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Executive Summary

The Agency on Elderly Affairs is the local Area Agency on Aging and the designated Aging and Disability Resource Center. The Mission of the Area Agency: Plans, implements, supports and advocates for the well-being of Kauai's older adults; and serves as a one stop source of information on long term care support options and services for all residents. The Vision of the Area Agency:

- Kauai's older adults will live independently at home or in the community with dignity and respect.
- Kauai's family caregivers receive adequate support to care for their older adults.
- Kauai's older adults, persons with disabilities and family caregivers will make informed choices and have streamlined access to long term care support.

An estimated 350 RSVP volunteers will serve in 25 volunteer stations located throughout the island.

Some of their activities will include the following:

- * Healthy Futures: Aging in Place-Companionship, Friendly Visiting and Telephone Reassurance; Obesity and Food-Food Pantry Support, Educating; Access to Care-Distributing Information, Preventing Elder Abuse, Coaching
- * Economic Opportunity: Housing; Financial Literacy
- * Education: School Readiness-Tutoring
- * Environmental Stewardship: At Risk Ecosystems-Land Restoration, Debris Removal
- * Veterans & Military Families: Veterans & Military Families Served-National Guard Volunteer Services; Referring to Services
- * Capacity Building: Fundraising thru Thrift Shops and Gift Shops; Garnering Donations; Supporting Blood Drives
- * Community Priorities: Libraries, Museums, Service Information Desks, Community Garden, Entertainment Outreach at Long-Term Care Facilities and Hospitals, Special Projects.

At the end of the three-year grant, we aim to achieve the following:

- * Increase ability of elderly to remain in their own home, alleviate isolation and to prevent costly institutionalization
- * Provide caregivers needed respite
- * Improve quality of adult day care by provision of therapeutic, social & activity programs
- * Bereavement support to families of individuals with tragic deaths
- * Reduce elderly abuse in long-term care facilities
- * Increase food security for financially disadvantaged families
- * Assist with building new construction or repairing/renovating of residential homes

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- * Improve school outcomes
- * Protect fragile ecology and endangered species, educate the public
- * Support military veterans & families by increased access to services
- * Assist social service agencies with fundraising thru their gift shops and thrift shops
- * Support community libraries and museum's cultural and historical preservation
- * Providing therapeutic outreach through music to the residents of long-term care facilities

The CNCS federal investment of \$62,847 will be supplemented by \$90,635 by the County of Kauai.

Strengthening Communities

Kaua`i RSVP is located in the county and on the island of Kaua`i, Hawaii's oldest inhabited island.

The county is about 32 miles long and 25 miles wide with 622 square miles of land and is surrounded by the Pacific Ocean. It includes five districts: Waimea, Koloa, Lihu'e, Kawaihau and Hanalei. The only means of mass transit between Kaua`i and other island counties is air travel.

Although Kaua`i is a popular vacation destination and known for its natural beauty, statistics disclose a community facing many urgent challenges, including high rates of poverty and food insecurity.

Due in large part to its isolation and high cost of imported goods, Hawai'i has the highest cost of living in the US, according to MoneyRates.com and is the "worst state for earning a living," and has the highest gasoline prices in the nation. Isle drivers are paying an average of \$74 more per month than the national average price of gas, which was \$4.33, according to AAA's Daily Fuel Gauge Report. (Pacific Business News, 8/29/13). However, Kaua`i's per capita income is \$26,591 (US Census, American Community Survey 5-Year Estimates).

The U.S. Census Bureau reports 11.0% Kauai poverty rate. The Kaiser Family Foundation, which considers additional living expenses, reports the alarming rate of 24% living in poverty--33% of children, 22% of adults (19-64) and 17% of older adults (65+).

Hawaii's unemployment rate as of October, 2013 is at 4.4% based on the Bureau of Labor Statistics.

"Hunger in America 2011" documented that approximately 14% of Kaua`i residents are receiving emergency food assistance through the Hawaii Foodbank Network.

According to the 2013 data, Kaua`i's demographics include 69,512 population.

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33.7% White

0.7% Black or African American

0.5% Native American

31.3% Asian

9.1% Pacific Islander

24.6% from two or more races

10.5% Hispanic or Latino of any race

21.4% Language other than English spoken at home.

6.5% under 5 years

22.3% under 18 years

16.8% 65 years & over

49.8% Female.

