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Executive Summary

Established in 1973, Clinton County Retired and Senior Volunteer Program (CCRSVP), challenges individuals 55 and older to utilize their energy, skills, and expertise responding to the essential needs of the community through volunteer service. The CCRSVP volunteers primary focus area will be serving in Healthy Futures; focusing on the objectives of Aging in Place, Access to Care, and Obesity and Food. Volunteers will also serve in the areas of Economic Opportunity, Other Community Priorities, and Other Focus Areas. Targeted populations include the homebound, disabled, children and families, older adults (individuals 65 and older), veterans, and economically disadvantaged individuals. An estimated total of 220 CCRSVP volunteers will serve. In the primary focus area, Healthy Futures, a total of approximately (140) or 64% of volunteers will serve to which approximately (120) or 55% of unduplicated volunteers will serve in the (H8) area transporting home-delivered meals; tied to an anticipated outcome to support the ability of individuals that are homebound, older adults, veterans, or have a disability. At the end of the three-year grant, an anticipated outcome will include H9: Number of individuals with disabilities having increased social support. The CNCS federal investment of \$32,829 will be supplemented by approximately \$38,034 of non-federal sources; including but not limited to Clinton County \$7,000 and State of Iowa \$18,964. Various other funding coming from sources such as private donors, other servicing agencies, memorials, and Board fundraising will provide the additional funds to round out the additional \$12,070 needed.

Strengthening Communities

The project area served by CCRSVP for the past 41 years is Clinton County, which is located in east-central Iowa. Clinton County is comprised of 14 diverse metropolitan and rural communities including the cities of Andover, Calamus, Camanche, Charlotte, Clinton, Dewitt, Delmar, Gooselake, Grand Mound, Lost Nation, Low Moor, Toronto, Welton, and Wheatland. According to City Data the county is 68% urban and 32% rural. The major urban population centers of Clinton, Camanche, and DeWitt serve as the primary industry based areas, while the rural areas are more agricultural based. The population of Clinton County as documented in the latest available Census (2010) is 49,116. The population is 94.2% Caucasian, 3.1% African American, and 2.9% Hispanic or Latino. The remainder of the population is comprised of Asian or two or more races. Older adults comprise 17.8% of the population. Clinton County veterans account for 4,498 of the population and 22.6% of the 65-74 age group population are veterans. The median household income is \$49,010 with 13.2% living below federal poverty guidelines. According to the 2010 U.S. census, the State of Iowa is second in the nation

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in percentage of individuals age 85 and over, and fourth in percentage of older adults. In Clinton, 17.1% or 4,597 of the 26,885 population is older adults. According to Iowa Aging, "25% of Iowans over the age of 65 live on less than \$856/month" accounting for a poverty rate of 12.7% for older Iowan adults compared to an overall 7.8% and Clinton County older adults are at 8.6% of the population. The U.S. Census also indicates that 38.2% of the Clinton County older adult population and 9.5% of the 18-64 age group population are disabled.

Given these statistics, the program Primary Focus Area for CCRSVP will be Healthy Futures, which will include focusing on a number of service activities. One such service activity will be that of Food Delivery where the primary objective of Aging in Place will be sought out through the utilization of Mobile Meals United services benefiting the older adults, homebound, disabled individuals, and veterans. The Mission of Mobile Meals United is to provide a continuous lifeline of nutritious food and human company to the homebound, thereby helping them to live with dignity, to help older adults, homebound individuals, and the disabled with aging and health issues by checking on them daily in their own residence. The volunteer drivers are placed on a regular delivery route by means of a monthly delivery schedule to create consistency and trust with the meal recipients. It has been identified that home-delivered meals has a connection to positive mental and physical health outcomes to help the recipients remain in their own home. The April 2012 Study of the Review and Comparison of Current Service Models for Title III Funded Home-Delivered Meals states that, "Two-thirds of clients said that receiving home-delivered meals contributes to their safety, and one-quarter of those mentioned the importance of the social contact or welfare check...". This service activity will not only aid in the recipients health and safety, but also provide an outlet for community involvement through volunteerism. Approximately 120 unduplicated and a total of 130 CCRSVP volunteers will transport meals to approximately six different routes in the city of Clinton, seven days a week, 365 days a year to approximately sixty disabled, homebound, and older adults for a combined total of approximately 480 volunteer hours a month. Mobile Meals United meal recipients will be required to have a referral for home-delivered meals from local medical staff and/or social workers to assure the appropriate target population are receiving the independent living services of home-delivered meals. CCRSVP volunteers will receive training by Mobile Meals United supervisors. Supervision, feedback, and recognition will be provided by the Alverno Healthcare Facility, where the hot nutritious meals will be provided for delivery. Volunteers will follow safety check protocols such as contacting the appropriate emergency contacts; including emergency responders in the event there are any safety

