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Executive Summary

An estimated 600 RSVP volunteers and 570 unduplicated RSVP volunteers will serve in the Weber, Box Elder and Morgan County areas. These volunteers will provide community members who may be struggling to meet their daily needs, opportunities for healthy futures; they will also educate and mentor elementary school age children as well as provide education to protect our environment and the wild life that we cohabitate with. RSVP volunteers will also offer capacity building efforts to local organizations so that together, they may better serve their communities. RSVP volunteers will do this through a variety of volunteer stations such as, senior centers, home health agencies, local food banks and homeless shelters, elementary schools and nature preserves. Some additional volunteer stations will include museums, the local police department, animal shelters and a myriad of community service activities provided through the RSVP office.

The primary focus area of this RSVP project is Healthy Futures. At the end of the three year grant cycle, 140 volunteers will have had the opportunity to serve 200 homebound or limited activity individuals by providing ongoing companionship and transportation to meet their daily needs. They will provide at least 600 individuals opportunities to keep their minds and bodies engaged and active through education and exercise classes, and will provide support to hundreds of struggling families while volunteering with the local homeless shelters and food banks. The CNCS federal investment of \$90,564 will be supplemented by Weber Human Services in the amount of \$88,366.

Strengthening Communities

Weber Human Services/Area Agency on Aging has sponsored the Retired and Senior Volunteer Program since 1973. RSVP currently encompasses three counties in northern Utah: Box Elder, Morgan and Weber, covering approximately 6,908 square miles. According to the 2010 Census the total population of these counties is approximately 290,644, which has grown since the 2000 Census total population of 265,095, a total jump in population of 25,549. The number of those ages 55 and over totals approximately 56,896, --13,896 more than was estimated in the 2000 Census. Box Elder County is the fourth largest county in the state of Utah. It lies on the north end of the Great Salt Lake, and continues to the Idaho border and west to the Nevada border. Included in this area are large tracts of barren desert, contrasted by high, forested mountains. The county is named for the abundant number of box elder trees. The Box Elder county seat and largest city is Brigham City. According to the U.S. Census Bureau, the county has a total area of 6,729 square miles, of which 5,723 square miles is land and 1,006 square miles is water. The estimated population is 49,902 residents with

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approximately 9,920 of these residents being age 55 and older. Primarily a rural county, Box Elder has one school district with 26 schools, two hospitals and a large population of migrant workers. Also according to U.S. Census Bureau, of the 49,902 total populations, approximately 3,553 are of Hispanic origin, due to the large farming communities.

Morgan County is a rural county situated about 15 miles east of the greater Ogden area in Weber Canyon. Its county seat and largest city is Morgan. Morgan County is part of the Ogden--Clearfield Metropolitan Statistical Area as well as the Salt Lake City--Ogden--Clearfield Combined Statistical Area. According to the U.S. Census Bureau, the county has a total area of 611 square miles. It has a total population of approximately 8,909, and as of the 2010 Census, approximately 1,805 of this population is 55 and older. Morgan County has one school district with four schools.

Weber County is an Urban/Rural area occupying a stretch of the Wasatch Front, part of the eastern shores of Great Salt Lake, and much of the rugged Wasatch Mountains. The county extends from high in the Wasatch Range in the east into a portion of the Great Salt Lake to the west. The Weber and Ogden rivers run through its valleys. The Weber County Surveyor's office divides the county into two regions, the "Lower Valley" and the "Upper Valley", divided by the ridge of the Wasatch Front Range running north-south through the county. The "Lower Valley" is the more populous part of the county and is adjacent to the Great Salt Lake. The "Upper Valley", is the eastern part of the county and consists mostly of the Ogden Valley, the watershed of the Ogden River. According to the U.S. Census Bureau, the county has a total area of 659 square miles. Its county seat and largest city is Ogden, home of Weber State University. The county was formed on March 3, 1852 and named for the Weber River, which in turn was named for John Henry Weber, a fur trapper and trader who visited the area in the mid-1820s. Weber County is part of the Ogden--Clearfield Metropolitan Statistical Area as well as the Salt Lake City--Ogden--Clearfield Combined Statistical Area. According to the 2010 Census, Weber County currently has a population of approximately 231,834, with a Hispanic population of 34,295, and 45,171 who are over the age of 55. It has two hospitals and two school districts with 66 schools.