Due to the identified factors above which are affecting the Kaua'i community -- high poverty rate, high cost of living, high unemployment rate, high food insecurity coupled with the high percentage of older adults, there is a need to assist in meeting the health needs of the community. Volunteers are needed to help in the Healthy Focus area which is Kauai RSVP's main focus area -- access to care, aging in place and food. Volunteer stations have been set-up to provide food to needy families and individuals. RSVP volunteers will help pack and distribute food to enable families to have food security. Statistics also show that as the baby boomers age, a high percentage desire to stay in their own homes. Providing companionship and respite services by volunteers will help these elderly individuals achieve their goal of aging in their own homes. This has become the most desirable way of aging, as well as the most cost-efficient way. Survey forms will be developed and conducted to measure that the desired outcomes will be met.

Veterans and military families are important to Kauai. Special projects which are specific to help them had been done and will continue to be done by Kauai RSVP volunteers. Partnership with the Veterans Affairs Office here in Kauai, as well as the Kauai Veterans Clinic enable the volunteers to participate and assist with veteran's activities.

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Kaua`i RSVP has been in operation in Kaua`i County since 1973, helping to address the urgent needs of the residents. RSVP is sponsored by the County of Kaua`i, Agency on Elderly Affairs. The Agency on Elderly Affairs(AEA) has contracted with community organizations to provide home based and community services including Transportation, Adult Day Care, Personal Care, Homemaker, Caregiver Counseling, Congregate meals, Home Delivered meals and Legal Assistance. AEA also provides direct services including Case Management, Information & Assistance, Outreach, Chronic Disease Self-Management Program, EnhanceFitness, Senior Companion Program, Telephone Reassurance Program and Friendly Visiting Program.

Kaua`i RSVP's program design and evaluation are developed with community input through regular contact, both formal and informal, with many community groups and agencies. RSVP's contacts include:

Kaua`i County Agency on Elderly Affairs (AEA): RSVP staff attends bimonthly staff meetings and in-service training; participates in AEA's outreach programs such as the Senior Fair, Health & Wellness Fairs, Community Outreaches, promoting RSVP programs and recruiting volunteers.

Garden Island Resource Conservation & Development (GIRCD): GIRCD provides RSVP with phone and email updates on its work to restore and protect endangered environments and species and its need for volunteers, resulting in a substantial increase in RSVP volunteers in environmental protection programs.

Input is also solicited from Kaua`i RSVP Advisory Council members, who provide program evaluation and represent a variety of backgrounds including educators, program managers, health care professionals, business owners and government workers. The council members are also from a variety of ethnic and cultural backgrounds to ensure that RSVP programs are responsive to and inclusive of the uniquely multicultural nature of Kaua`i.

Kaua`i RSVP has raised public awareness and support by: its presence at community fairs, service projects, and other events, increasing public relations and press coverage through visible community involvement such as 9/11 and Martin Luther King Day service projects, newsletter publication and an internet presence on volunteermatch.org and Facebook. The heightened recognition has increase

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requests for RSVP assistance and collaboration, which in turn boosts the number of opportunities for RSVP to further increase awareness while also exploring new opportunities for important partnerships.

RSVP focuses on developing agency partnerships that will create the greatest impact on areas of greatest need for a sustainable, healthy community. While developing new partnerships, RSVP is strengthening existing ones with agencies most closely involved in addressing community needs and which need the volunteer power and experience that Kaua`i RSVP can provide. Its experienced volunteers not only provide direct labor, they also provide capacity building assistance to community agencies by assisting them with planning and executing fundraisers, blood bank drives, and other events and recruiting volunteers for the agencies.

In summary, RSVP is a key player in the delivery of services to the people of Kaua`i through its partnerships with government and non-profit social services agencies.

Of the 350 Kaua'i RSVP volunteers, a total of 109 unduplicated volunteers or 31% will be placed in work plans that result in outcomes. Anticipated outcomes from the work of these volunteers include increased social support, increased food security, improved academic performance and having housing facilities.

115 of the RSVP volunteers or 33% will be placed in Healthy Futures which is Kauai RSVP's primary focus area. Activities include companionship, caregiver respite and food distribution.

82 volunteers or 23% will be placed in community priorities work plan. Activities include working in libraries, museums, service information desks, community gardens, therapeutic outreach for elderly and special projects.

The rest of the volunteers will be placed in the other focus areas -- education, environmental stewardship, veterans/military families, economic opportunity, disaster preparedness and capacity building.