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concerns that require the attention. The anticipated priority (H9) target outcome will identify approximately 80% of the meal recipients that returned their survey will indicate having increased social support by means of a client satisfaction survey. An activity log will consist of meal route sheets that are calculated weekly by CCRSVP staff and the Alverno Healthcare Facility staff. The priority (H8) target output will be identified through the number of meals provided to individuals daily on each route and will be tallied on a weekly, monthly, and annual basis for a combined total.

The program Primary Focus Area, Healthy Futures will also include focusing on the service activities of Distributing Information where the primary objective of providing Access to Care will be sought out through the services of Senior Healthcare Insurance Information Program (SHIIP) volunteer counselors. Approximately four unduplicated and a total of ten CCRSVP volunteers will assist and provide one-on-one counseling on Medicare Supplement Insurance and Medicare Prescription Drug Plans. Clients will receive supplement information and will be educated and assisted in coordinating Medicare bills and Medicare supplements to help reduce health care costs. SHIIP counselors will assist Medicare recipients with Medicare Prescription Drug Programs in choosing the appropriate program for their individual prescription drug care needs. Approximately 450 older adults; including veterans will have their Medicare Supplement, Long Term Care Insurance, and Medicare Drug Plan options reviewed to assure they are receiving appropriate coverage; achieving the most cost efficient and effective plans for their individual needs meeting the anticipated output of individuals receiving information on health insurance, access, and benefits. The SHIIP volunteer counselors are provided intensive training through the Iowa Department of Insurance. The SHIIP volunteer counselors are required to be certified; which includes a thirty hour training program and attending additional quarterly update meetings. SHIIP volunteer counselors will attend an annual workshop that will also provide volunteer recognition. Approximately two SHIIP volunteer counselors will be available to assist individuals by appointment approximately two days a week year round at two different locations, one in Dewitt, Iowa and the other in Clinton, Iowa, four volunteer counselors will be available during the annual open enrollment, current year (Oct. 15 -- December 7), and approximately four other CCRSVP volunteers will assist throughout the week with clerical issues such as scheduling appointments, handling daily in-coming phone calls and walk-ins. Other corporate and industrial site based clinics will be held as requested or needed. Daily activity logs will be maintained for clients assisted to ensure appropriate records of individuals receiving services to identify the anticipated (H2) target output of receiving information on health insurance, healthcare access, and

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health benefits programs is delivered.

A couple other Primary Focus Areas for CCRSVP in Healthy Futures will be focusing on the service activities of Companionship and Transportation, where the primary objective of Aging in Place will be sought out through the volunteer services of visiting nursing home residents and transporting older adults, disabled, and veterans to scheduled appointments as needed. Approximately two unduplicated and a total of four CCRSVP volunteers will visit approximately two nursing home facilities approximately once a week to provide companionship and conversation to approximately a total of twenty nursing home residents on an annual basis. The companionship recipients will be tracked for outcome (H8) priority by means of activity logs on a weekly basis. Approximately three unduplicated and a total of five CCRSVP volunteers will provide transportation services for older adults, disabled, and veterans to and from scheduled appointments.

The final area to be focused on in Healthy Futures will be focusing on the service activities of Food Pantry Support, where the primary objective of Obesity and Food will be sought out through the volunteer services that consists of stocking shelves and preparing food pantry boxes for the recipients. The Feeding America Map the Meal Gap 2013 report claims that the food insecurity individuals in Clinton County Iowa are at approximately 6,300 or 12.8%. Clinton County currently has six food pantries that support the community. Clinton currently has two food pantries and they require the support of volunteers to have adequate staff to support the needs of the community. The Associate Benevolent Society and the Free in Jesus Church serves as pantry sites in the community. Between the two pantry sites 1,684 families; including 4,621 individuals were served during the pantries fiscal year ending in 2012 and served 1,846 families; including 4,775 individuals during the fiscal year ending 2013. As of July 2014 1,757 families have been served including 4,147 individuals; with the current fiscal year ending September 30, 2014. Approximately nine and a total of thirty CCRSVP volunteers will assist with supporting the pantry sites by stocking shelves with the food donated and ordered deliveries as well as prepare the food pantry boxes for the recipients. Volunteers are scheduled according to the pantry site needs. Volunteers receive training from either the River Bend Foodbank or the pantry site director. Confidentiality is stressed during the training as well as the U.S. Department of Agriculture discrimination rules. To ensure there are no food pantry duplications between the two pantry sites the recipients will be required to have a referral from another area agency known as Information Referral and Services that will monitor such activity and send the recipient to the

