block Grant, HOME-Critical Needs, Community Services Block Grant, Weatherization, Community Development Block Grant, Children's Justice Center, Federal Emergency Management Programs, Planning, Retired Senior Volunteer Program, Economic Development, Foster Grandparent Program, Emergency Shelter, Emergency Food Network, HEAT, Homeless Trust, Food Distribution, HUD Planning, Revolving Loan Fund Program, Funding from Economic Development, United States Department of Agriculture. Staff is also responsible for the various needs assessments completed on all communities in the Tri-county area. This provides current information on the area needs. The Uintah Basin Association of Governments' in-house financial personnel are experts at managing state and federal grants with unique requirements. The accounts of the Uintah Basin Association of Governments are organized based on funds and account groups, each of which is considered a separate accounting entity. The operations of each fund are accounted for with a separate set of self-balancing accounts that comprise its assets, liabilities, fund equity, revenues, and expenditures as appropriate. Government's resources are allocated and accounted for in individual funds based upon the Purposes for which they are controlled. The various funds are grouped in the financial statements into fund types and categories as follows: Governmental Funds- General, Special Revenue, and Capital Proprietary Funds_ Enterprise Fiduciary Funds- Trust and Agency Fixed Assets. The Uintah Basin Association of Government's utilizes software designed by Grants Management Software. The Association's most recent audit letter is dated November 15, 2010 and certifies the AOG's accounting practices.

The UBAOG Board of Directors and UBACSS (Uintah Basin Advisory Council for Senior Service) is comprised of public and private individuals that represent the major economic sectors of the region.

Narratives

They are involved with the CEDS process and direct staff activities. In terms of financial management, the UBAOG has had no audit findings for more than ten years. The management and staff work very hard to ensure compliance in all processes. The responsibility of carrying out the scope of work will include staff, board members, UBACSS, and many partners in the economic development clusters. This begins with the Economic Development Director who is backed by several staff members including the AOG Executive Director, the Regional Planning Director, and the Finance Director.

The existence of the UBACSS strengthens the administrative capacity of local economic development entities. State of Utah economic development officials spend little time and resources in rural Utah. Consequently, the UBACSS is heavily utilized to help meet some of the administrative demands placed upon small, rural economic development organizations.

The AOG's current Executive Director, Laurie Brummond, possesses strong leadership skills and has extensive knowledge of the area's economic history. With a degree in Business Administration, she has been with the agency for 34 years and administered the Economic Development program for 23 of those years. Prior to her tenure as the Executive Director she administered (and still does) many of the grants that the AOG receives in both the human services and community and economic development division. She holds many certifications and has received numerous awards. One of the awards was for the administration and construction of a 4.5 million hospital that required Davis-Bacon tracking. Was not only the project in total compliance, but it also created numerous jobs and provided for added to the health of the area residents. One of the greatest awards the agency received under her tenure is the "Public Service Organization, Award of Excellence." Since her appointment, the Association of Governments has experienced the success of high-quality audits with no findings. Her greatest accomplishments however is the trust the elected officials have bestowed upon her and the staff that has allowed the agency to construct a new permanent office complex which will continue to provide quality service to the elected officials and citizens of the region.

The Chief Financial Officer, Kurt Mower, has a Bachelor's Degree in Finance. He continues to ensure that the AOG is compliant in all financial aspects. He has several years' experience as an auditor for Utah Retirement Systems and uses his prior knowledge as an auditor to ensure compliance in all programs. In addition to his expertise in Finance, he has also worked the Revolving Loan Fund program. His years of experience and expertise continue to assist the agency.

Narratives

The Deputy Director, Cody Christensen, has a Bachelor's Degree in Business Information Systems and a M.Ed. with an emphasis in Administration. He joined the AOG as the Housing Director in 2006 and proceeded to make the UBAOG Housing Program the top producing rehabilitation program in the state of Utah. He has also worked with the Community Development Block Grant Program and has written several grants for both the CDBG and Housing programs to help bring valuable infrastructure and affordable housing projects to the area. With his business skills, he continues to be an asset to the organization, elected officials and businesses in the area.

The Area Agency on Aging Director, Sandra Whalin, will have principal responsibility for the project. She has served as the RSVP and FGP Director for the past 5 years. She has had an extensive work history with government agencies. She has training and experience in grant writing, volunteer management, and fundraising. She belongs to the Utah Senior Service Corps Directors Association. She joined the AOG as Housing Coordinator in 2005 and was offered the RSVP and FGP director position in 2008 bringing these program current in their reporting and record keeping.

The RSVP Coordinator Bobby Jo Gallup is new to our program but brings a very strong work ethic and willingness to learn and enhance this program. We look forward to an exciting future and a stronger program with her leadership and strong work ethic.

Additionally, we have not accounted for all the education, skills, and expertise that the Uintah Basin Board of Directors and the Advisory Council members add to this valued structure. With their assistance, we continue to progress with retention and creation of businesses that only assist in stabilizing the dying economy.

Other

N/A

PNS Amendment (if applicable)

N/A