Recruitment and Development

Kaua`i RSVP ensures a high quality volunteer experience for a diverse volunteer population by

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offering a wide range of assignments in areas of healthy futures, education, environmental stewardship, economic opportunity, veterans and military family support, capacity building and other community priorities.

For example, a volunteer interested in protecting Kaua`i's environmental and human heritage has a wide range of projects in a wide range of settings to choose from. Outdoors: repairing environmental damage, leading guided tours, monitoring endangered species, and speaking at community fairs and events. Indoors: preserving museum specimens, educating visitors, managing gift shops that financially support preservation of Kaua`i's heritage, and organizing public events to increase awareness of and to celebrate the many cultures represented on Kaua`i.

For the primary focus area, Healthy Futures -- Aging in Place, training is provided by the volunteer stations to ensure that the volunteers will be effective.

RSVP also offers leadership opportunities for volunteers. 50% of the RSVP Advisory Council members are volunteers who have demonstrated their leadership abilities. Other volunteers have been promoted to volunteer coordinator or manager positions at their stations.

May is Older Americans Month and it is during this time that Outstanding Male and Female Americans are honored. Every year, more than half of the nominees for this prestigious award are RSVP volunteers. For this year, the Outstanding Male and Female Americans are both RSVP volunteers.

Volunteers are also encouraged to reflect upon their volunteer experiences and share their thoughts through a member survey and an appreciation luncheon. Volunteers are also invited to meet with RSVP staff and Advisory Council to discuss their volunteer experiences.

Volunteer recruitment has never been a problem for RSVP due to its position with the County's Agency on Elderly Affairs (AEA). Referrals from the Community Service Workers, other volunteers, self-referral and outreach to community and retiree groups enabled the program to maintain a large volunteer roster. However, as the "baby boomers" reached membership age, and as Kaua`i RSVP turned its focus to particular areas of need that required new skill sets, RSVP expanded its recruitment

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efforts to modern media, with the presence on Facebook, volunteermatch.org and other community service oriented websites. We also have a regular newsletter that is being distributed to all the volunteers as well as to community members to keep everybody informed about the many happenings of the program.

Retention of volunteers is also not a problem for RSVP. 64% of our volunteers have been with Kauai RSVP for 5 years or more. Satisfying volunteer experiences, a wide array of volunteer opportunities, and an appreciative community have enabled the program to retain its volunteers. Each year, volunteers are reaching the 25 year service milestone. Currently, we have 7 volunteers with over 25 years of service.

A very important aspect of volunteer retention is the annual recognition event which provides acknowledgement and appreciation on behalf of the community as a whole, as well as community leaders and elected officials. The event receives tremendous support from local media and from County programs, including hands-on assistance from AEA staff and other County Departments. Most of the volunteers look forward to this Annual Recognition which is usually held in December. Based on surveys conducted, almost all of the volunteers want to keep this tradition. There are a few volunteers who just want to serve but do not want any recognition.

Another recognition activity is the Presidential Volunteer Service Award. RSVP volunteers with over 500 hours of service for the year (Gold), and volunteers with over 4,000 lifetime hours (Lifetime) are recognized. For this year, Kauai RSVP has 5 Gold awardees and 5 Lifetime awardees. They were recognized by the Mayor through the presentation of Certificate of Achievement, congratulatory letter from the President and service pins. A celebration is usually held after the ceremony. We have a total of 16 active volunteers who have attained the Lifetime Award.

Kauai RSVP has been trying to recruit veterans as volunteers. Currently, we have 26 veteran volunteers. Kauai RSVP hopes to entice more veterans to volunteer through the partnership with the Veterans Affairs Office.

Although RSVP has an excellent record of attracting and retaining volunteers, it is expanding its efforts in both regards. RSVP increased public awareness of the program through distribution of a

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newsletter that highlights volunteer opportunities and benefits while also recognizing the important contributions of current volunteers. Volunteer stations now post RSVP site signs. Volunteers have been given Kaua`i RSVP logo items to take with them to their stations, such as pens, magnets, notepads, tote bags and lapel pins. The foregoing efforts are multi-purpose: increase community awareness of RSVP's contributions, recruit new volunteers for specific assignments, and honor current volunteers.

Program Management

Kaua`i RSVP maintains 25 volunteer stations. While many of them are continuous and have been with the program for many years, new stations which address important community needs have been added. Stations are usually partner-agencies which are public agencies, secular or faith-based private non-profit organizations, or proprietary health care organizations. They are selected by RSVP based upon an evaluation of urgent community needs and the ability of the agency to meet those needs with the help of RSVP volunteers. Volunteer assignment descriptions are developed with the stations and to the extent possible include a range of skill levels.