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appropriate pantry site to receive their food pantry box. Recipients will be screened for income eligibility and permitted to receive food assistance once a month.

Another focus area for CCRSVP will be in Economic Opportunity which will be focusing on the service activities of Repairing Homes, where the primary objective of Housing will be sought out through the volunteer services of the Hearts and Hands Program initiatives. The Hearts and Hands Program was established by CCRSVP in 1998 to help older adults, disabled, and low-income individuals with home repairs and building handicap ramps to make their homes more safe and secure. Poverty and health prevent homeowners from making the necessary repairs to their homes to keep them safe and secure. Home repairs and energy costs are major concerns for these individuals considering 13.2% of the Clinton County population and 8.6% of the older adult population live below the federal poverty guidelines. According to the Iowa Energy Center website, "The average Iowa family spends more than half of its annual household energy bill on heating and cooling". The Hearts and Hands Program will consist of home repairs, building projects, home improvement, and weatherization services for the economically disadvantaged, disabled, veterans, and older adults which will be provided by CCRSVP volunteers and the First United Methodist Church-Mission. Weatherization will be included to provide more energy efficient homes, which will include placing plastic on the windows, sealing leaks around door and window frames, installing door sweeps, and outlet gaskets. Approximately three CCRSVP volunteers will serve as coordinators of the program where applications will be processed and completed. The First United Methodist Church Mission will assign volunteers to specific projects by the type of expertise needed for the job, such as water leaks and hot water tank replacements. Supervision, feedback, and recognition will be provided by the Hearts and Hands Program. The projects will be completed by approximately twenty unduplicated CCRSVP volunteers and a total of twenty-five will assist the Hearts and Hands Program. Community volunteers and volunteers of the church will also assist. Each CCRSVP volunteer will attend a one-hour training/orientation and provide approximately a total of twelve hours toward each building project, such as the handicap ramp. Projects will be evaluated and assessed prior to work and during the project work. An activity log of completed projects will be maintained and updated on an as completed basis by CCRSVP staff and the appointed representative of First United Methodist Church to identify the anticipated priority (O5) target output of approximately 100 economically disadvantaged individuals receiving housing services.

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Another focus area in Economic Opportunity will be focusing on the service activities of Financial Literacy, where the primary objective of Income Tax Tutoring will be sought out through providing income tax assistance to the economically disadvantaged individuals in the community, including but not limited to older adults, disabled, and veterans. The budget cuts to the IRS funding which provided IRS tax assistance and preparation for economically disadvantaged individuals and the reductions to the IRS employee training has been a huge burden to taxpayers seeking answers to their tax questions. According to the National Taxpayer Advocate 2013 Annual Report to Congress, "Budget cuts and sequestration have led the IRS to cut its overall training budget by more than 85% and training hours for key employees by up to by 89% since fiscal year 2009", causing inadequately trained IRS employees, which has caused distress for taxpayers. Tax laws are complex and require trained individuals to assist in answering tax provision questions. The same report claims, "In FY 2014, the IRS will answer only "basic" tax law questions during the filing season (January through April), and it will not answer any tax law questions at all (even basic ones) beyond April, including questions from the millions of taxpayers who obtain filing extensions and prepare their returns later in the year" and "this new policy applies to taxpayers who seek assistance with tax law questions by phone as well". The report also claims IRS employees could only answer 61% of the customer service calls last year. The Clinton County community of economically disadvantaged individuals has relied on the tax tutoring program of CCRSVP to assist them in preparing their tax returns and assisting them with the difficult and basic tax questions year round. Approximately eight unduplicated and a total of twelve CCRSVP trained volunteers will provide free tax counseling, preparation, and electronic filing to economically disadvantaged individuals relieving their cost burden and providing the additional assistance they may need to navigate through the many tax questions they may have year round. An activity log is maintained by CCRSVP volunteers and tallied for a weekly, monthly, and an annual report to identify the anticipated (O1) target output of 350 economically disadvantaged individuals receiving financial literacy services.

