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Executive Summary

East Central Oregon CAP's RSVP will provide services to four rural counties in east central Oregon: Umatilla, Morrow, Gilliam, and Wheeler Counties.

Primary cities within these counties are: Umatilla County: Hermiston, Pendleton, Milton-Freewater, Umatilla, Athena, Weston, Ukiah, Pilot Rock, Echo, Stanfield, Adams, Helix, and the Confederated Tribes of the Umatilla Indian Reservation. Morrow County: Heppner, Boardman, Ione, Lexington, Irrigon. Gilliam: Arlington. Wheeler: Condon, Fossil.

Community Action Program East Central Oregon (CAPECO) was established in 1984 to serve four rural east central Oregon counties: Umatilla, Morrow Gilliam, and Wheeler. CAPECO is an agency that offers different areas of service to it's communities: Workforce Development, Area Agency on Aging (Senior Services), Community Social Services, Weatherization and Energy, and Housing Development.

A Chief Executive Officer leads a team of four department directors, who in turn have department managers that oversee the various programs within the agency. The RSVP will be located within the Area Agency on Aging Department and will have a Project Director and a Program Assistant. A Community Advisory Board, consisting of seven voting members, will assist with the oversight and guidance of the program by representing the community service area. The Advisory Board may be comprised of all ages who are interested in community needs as long as they reside within the RSVP service district.

An estimated total of 243 RSVP volunteers will serve during this project period with some of their activities including, but not limited to: Delivery of Food (Home Delivered Meals), Companionship/Wellness Checks, Transportation, Income Tax Services, Food Pantry Support, and many other community service activities. The primary focus area for this project is Healthy Living. At the end of the three-year grant, 400 individuals with disabilities will have increased social support, 350 individuals who are economically disadvantaged will receive financial literacy services, and 1,000 households will receive emergency food boxes from food pantries or other organizations.

Strengthening Communities

East Central Oregon CAP's RSVP will be strengthening communities throughout it's service district

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which consists of rural and frontier communities. Sixty (60) individuals will be involved in various programs such as food pantry support, transportation, and food delivery. Out of these sixty volunteers, twenty five (25) will perform activities within Food Delivery and Transportation that will assist in the assurance that outcomes will be measured and achieved. Seventy (70) individuals will be involved in the RSVP community priorities, including: income tax services, preventing elder abuse, working with youth, and tribal cultural heritage. One hundred thirteen (113) individuals will participate by working with healthcare organizations, organizational support, and community involvement. Out of these one hundred eighty three volunteers, eighty (80) individuals will work within the Healthy Future section providing services and ensuring outcomes are met.

Eastern Oregon has limited employment opportunities due to its rural and frontier nature as well as the reduction of production related employment due to the economy. With the loss of these employment dollars, households must reduce expenditures in order to survive. Household bills are reduced such as food, healthcare, transportation and nutrition. In the past 2 years, Umatilla and Morrow counties have seen a loss of several major employers. Two manufacturing companies, which employed 600+ individuals each, ceased operations within Umatilla County. In Morrow County, an Army Depot was closed which displaced approximately 1000 individuals.

The loss of employment resulting in the reduction of household incomes has caused tension and financial burdens which creates a rise in elder abuse cases according to Scott Tate, employee of the Adult & Protective Services District 12 Regional Office located in Pendleton. Being a rural/frontier area, many families live in multigenerational households due to the loss of income, housing affordability, and lack of resources. Volunteers trained to perform Companionship/Wellness Checks will result in elder abuse awareness which will create supportive environments and healthy futures.

Increased burdens on food resources have been noted in various food banks, due to the unemployment situations and hard economic times. Volunteers are needed in all aspects of food pantries from gleaning food items, to preparing boxes available to households. Due to the agricultural nature of the RSVP service area, transportation of individuals to food pantries also allows better participation and access to food. According to the Regional Food Bank for East Central Oregon in 2011-2012 approximately 25,259 food boxes were provided and in 2012-2013, approximately 27,491 food boxes were provided. An increase of 2,232 boxes.

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Transportation and housing issues also arise within the RSVP service district. Being a rural area there are limited opportunities for placement into retirement homes which causes an influx of the aging population residing in their homes, often a place they have known all of their lives. As this population ages, driving becomes a hazard so transportation is needed in order to remain independent. RSVP Volunteers will provide transportation services for senior and disabled individuals to/from medical appointments and for local errands such as shopping or social activities. A customer satisfaction survey will be conducted on an annual basis which will allow the tracking of individuals who indicate that they feel they have increased social supports.

Along with the transportation of medical/social outings, there is a strong need for home delivered meals for those who are no longer able to attend a congregate meal site. As the population continues to age, a noticeable increase in the number of home delivered meals is happening. At the senior congregate meal site in Milton Freewater, they are now providing more home delivered meals than regular congregate meals. This, of course requires individuals to deliver food. The congregate site serves an average of 396 monthly meals, however their home delivery meals for the same period is 1,096 according to Area Agency on Aging Director Marci McMurphy.