All agencies with regularly assigned volunteers are covered by the Memorandum of Understanding (MOU), which is renewed every three years. The MOU sets out the data that is required by RSVP to measure performance and ensure a quality project that is meeting the community needs.

All RSVP volunteers are required to fill out the Kauai RSVP Enrolment form and provide pertinent documents like photo identification cards and insurance cards, if applicable. We are currently in the process of updating all Enrolment forms. This is to ensure that all of the volunteers are eligible to serve in RSVP. All of the data on volunteers and stations are inputted to the Volunteer Reporter program. Updates are done on a regular basis to ensure completeness and accuracy of data.

Healthy Futures has been the primary focus area of Kauai RSVP for the last three years and we intend to keep this as long as there is a need for it.

Regular site visits at least once a year are conducted to ensure that the volunteer stations are in compliance with RSVP program regulations and the volunteers are performing their assigned service activities.

Kauai RSVP also conducts annual meeting for all volunteer station coordinators. This also serves as a

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training for new coordinators and as a refresher for existing coordinators. This is also a venue for the coordinators to share their experiences and identify possible areas for improvement.

There is also a plan to conduct yearly volunteer meetings per area -- North, Central and West. This will enable volunteers to gather together, be informed of latest RSVP issues and happenings and share experiences with one another.

Kauai RSVP publishes a newsletter every quarter. A volunteer does the compilation and editing of the newsletter. An email version is sent to all volunteers with emails. Printed copies of the newsletter are distributed to all the volunteer stations and copies are also kept at the information desks of the County offices. The newsletter contains activities done by RSVP volunteers and other pertinent information on volunteer opportunities.

Additional data is collected from press releases, media reports, and reports from volunteers and aid recipients. Data is reviewed to ascertain completeness and to determine if goals are likely to be met.

The RSVP Advisory Council conducts an annual evaluation of the program. This evaluation includes a survey of volunteers and volunteer station representatives. Additionally, the Advisory Council conducts volunteer station visits throughout the year. The comments on the surveys serve as input for possible program improvements.

To keep the Advisory Council informed about the activities of Kauai RSVP, a meeting is held every other month. Most of the members attend all the meetings. There was a recent vacancy in the Board due to the passing of one member, but this was immediately replaced by another active member of the community.

In addition to the traditional type of volunteer activities (i.e. regularly scheduled, long term), RSVP seeks out opportunities to meet the growing trend among new retirees and Baby Boomers to engage in short term, episodic volunteer assignments. As an example, RSVP partnered with the AARP for a car fit program. This is a new safety program designed for senior motorists to check how well a driver and their personal vehicle work together. RSVP volunteers also work with the Muscular Dystrophy "Lock-Up". This is a fundraising activity to help Hawaii children and adults with muscle diseases. RSVP also provides volunteers for the Tropic Care program - part of the Department of Defense Innovative

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Readiness Training project, which provides real world deployment and readiness training opportunities to military members and units while also helping local, underserved populations by providing free health services -- dental, medical and vision. Tropic Care services were provided in Kauai in 2012 and recently this June 16-26, 2014. The Advisory Council also sponsors special project. The current project is the Emergency Medical Technician magnets Outreach Program. The Council provided funding for the initial supply of magnets, which were organized and packaged by the volunteers. We have regular volunteers doing outreach education at different sites.

RSVP also sends experienced fundraiser organizers to assist in short term, but intense, projects for local non-profits agencies. In turn, the agencies reports on the assistance provided and the resulting funds raised.

Kaua'i RSVP already had the experience of graduating volunteers as well as volunteer stations to meet the changing community needs. This was done two years ago when the six RSVP focus areas were introduced. Letters were sent to affected volunteer stations and meetings with them were also conducted. Other volunteer opportunity areas were also introduced to the graduated volunteers.

All RSVP fiscal operations and inventory are maintained by the Agency on Elderly Affairs accounting personnel and the County Finance Department. AEA provides approximately 56% of county funding for RSVP. County funding pays half of the Director's salary and fringe benefits for the director and program support technician. Additionally, AEA provides office space, utilities, and equipment support services at no cost to the program. All staff is under the civil service system with established pay grades, job description and annual job performance ratings. RSVP staff is under the direction of AEA's Program Administrative Officer.