With our primary focus area being Healthy Futures, RSVP will address those community needs that have been identified by the Weber Morgan Council on Aging, the Senior Corp Advisory Council and the Davis and Weber Mobility Councils. RSVP will help provide healthy futures by serving the community in areas such as health education, wellness, nutrition, human needs and transportation. Other areas of service will be in public safety, community and economic development, environmental protection and tutoring children within the school districts.

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The population of individuals age 55 and over has increased substantially and supports the need of volunteer growth to accomplish our goals. As of the 2010 Census, there are approximately 56,896 people over the age of 55. This is a jump in the senior population from the 2000 Census of 13,896. With this kind of growth, senior based programs are a necessity to keep our communities thriving. RSVP has an extraordinary working relationship with numerous organizations in Box Elder, Morgan, and Weber Counties. We strive to strengthen these relationships by providing great volunteer opportunities for the seniors in our service areas. Weber Human Services/Senior Services is the designated Area Agency on Aging for the greater Weber/Morgan County area. The mission of Senior Services is to provide opportunities and support for the senior citizens of Weber and Morgan Counties; to increase their quality of life; and extend their independence. Area Agency on Aging provides a variety of meaningful opportunities, to help seniors to participate more fully in their community through volunteer service. This is accomplished by offering excellent services such as: The RIDE (transportation services), Alternatives (in home support services), Meals on Wheels, Senior Centers, Outreach, Medicaid Waiver, Respite Services, Caregiver Services, Senior Companion Program, Foster Grandparent Program and the Retired and Senior Volunteer Program. RSVP also offers a wide variety of volunteer opportunities through very diverse volunteer stations not only in Weber and Morgan counties, but in Box Elder County as well. Stations such as the Bear River Migratory Bird Refuge, Brigham City Senior Center, RSVP Brigham City Community Service and Lakeview Elementary, provide seniors of Box Elder County many services as well as volunteer opportunities. These services and opportunities help to accommodate the wants and needs of our volunteers. RSVP has partnered with several non-profit organizations throughout Weber and Morgan communities. Volunteer stations such as Hill Aerospace Museum, Union Station, Ogden, Weber, Morgan and Box Elder School Districts, as well as the George E. Wahlen Veterans Home just to name a few. These are all organizations who contribute to the communities in which RSVP volunteers serve, and with volunteer assistance, are able to provide better, more educational, and productive services to community members.

Weber Human Services/Area Agency on Aging is a major sponsor of the "Agewise Conference" that RSVP volunteers attend, held annually each spring. This conference is for anyone interested in lifestyles of people 50 and older and offers a keynote speaker and various workshops accompanied by a luncheon. The average attendance at this conference has been 400 over the past few years. By providing these services, we offer an avenue for seniors to contribute and feel as though they are part of the community. It helps them to continue to be engaged as well as maintain, and more

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importantly, improve their quality of life.

Our Senior Corp Advisory Council consists of RSVP, Foster Grandparent program and Senior Companion program volunteers, as well as key leaders from the respective feeder communities. These dedicated people are committed to the RSVP program and attend meetings by-monthly, as well as all special events that are held. They assist in planning and facilitating activities, such as the RSVP Annual Recognition Luncheon. This is an extremely large undertaking and without the Advisory Council, this event, as well as many others, would likely fail. They have also helped assess community needs by assisting with completing the RSVP Community Stakeholder Survey. The committee also helps to obtain donations for sponsored activities, and reviews policies and operating procedures. RSVP staff belong to COR (Coalition of Resources), an organization that consists of many different non-profit organizations that meet monthly. It also oversees an educational program and lunch. Senior Corp program directors also attend the Utah Senior Service Corp. Directors Association meetings. These meetings provide new information and trainings to assist directors in making their respective programs successful.