The final focus area for CCRSVP will be Other Community Priorities, where the service activities will include supporting other non-profit organizations in completing daily business tasks including, but not limited to activities such as answering phones, distributing mailing and informational packets, intake and data entry, and assisting non-profit clients. Clinton County has a population of 49,116 and of those individuals, 13.2% are living below the poverty level. The City of Clinton has a population of 26,885 and of those individuals 17.3% of those individuals, are living below the poverty level. Those

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kinds of statistics require the community to depend on local area agencies and non-profit organizations to provide assistance and access to resources. Clients will receive assistance in filling out applications for assistance from other non-profit organizations and government entities such as the Department of Human Services (DHS) and Social Security Administration and referrals to organizations such as Information Referral and Services (IRAS). Approximately 52 unduplicated CCRSVP volunteers 60 total will assist non-profit organizations and area agencies maximize their missions by providing resources, services, and programs to the Clinton County community. Those CCRSVP volunteers will also assist with community events that benefit the community; including children and families and the economically disadvantaged, such as the school supplies distribution event provided by the Community Action agency. These non-profits organizations and service agencies will receive the assistance of CCRSVP volunteers with the qualifications and experience that meet their needs. Time logs will be logged for each volunteer daily and tallied weekly, monthly, and annually. The time logs will require the appointed signature of the appropriate volunteer station representative and will be delivered to CCRSVP.

Recruitment and Development

CCRSVP has 41 years of established community partner agencies providing volunteers with an array of opportunities at 22 different volunteer stations throughout the area that address the identified community needs in both the Primary Focus area and in Other Focus Areas. CCRSVP works with these area agencies in planning and developing meaningful volunteer opportunities utilizing strategies to maximize the volunteers experience in serving the agency to maximize the benefit to the community and the individuals being served. The volunteer stations provide a variety of service activities to engage volunteers in many diverse, but meaningful and worthwhile activities; thus providing high quality volunteer experiences to keep volunteers engaged, interested, and satisfied with their volunteer experience. CCRSVP has been a leader in organizing community events to address unmet community needs where many of the volunteers utilize their skills and life experiences to make a meaningful impact on the community. For the most part, volunteers are involved in the planning and execution of community events which permits them to be actively involved and strategically connected to activity. These high quality volunteer experiences ensure that volunteers make meaningful connections and continue to serve. These types of volunteer experiences provide volunteers with professional and social contacts allowing them to stay active and involved in their community. Volunteers share their experiences and get others involved by telling others about their volunteer experiences and the impact it has had on their lives.

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CCRSVP volunteers are initially screened for meeting the CNCS requirements, then interviewed, provided with the opportunities available, and matched to the volunteer station according to their availability, choice, ability, and skill. Provided the opportunity is one that interests them, details such as the title, objective, location, key responsibilities, volunteer station mission, time commitment, and training are provided so they can decide if they are willing to make the commitment. Volunteers receive an orientation and are provided an informational packet which includes details such as the job description, informational material regarding the volunteer supplemental insurance, a list describing RSVP policies, procedures, and general guidelines such as the prohibited activities that include special limitations on political activities, religious activities, and replacement of employed workers. Also provided is informational information regarding the CCRSVP mission and history and volunteer testimonials. CCRSVP volunteers are provided the necessary training according to their volunteer service area by qualified professionals and are initially partnered with a mentor to assist them in learning their new volunteer role. Volunteers are also encouraged to use their volunteer position to develop new skills, interests, and leadership abilities.

Volunteer stations are required to sign a Memorandum of Understanding (MOU) which details clear and appropriate guidelines of what is expected of the stations, including important details such as following the RSVP policies, procedures, and general guidelines such as providing the proper training and safety for volunteers. The CCRSVP Director follows up with both the volunteer and the volunteer station after the first initial day of serving to see if the match is a positive one for all involved. The director continually assesses and if for whatever reason the match is not that of a suitable one for either party involved or becomes unsuitable other arrangements are made to fulfill the needs of both by smoothly transitioning the two with better matches. CCRSVP wants to ensure a positive experience for all parties involved and will make the necessary changes to ensure all parties are mutually satisfied with the experience. Continuous improvement strategies are utilized in this area to continue to serve the volunteers, volunteer stations, and the overall community.