Designated food pantries, along with the Eastern Oregon Regional Food Bank will track and provide the number of food boxes that are issued within the area. This will be provided in the form of a report that is generated by the individual pantries. Households who participate in the Food Delivery programs will report that they have increased social support through this service. It will be measured through the use of a standard customer satisfaction survey that will be given to the RSVP Office on an annual basis.

Recruitment and Development

East Central Oregon CAP's RSVP will strive to match up volunteers with those assignments and requests that meet the interests, and abilities of both the volunteer station and the volunteer. As volunteers apply to the program, staff will assess what knowledge, skills, and abilities that they currently have. Using that information, staff will then match the volunteer to the particular openings with the community volunteer stations. This will also be a time where the volunteer may wish to expand their knowledge and branch out into a new area for them. Volunteers can participate in training at the site, or engage in learning a new skill through workshops, classes, or other educational

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endeavors and then put those new skills to work at a volunteer station. CAPECO has learning opportunities within its agency through the Workforce Development Department. These classes and trainings include a wide range of clerical and computer skills, and are available at no charge.

Recruitment will be done through personal appeals to areas where seniors congregate. Senior centers, community centers, community events, and local activities are areas that CAPECO will have a physical presence to present the volunteer opportunities. In addition, Public Service Announcements via the radio will outline current needs and contact information. CAPECO will also seek out newspaper article information by showcasing available volunteer opportunities that can be used as a feature story by local news media. This will entice an individual's interest in the program, and will give them a better understanding as to what volunteer opportunities exist within the community and exactly what some of the community needs are. CAPECO will work with its community partners to provide volunteer opportunities that would be available for someone with disabilities. Through its partnership with Clearview Mediation, volunteer positions can be reviewed and perhaps modified so that individuals with disabilities, both physically and mentally, could perform those tasks.

Once recruited, volunteers will be given hands on training at the volunteer station to fully understand what the mission and goal of the volunteer station is, and how important the volunteer is in helping to deliver that service. The RSVP Director and Assistant will work with each volunteer station to determine a position description, to review any special skills that might be needed in performing that position, and to see that training would be available to ensure that the volunteer is provided with the basic skills to perform the position.

This service area serves rural to frontier areas. There are two cities with a population 16,000+ and these are the major centers of activity. Both are located in Umatilla County. The remaining towns and hamlets range in population size from 600 to 25. Activities and volunteer sites are relatively the same throughout the four counties, just at varying sizes. There is a large Hispanic population that resides within this service area, as well as the Confederated Tribes of the Umatilla Indian Reservation. With respect to the Hispanic population, this group can be reached through the Hispanic Radio Station, and Spanish Speaking Churches within the community. Communication with the Confederated Tribes is accomplished through use of the tribal newspaper, and through members of the tribal community who are currently employed within our agency. The total population of our

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service area is: 91,257. That is broken out: Umatilla County -- 76,725; Morrow County -- 11,169; Gilliam County 1,937; and Wheeler County -- 1,426. The geographic area for the service area is: 8,216. It is broken down as: 3,231 sq miles for Umatilla County; 2,047 sq miles for Morrow County; 1,223 sq miles for Gilliam County; and 1,715 sq miles for Wheeler County.

Volunteers will be contacted by the RSVP Office and recognized on their birthday and thanked for their service. In addition, the RSVP Staff will travel throughout the service during the year and visit the programs and thank volunteers in person for their efforts and service to the community. At the close of the service year, a recognition event will be held, thanking both the volunteer and the volunteer site for their service. Openings at other volunteer stations or new positions within the stations will be shared with the volunteer group both in person, and via flyers. Using our volunteer data base, volunteers will be identified that meet the needs of the volunteer station. We will target those volunteers with an information letter about upcoming volunteer opportunities. In addition, volunteers will be encouraged to keep in communication with the RSVP Office so that we can update their skills and interests as they change. We will be able to do an interest search of our volunteer stations based upon their inquiry and show them other available options that might be of interest to them.

Program Management

Volunteer Stations will be identified and visited by program staff. In our initial meeting, potential volunteer opportunities will be discussed and position descriptions reviewed. A Memorandum of Understanding will be reviewed with the site, and discussion will ensue regarding activities which are allowed and not allowed by program volunteers. A copy of the stations 501c3 will be obtained to keep on file at the RSVP Office.

Volunteers will be orientated as to the expectations of RSVP as well as outlining what is and is not an allowable activity. Timesheets will be discussed, and reviewed with both the station and the volunteer. Volunteers will be encouraged to maintain regular contact with the RSVP Office and to discuss with the office any activity which they feel is questionable. Program staff will visit stations periodically throughout the year to see activities and check on both site and volunteer satisfaction.