Organizational Capability

Kaua`i RSVP maintains its office in Lihue with a full time director and program support technician. The Agency on Elderly Affairs provides 50% of county funding for the salary of the director and 100% funding for the benefits of the director and program support technician. AEA has sponsored the Kaua`i RSVP program for the past 41 years and also provides office space at no cost to the program.

As a direct service program of the Agency on Elderly Affairs, Kaua`i RSVP can call on AEA staff for support and resources as needed. AEA has provided access to office equipment, computer network, and meeting rooms. The program is governed by the County's purchasing, procurement and travel

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procedures, personnel and collective bargaining agreement policies, and fiscal management system.

The RSVP Director has the principal responsibility for the project and has management experience with community volunteer programs. She has been with the organization for over a year but she has done over 15 years of volunteer management in her previous jobs and in her community organizations. The Program Support Technician has over 21 years with the Agency on Elderly Affairs and over 18 years of experience with volunteer community service. Kaua`i RSVP has managed its Federal and County funding for 41 years. For the Kauai County Agency on Elderly Affairs, it has managed federal and other grants since it was established in 1964.

RSVP staff has the opportunity to participate in training opportunities offered by the County of Kaua`i, the State of Hawaii, and the Corporation for National and Community Service. This ensures that the RSVP staff maintain best practices and high skill levels.

Other

The following is a summary of Kaua`i RSVP's efforts in the strategic priority areas.

1. Healthy Futures -- Help seniors get the health care they need, and improve their quality of life.
Adult Day Care: Volunteers engage attendees in stimulating activities, such as music (playing, singing) and dancing or other facilitated movement activity. Activities are multicultural and multi-lingual to meet the interests and needs of the participants. Regular, on-going, one on one socializing after activities to monitor for neglect or abuse. Food Security: Hot meals and boxes of food are distributed by volunteers island wide through different Soup Kitchens. Health Screening: Volunteers promote healthcare opportunities for residents. Hospice/Terminally III: Volunteers staffs the hospice, provide counseling and other services. Independent Living: provision of companionship, safety checks and support to homebound seniors who live alone, including visitation during hospital stays.
2. Disaster Services -- Provide critical disaster assistance.
Disaster preparation: Volunteers are trained in emergency response and equipped to open and manage emergency shelters.
3. Economic Opportunity -- Help people towards their financial independence and home ownership goals.
Consumer Education: Volunteers provide workshops on how to detect, report and avoid Medicare scams and fraud. Volunteers will also provide workshops and outreach on Medicare benefits for

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diabetes screening. Housing Services: Volunteers assist with building new construction or repair/renovation of residential homes. Financial Literacy: Volunteers assist low-income and elderly with tax preparations.

4. Education -- Assist local youth in classrooms or mentor them.

Tutoring: Volunteers tutor school children in the classroom and school libraries, primarily in reading and writing. Cultural Heritage: Volunteers staff the Kauai Museum, including providing educational tours, preserving archival material and fundraising through the gift shop. The museum is dedicated to preserving Kaua`i's multicultural heritage through education and preservation.

5. Environmental Stewardship -- Preserve natural beauty of national and local parks.

At-risk Ecosystems Improvement: Volunteers in the field restore degraded land, which also improves ecosystem to support native wildlife and removes invasive species that reduce native vegetation.

Environmental Education: Volunteers participate in community events to raise awareness of the need for sound, sustainable practices and lead guided tours of areas at risk and in need of sound

stewardship. Waste Reduction & Recycling: Volunteers organize and promote recycling drives, leading to encouraging and assisting other organizations to organize recycling in their communities or business.

6. Veterans & Military families -- Support veterans and military families by connecting them to helpful services.

Hospice/Terminally Ill: Volunteers provide funeral arrangements and bereavement counseling for the families of military veterans. Cultural heritage: Kauai Veterans Center volunteers are creating a veteran's museum to honor and preserve the history of the island residents' contribution to the US Armed Forces.

7. Capacity Building. Infrastructure Development: Volunteers plan and operate fundraising events for non-profits with limited staff and experience. Volunteer recruitment: RSVP volunteers attend community events and various membership meetings to recruit volunteers for non-profits in need.

8. Community Priorities. Volunteers assist with other community priority projects which include the following: Libraries, Museums, Service Information Desks, Community Garden, Therapeutic Outreach and Special Projects

PNS Amendment (if applicable)

Not Applicable