Recruitment and Development

RSVP recruits, orients and places senior volunteers in volunteer stations that best fit the wants and needs of the volunteer. We provide training and assistance where needed to volunteer stations when placing a volunteer. We redirect volunteers who have become inactive or are looking for new volunteer locations. We will recruit and maintain 650 volunteers over the course of three years. These volunteers contribute an average of 105,000 hours a year. RSVP will focus recruiting efforts on underrepresented areas. Traditionally on both the National level as well as locally, women have been more willing to volunteer. Nationally, as of 2009, the percentage of men who volunteer is 26% as compared to women at 63%. There is also a large amount of Hispanics in the Box Elder (approximately 3500) and Weber county (approximately 35,000) areas that should be and are willing to serve in these communities but have been overlooked or not targeted correctly. We will focus on placing and retaining these underrepresented groups in stations that coincide with our Healthy Futures focus area. By continuing to recruit across the board as well as recruiting in these targeted groups, the number of male volunteers as well as Hispanic volunteers will increase. RSVP staff will actively engage in community functions and will give presentations to make contact with this demographic. RSVP will also highlight the program in local newspapers as a recruiting tool. Volunteers are contacted after not reporting hours for three months. Staff encourages them to return to service or help them find a new placement. A tickler file is maintained by RSVP office staff on

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volunteers who are ill, on vacation, on leave of absence, and/or helping with a sick family member. Follow up is given to those on this list. Volunteers who are no longer interested in volunteering or are unable to volunteer are terminated although their volunteer file is kept open for three years. RSVP will continue to expand the use of volunteers in senior programs and use more senior volunteers to help seniors, through telephone reassurance, emergency transportation services, teaching courses in senior centers, delivery of meals or food commodities and/or visiting. We meet regularly with senior center directors to discuss possible use of volunteers in their centers and how to expand what is already there. RSVP also provides assistance, when needed, to center directors and volunteer station supervisors. We will provide training to station supervisors on how to manage, maintain, retain, and recruit volunteers. A light luncheon and a guest speaker will be provided in conjunction with the training. This is to ensure that new station supervisors are aware of the contribution that RSVP volunteers can make in the community and in their agency. Site visits are conducted and discussions held with both site staff and volunteers to explore problems, successes and needs, as well as to make sure that the performance measures are being met. RSVP will also provide technological assistance, volunteer skill building tools and ways to become an exceptional leader during their site visit. This training applies to station coordinators as well as volunteers. We work to establish RSVP as a focal point in the community for seniors to contact as a resource for volunteer opportunities. Volunteer opportunities are posted in the local newspaper, online through volunteer match and volunteer.gov as well as through Weber Human Services RSVP, Foster Grandparent, and Senior Companion web page. As RSVP volunteers serve in their various stations, they encourage others over the age of 55 to sign up with RSVP. Our Volunteer Advisory Council promotes RSVP as they attend the different meetings that they have in the community by explaining the program and the benefits of volunteering. We are hopeful that through these avenues as well as presentations done in the community about RSVP, we will increase not only our underrepresented volunteers (Male, Professional, and RSVP Grandparents) but our volunteer list as a whole. Volunteers are recognized for the contributions they make to Weber, Morgan, and Box Elder County communities through newspaper articles or award nominations. Articles are sent to the local newspaper detailing the amazing contributions RSVP volunteers are making in the community. An RSVP volunteer will also be selected to receive the Silver Bowl Award presented to them by the Lieutenant Governor, for outstanding volunteer service. RSVP hosts an annual recognition luncheon where RSVP volunteers are invited to enjoy entertainment, visiting, and a delicious lunch. During this event, certificates and years of service pins are presented for 5, 10, 15, 20, 25 and 30 years of volunteer service. It is an afternoon where volunteers will be served, the way

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they serve others on a daily basis. Birthday cards are sent monthly to all volunteers celebrating a birthday. Sympathy cards are sent to volunteers who lose a loved one and also sent to families upon the death of a volunteer. Thank you cards are sent to volunteers randomly each month thanking them for their contributions to the program. RSVP volunteers are offered reimbursement for mileage to and from their volunteer station on a quarterly basis @.31 per mile with a maximum of 237 miles per quarter.