Volunteer timesheets will be collected on a monthly basis. Volunteers will be contacted randomly by program staff via the telephone to "check in" and see how things are going. Volunteer position

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descriptions will be compared to what the volunteer reports that they are doing. This will be done to ensure that the volunteer is performing the agreed upon duties set forth in the position description and also to make sure that the volunteer is provided the community service as described.

The program staff will work with the RSVP Advisory Council and also our community partners to check and see if the community needs have changed. Community Needs Surveys, that should be performed by CAPECO's partners will be reviewed by the council to determine if, in fact, a need has changed, or been resolved. Should a need become relevant, or a current need be met; then a decision will be made on if the current volunteer station continues to meet with the needs of the community. If cases of where the community need has been met, the program staff will make determination if there is another community need that this particular volunteer station might fit with. If not, then a discussion will be held with the volunteer station director, and plans will be made to move the RSVP Support to another location. RSVP would continue to partner with the volunteer site, but rather than track volunteer hours and program constant support, RSVP would refer volunteers to that agency directly without further direct interaction with that particular volunteer. Those volunteers wishing to transfer to another RSVP Supported location would be encouraged to do so, much the same as the initial recruitment. Positions and descriptions would be shared with the volunteer, and interviews would be arranged with the potential sites.

CAPECO has provided RSVP Services to Umatilla, Morrow, Gilliam, and Wheeler Counties for the past 20 years. As a community action agency, our mission is to "Assist people to become independent, healthy, and safe". The area of Health Futures, compliments the agency's mission. CAPECO was established in 1984 and has been providing services for the past 29 years. CAPECO is the current provider of volunteer services through RSVP, and it has an established community advisory council which is active. Volunteers will not be placed into volunteer stations where a Memorandum of Understanding is not active. The MOU will indicate if the station identifies as a non-profit, governmental agency, or educational setting. With respect to the Non-Profit Status, RSVP will request a copy of the organizations 501c3 letter as issued by the IRS. In addition to that request, the MOU will request the organization to certify which status they are.

Organizational Capability

The Community Action Program of East Central Oregon has been providing services for the past 29 years. It offers three distinct areas of service: Community Services, Area Agency on Aging, and

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Workforce Development. The Area Agency on Aging Director is Marci McMurphy. The Project Director will be Scot Jacobson. Scot who has served as the RSVP Director for the past 13 years and has an extensive background in Human Resources and Community Involvement. Scot will oversee all aspects of RSVP including financial development, volunteer recruitment and management, service project development and administration, and staff supervision. Stephanie McElroy is the RSVP Assistant and has five years with the agency. One office volunteer who has been with RSVP for over twenty years rounds out the key staff.

Community Action Program of East Central Oregon operates over five million dollars of grants and services to the community and is well experienced in dealing with the OMB 133 circulars. Program Accountant, Patty Broker, has been with the agency since 1987 and oversees the financial accounts of RSVP. Ms. Broker meets with Scot on a regular monthly basis to review spending and income for the program. The account books are audited on a yearly basis by an independent third party and copies are presented to the funders. The accounting programs are electronic and meet all the federal guidelines for grant administration. We have had a long standing track record of successful service to our community and partners. RSVP has attempted to utilize all community service needs studies to see what services might be enhanced or what needs the community has that RSVP might be able to offer our expertise and experience.

Most volunteers do not necessarily understand impact based programming. They only see what needs to be done, and go and do it. By using the different projects as teaching moments, the concept of impact volunteering becomes real. Of course, many times the response of the volunteer is "I could have told you that". . The sponsor has a Human Resource Department that provides guidance in personnel matters, including volunteers. Policies, including Personnel and Travel, are developed by the management team and approved by the agency's board of directors. All staff receive a copy of the personnel handbook, and it is available electronically for all staff and volunteers to review. Assessment brings improvement. The more eyes that review a practice can only make it better is a motto of ours. Reviews are done at several levels to ensure not only compliance, but suggestions for improvement. Volunteers who perform the tasks are sought out for input. Supervisors and office staff review the project and the outcomes. Management and the Advisory Council review projects and the reports of the outcomes from the projects. Suggestions are made at all levels, including renewal of service projects or termination or retirement of service projects.

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Purchasing needs are reviewed by the Project Director and if within budget are ordered through a purchase order process which includes review and back up for expenditure. Purchase Orders are issued and kept for record. Budget is reviewed and expenses are tracked on a monthly basis. These are reviewed by the program accountant and the Area Agency on Aging Director.

CAPECO has a budget in excess of four million dollars because of the various services offered. It owns its headquarters building in Pendleton, and operates four satellite offices within it's service district.

Other

N/A

PNS Amendment (if applicable)

N/A