CCRSVP realizes the importance of utilizing all volunteers including those of diverse races, ethnicities, sexual orientations, or degrees of English language proficiency. Utilizing volunteers according to their skill no matter their ability or disability is also just as important. All volunteers are placed according to their skill and where they will provide the most impact no matter their background. Currently we

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have two very intelligent ladies that coordinate and operate the Senior Healthcare Insurance Information Program (SHIIP), one of which has Parkinson's disease. She is highly sought out and recommended by her clients and CCRSVP works with her according to her needs to satisfy her health concerns in effort to provide her with a high quality volunteer experience. CCRSVP has several volunteers that are physically and mentally challenged, but still offer their unique skills by providing services such as crocheting items for the CCRSVP Holiday Network Program such as hats, scarves, and mittens or creating mobile meal route calendars for Mobile Meals United, stuffing envelopes for community agency mailings, or recruiting other volunteers. CCRSVP encourages and includes all volunteers to ensure every volunteer is provided the opportunity to give back to their community in effort to meet the needs of the community. CCRSVP is continuously recruiting more volunteers and seeking out veterans by my means of expanding the outreach to local American Legions and Veterans of Foreign Wars (VFW) organizations. Highlighting the volunteer opportunities available, providing volunteer testimonials, and encouraging the veterans to utilize their knowledge and skills to improve their communities will encourage veterans to join CCRSVP.

Training is an ongoing process for the many unique programs and volunteer opportunities provided by CCRSVP. The tax counseling program offers an annual four day period of professional training by the Internal Revenue Service (IRS) and the American Association of Retired Persons (AARP) which includes enhancing their skills by learning the changes that have been implemented in regard to tax preparation updates. This program also provides opportunities for leadership roles in regards to coordinating the program and supervising the tax volunteers. The Advisory Committee is actively involved in the decision making process of selecting such individuals for their active leadership roles. The Senior Healthcare Insurance Information Program (SHIIP) volunteer counselors also receive the proper training and education necessary to sustain the program. Some include technical trainings such as webinars, but most are classroom setting trainings. Training for all programs are continuously sought out to improve any area needed in effort to provide the residents of Clinton County the best service for their needs.

Recruitment and retention is also an ongoing process and includes a variety of approaches. Potential volunteers are recruited primarily word of mouth through the established network of engaged volunteers and through staff participation in other community service organizations. CCRSVP volunteer opportunities are continuously being updated through media, distribution materials, or

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word of mouth to the public through local churches, college and universities, and established service organizations. CCRSVP welcomes all opportunities to speak about CCRSVP and the volunteer opportunities available. CCRSVP will be participating in the annual Ashford University Volunteer Fair where several area clubs, organizations, and agencies are able to share their mission and volunteer needs with the students, staff, faculty, and alumni. CCRSVP is actively involved with the Council of Social Agencies where materials are distributed about CCRSVP's mission and the volunteer opportunities available. Retention is primarily through providing quality volunteer assignments and recognizing the volunteer's efforts for such. CCRSVP has a well-recognized retention rate where currently it has 20 volunteers with 20 years or more of service and an additional 20 volunteers with 15-20 years of service. CCRSVP respects and treats its volunteers with courtesy and appreciation for all that they do to make CCRSVP a continued success.

CCRSVP volunteer's efforts, time, and service are recognized in a variety of ways unique to the individual and as a group as well. Public recognition is not for every volunteer as they may be more private and only seek a simple thank you while other volunteers seek public and social connections. Every effort is made to see that all volunteers' services are appreciated; some include new pocket calendars, notepads, and pens. Recognition also occurs on a daily basis through verbal recognition from CCRSVP staff, supervising staff, and from the recipients of the volunteer's services. Personal cards, phone calls, and other tokens of appreciation are given to recognize birthdays, illnesses, volunteer milestones, and other significant events. Sharing the volunteer's experiences and milestones can provide some volunteers the much deserved recognition to retain them as qualified volunteers. An annual recognition dinner is held in the volunteers honor to recognize their achievements where they can share their stories of success. The recognition event includes a variety of informational details to support the contribution the volunteers have provided to their community; including reports that detail the impact their service has provided the community. Activities are also provided; including games and door prizes. A new recognition will be introduced at future recognition dinners which will include awards presented to peer nominated volunteers for their volunteers services rendered. One such volunteer will be nominated per program by their volunteer peers as an outstanding volunteer for the coordinating event or program they are involved in. Peers will nominate by means of a written statement explaining why they believe this individual is deserving of the award. The recognition award will include a certificate and a gift card donated by area businesses. Area businesses and the many other service organizations are involved in the recognizing of the volunteers efforts in the

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community. CCRSVP recognizes that community involvement and recognition goes a long way in creating meaningful volunteer experiences and embraces every opportunity to do so.