Program Management

RSVP program staff, along with Weber human Services and the Senior Corp Advisory Council will continue to ensure high quality project management by providing meaningful volunteer opportunities to RSVP volunteers. They will enhance the quality of their lives and fulfill the needs of the communities in which they serve. Volunteers will be given the opportunity to serve underprivileged children in each of the school districts. They will also be given the chance to serve the high population of homeless and needy individuals in the inner city areas within the three counties, along with war veterans living in assisted living facilities. RSVP will continue to offer the kind of opportunities that build new skills or utilize the skills that volunteers already have.

We will maintain a core base of 75 volunteer stations; this allows volunteers a variety of opportunities to choose from. RSVP staff will regularly visit the volunteer stations, allowing volunteers to express concerns, ideas or suggestions for improvement. They also are able to make suggestions on activating new stations and implementing new programs. RSVP will also maintain up-to-date MOU's with each volunteer station so they are fully aware of their responsibilities as an RSVP station as well as RSVP's responsibilities to them. RSVP will also collaborate with station coordinators to ensure that RSVP volunteers are performing their assigned duties and that job descriptions are made available to volunteers so they know exactly what their responsibilities are and how they fit into RSVP performance measures. The advisory council and staff combine to create a schedule of organizations, businesses, and educational groups in the community to present RSVP information to. We participate in fairs and special events where information is presented and seniors attend. Report statistics are sent to Corporation for National and Community Service and the Weber Human Services Board of Directors. We invite local elected officials, media representatives and station supervisors to all recognition activities. The advisory council meets by-monthly to discuss recruitment ideas, fund raising, recognition, and volunteer achievements. Council members are active members of the community as well as RSVP volunteers and are willing to assist with all activities of RSVP. Members may make site visits with RSVP staff and provide input about the station and station staff. Members

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also assist with fund raising and in kind donations for recognition events by visiting local businesses and educating business owners on the benefits of RSVP. RSVP has joined forces with our local newspaper, the United Way of Northern Utah, and Weber County Area on Aging as resources to help showcase the program throughout the community. By participating in the Agewisie Conference each year and publicizing our program we are able to highlight our "Healthy Futures" focus area by providing meaningful and productive volunteer opportunities. RSVP Staff maintains accurate records of volunteer information, eligibility requirements, monthly hours, and station information on the computer. The system is backed up each night on a server provided by Weber Human Services with hard copies kept as a precautionary measure. RSVP uses "Volunteer Reporter" to ensure accuracy of volunteer information, hours, and stations in which the volunteers serve as well as keeping MOU's up to date. This program also provides a way for RSVP to print mailing labels for monthly time sheets, birthday and thank you cards and makes it easy to pull reports so that we may be aware of the progress of the program as well as where we can make improvements. Annual training for computer skills is provided, if needed. RSVP staff participates with local community boards to promote volunteerism and positive images of older adults. The RSVP Director attends state, regional and national CNCS meetings and training sessions as necessary and required. Volunteer station coordinators assist with Performance Measurements; by providing information for measurement, and data collection. All new stations with RSVP will incorporate performance measurements as part of their MOU. Memorandums of Understanding are signed every three years with each volunteer station and the RSVP office tracks renewal dates with computer software. RSVP will continue to promote public awareness, provide technical assistance and training, build a core of volunteers, network and build partnerships with community agencies and assure a high quality experience for all volunteers. This will be done by continuing to actively be involved in the community, frequently visiting volunteer stations and being open and willing to receive feedback from community members, advisory council members, and volunteers.