Program Management

The responsibilities of the CCRSVP Director are to continue to maintain and develop strong and professional relationships with the volunteer stations, community leaders, and its supervisors in effort to provide quality volunteer assignments. These relationships provide the ground basis for achieving the outcomes of meeting the volunteer's expectations and community needs. Providing high qualified and experienced volunteers to all volunteer stations ensures all involved are satisfied and delivering results to meet the needs of the community. The initial screening and providing the opportunities available as mentioned earlier as well the orientation packet, commitment, and rules and regulations, assists in matching the volunteers with the correct stations ensuring the success of the goal in providing both the stations and volunteers with a high quality of experience. Volunteers are instructed that they are to not charge any fee or receive any type of benefits for their services, but may receive mileage reimbursement, meals, or other benefits offered by the station they serve. The signing of the program MOU's, provides the basic understanding that initiates and builds the partnership. The MOU, renewed every 3 years, outlines what is expected of the partnership and provides prohibited activities describing the program regulations as in accordance with all RSVP rules and federal regulations. For the most part, the established partnerships go on without interruption as there is a longstanding relationship already built where expectations are known and set forth providing the grounds for a meaningful volunteer experience between both the volunteer and station.

The new program Director, Margaret Frye will utilize her education in Business Administration, Human Resource Management, and Organizational Management and management experience to achieve the program goals by bringing new ideas to refresh, enhance, and promote the program. She has an abundance of networking within the community and management skills to market to new clients. She will assist Mobile Meals United by providing direction to the Mobile Meals United Board of Directors concerning marketing the program, such as new brochures, applications, and utilizing technology by means of social media which will provide a new client base and deliver a more efficient application process. The current program activities consist of the referring agency phoning in client's information to apply for the home-delivered meal program and the new procedure will consist of the referring agency emailing or faxing the applications directly. The brochure will provide a detailed outline of the services provided by Mobile Meals United and the application will have everything the

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agency will need to assist clients in applying for the program. Mobile Meals United Board members will meet with the many referring agencies in person to detail the program and offer application assistance to the agencies. At this time, some if not most referring agencies are unaware of the program; whether it be that it has not been utilized by that particular agency or that particular referring agency has new staff unaware of the program. Providing the materials to the agency and having a one-on-one meeting will provide the opportunity to maximize the client base while also serving to educate the referring agencies about the service provided. This shall too better serve the population that are in need of the home-delivered meal service which will improve the overall physical and mental health of these individuals helping them to remain living independently; thus reducing the number of people in need of nursing home or other community care.

Project assessment is sought out through feedback by means of volunteer surveys, volunteer station surveys, interviews, and meetings. Specific volunteer assignments are assessed based on the feedback provided as to whether the volunteer or station's perception of the quality of their experience is worthwhile, whether both wish to continue the partnership, or if any improvement may be needed. Volunteer stations are interviewed quarterly to ensure the volunteers are meeting the stations needs and expectations. In some, if not most cases where there is an issue a few minor changes may need to be made to satisfy or accommodate the needs of both. Recipients of the volunteer services are also surveyed as to whether the services of the volunteer are satisfactory. (For example: The program director makes contact with the Mobile Meals recipients to determine whether the service of the volunteers or the program meets their needs.) The collected data is assessed for performance quality and goal achievement by CCRSVP staff, Mobile Meals United volunteers, the Alverno Healthcare staff, the Mobile Meals United Board of Directors, and the CCRSVP Advisory Committee in effort to meet the CNCS requirements. Recommended changes are evaluated and put in place as needed and regularly evaluated for performance quality.