Organizational Capability

Weber Human Services is the sponsoring organization for all three Senior Corps programs in Weber County and surrounding areas. The first was RSVP in 1973, then the Senior Companion Program was added in 1977, and finally Foster Grandparents was added in 1997; the agency has a combined total of 83 years of successful Senior Corps program experience. The Senior Corp programs are placed within the agency's Community Services group which includes the Area Agency on Aging, Volunteer Services, and Prevention Services. The RSVP Director reports to Paula Price, Director of Community

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Services; she reports to WHS's Executive Director Kevin Eastman. One full-time employee, as Director, and one part time employee, as the Program Coordinator, administers the RSVP Program. As RSVP Director Emily Oylar has been extremely involved in the community and knows the importance of volunteer services. She was born and raised in Ogden, Utah and is extremely proud to be part of such a wonderful community. She attended Ogden High School and graduated from Weber State University with a bachelor's degree in Technical Sales and a minor in English. Being part of the Ogden Community has taught her to welcome diversity and use that as an asset. She has participated in many volunteer functions such as Community Clean Up, Ogden School Foundation Golf Tournament and Fall Author Event, Ogden Trails and volunteering as a youth soccer and basketball coach. She has had experience with seniors while working in elementary schools with senior volunteers as well as special needs children. She has also frequently visited with seniors in assisted living facilities and participated in entertainment programs for seniors living in nursing homes. From a very young age she has known the importance of volunteerism and is excited to work with so many extraordinary seniors in the communities that RSVP serves. RSVP program coordinator Stephanie Wilson is new to the program. She has been very active in the community and served in many different capacities. She will be an extremely important asset to the RSVP program. Weber Human Services operated as a Department of Weber County Government from 1970 through 1993. In August 1993, the Boards of Commissioners from Weber and Morgan Counties under the authority of the Inter-local Cooperation Act established Weber Human Services to provide the three mandated Human Services for Weber and Morgan Counties. Under the terms of this Inter-local Agreement, Weber Human Services is a subdivision of the State of Utah, and sole source provider of Aging, Mental Health and Substance Abuse services for a time period of fifty (50) years. Weber Human Services (WHS) is dedicated to helping those in need rebuild their lives and reach their full potential. WHS is governed by a Board of Directors which includes county officials from Weber and Morgan counties. The Board has in place policies and administrative rules that will promote compliance with all federal and state guidelines, safeguard the use of public funds, and provide quality client care in the implementation of services and programs. A strong commitment to openness and transparency guides the day-to-day operations. Weber Human Services has a 40 year history of effectively using federal grants and monies to meet community needs in the areas of substance abuse and mental health, Medicaid, SS Block Grant, and more recently the Older Americans Act funds. The Fiscal Year 2009 A-133 Audit reported WHS "complied, in all material respects with the requirements for each of its federal programs for the year ended June 30, 2009 and 2008." Weber Human Services has a strong

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track record of successfully managing volunteer programs, involvement with seniors, and impact-based programming. Since 1986 it has been the sponsoring agency for the Volunteer Center for Weber and Morgan Counties. The Center works closely with area agencies and services on recruiting and placing volunteers of all ages to meet community needs. As the Area Agency on Aging, WHS provides support and advocacy, for the well-being of the senior population. The Agency's impact-based programming in mental health, prevention, and substance-abuse services demonstrates a commitment to provide high quality, accessible, cost effective human services. WHS's policies and procedures establish a framework for all decisions made in the agency. They cover personnel management and development, purchasing, travel, and administrative functions. The WHS Compliance Plan describes the structure and guidelines Weber Human Services' board members, executive staff, managers, employees, students, volunteers, and contractors (from here on referred to as employees and agents) will follow to promote compliance with state and federal laws, assure efficient use of public resources, and encourage quality client services. The Agency is committed to a culture of continuous quality improvement (CQI). Team members are tasked with collaboratively seeking process/activity/environment improvements for the benefit of clients, staff, and the agency. These team driven CQI activities empower employees to design and implement improvements.

Other

n/a

PNS Amendment (if applicable)

n/a