Organizational Capability

Mobile Meals United, Inc. is the current sponsor of CCRSVP and has successfully managed its volunteer organization for the past 44 years. While Mobile Meals United, Inc. is a totally volunteer operated non-profit agency, the Board of Directors represents a diverse group of community leaders who are committed to the mission and expanding the involvement and scope of the Mobile Meals United, Inc. program into other service areas to best serve the homebound, older adults, and disabled in the community. The Board currently consists of eleven members and all are actively involved in

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promoting the program and hope to achieve improved future outcomes under the direction of the new CCRSVP program director. The Board of Directors provides personnel support, on-going supervision, and evaluation of CCRSVP staff practices and service delivery. The Board also develops and maintains accepted policies and procedures, which are reviewed annually. Planning and evaluation sessions are held at least annually with other sessions called as needs arise. Planning sessions include CCRSVP staff, Advisory Committee members, and Mobile Meals United Board members. Annual planning sessions include policies and procedures review, service delivery assessment, and staff and volunteer performance evaluations. Individual services and projects are assessed and short and long term goals are developed, reviewed, evaluated, and revised as necessary. In addition, Mobile Meals United provides financial support for the program.

The Mobile Meals United program oversees the CCRSVP staff, which consists of one full-time director and one part-time office assistant/bookkeeper. Sponsoring CCRSVP is consistent with the Mobile Meals' mission and services. Each CCRSVP staff position has a well-defined job description with conditions of employment and areas of job responsibility. The new director earned a bachelor's degree in Business Administration with a concentration in Human Resource Management and Organizational Management. Although she is fairly new to the position, she has 8 years' experience managing staff, coordinating fundraising events, volunteer coordinating, as well as budgeting and marketing skills. She also has many ties to the community for her volunteer efforts and has recently earned the 2014 Ashford University Sister Phyllis Morris Volunteer Award. She has been actively involved in many of the programs/events that CCRSVP is currently providing assistance to as well as many other community service events. It is her goal to work with Mobile Meals United to pursue new funding, programs, and clients to better impact the unmet needs of the community. The role in which she has as the new director is to oversee the operations of CCRSVP which includes but not limited to; attention to finances, program development and management, creating community partnerships/collaborations, and volunteer management. She is responsible for grant management, file maintenance, program initiatives/work plans, and compliance of federal and CNCS regulations.

The Office Assistant/Bookkeeper has 10 plus years' experience in accounting and office assistance. The role of this position is office management, tracking volunteer statistics, and managing funding streams charging appropriate expenses against appropriate revenue. She is responsible for managing financial resources through QuickBooks with the assistance of the CCRSVP director. Federal funds are

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directly deposited through the Payment Management System (PMS) to Mobile Meals United and are drawn down to CCRSVP quarterly by the treasurer of Mobile Meals United. The Mobile Meals United Treasurer also serves as the liaison between the Mobile Meals United Board and the CCRSVP Advisory Committee. The quarterly Federal Financial Report FFR cash drawn down reports are filed in the PMS per the requirements. Semi-annual FFR expenditure reports are reported through e-grants in accordance with CNCS requirements. Monthly financial reports include information detailing financial status of federal, non-federal, excess grant amounts, total funds expended and unspent balances. Financials are provided to all of the Advisory Committee members prior to meetings for review to which the Treasurer provides a copy to the Mobile Meals United Board members. All financial disbursements require two signatures which also accompany a voucher with attached documentation or billing per the transaction. An additional Advisory Committee member reviews all paid bills and vouchers for any discrepancies. An outside accountant audits the books to ensure accuracy and disclose any known discrepancies that may have been missed. Project Progress Reports (PPR) are completed by the CCRSVP Director by compiling the necessary data from surveys, volunteer hour reports, volunteer station interviews and in accordance with CNCS rules and regulations.

The CCRSVP Director will also attend CNCS approved training to provide continuous education of program requirements and changes occurring within the corporation. The CCRSVP Advisory Committee which currently consists of seven members has successfully operated the program for 41 years in Clinton County. The Committee meets bi-monthly to provide guidance and assistance to the director in an effort to comply with outcome based programming. All programs and volunteer station efforts are reviewed for success and accuracy. Staff is responsible for managing volunteer programs and reporting to the Advisory Committee at regular meetings. CCRSVP is in the process of incorporating and utilizing the Volunteer Reporter software program to improve accuracy and efficiency, provide enhanced detailed reporting of the program outcomes, and improved volunteer placement. This software will enable staff to create reports that will assist in providing information used in reporting progress to CNCS. However, CCRSVP will continue to work with volunteer stations, local service agencies, and organizations to collect measurable data to document the impact the CCRSVP volunteers are making in Clinton County.

Other

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PNS Amendment (if applicable)

N/A