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Executive Summary

The name of the legal applicant (sponsor organization):

Catholic Community Services WW-NW - current RSVP sponsor in Snohomish County.

For more than 70 years, Catholic Community Services has been a place to instill hope, a place to consider what other possibilities there are for a person's life. Our mission is to serve and support poor and vulnerable people through the provision of quality, integrated services and housing. CCS is committed to a series of initiatives that focus on the segments of our society that have suffered greatly from years of marginalization and from being intentionally excluded from the economic opportunities of this nation.

We anticipate that at least 400 RSVP volunteers will serve. The primary focus area of this project is Healthy Futures. The service activities will address:

Food security; volunteers will collect and distribute food at local food banks to people experiencing food insecurity and grow organic vegetables in community gardens for distribution to local food banks. Companionship and transportation; volunteers will provide companionship, light housekeeping and transportation to essential appointments for homebound elders and/or people with disabilities.

Education; volunteers will tutor children in elementary and middle schools and after school.

Economic Opportunity; RSVP volunteers will prepare income tax returns, lead financial literacy workshops at the Work Source locations in Snohomish County and present financial literacy education to the Minority Achievers Program students after school at the YMCA. Disaster

Preparedness; RSVP volunteers will be recruited for Snohomish County's Medical Reserve Corps. The MCR will actively assist the community with its health related care during crisis, emergency and disasters, including pandemic situations.

At the end of the three year grant, at least 760 (sample size) individuals receiving food from food banks and other sources of emergency food will report increased food security. At least 200 seniors and/or disabled adults will report increased social ties/or perceived social support from companionship, light housekeeping and transportation service allowing them to remain living independently in their own homes. The CNCS federal investment of \$82,339 will be supplemented by \$90,032 in local match funds.

Strengthening Communities

Snohomish County is located on Puget Sound between Skagit County to the north and King County to the south. Covering 2,090 square miles, it is the 13th largest county in Washington and the third most

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populous. Snohomish County's varied topography ranges from saltwater beaches, rolling hills and rich river bottom farmlands in the west to dense forest and alpine wilderness in the mountainous east. Glacier Peak, at 10,541 feet, is the highest point in Snohomish County and one of the highest in Washington State. Sixty-eight percent of the county land area is forest land, 18% is rural, 9% is urban/city and 5% is agricultural. The county seat, Everett, is approximately 35 miles north of the Seattle Metropolitan area. The county can be divided into four geographic areas: north, east, central and south. The northern area includes the cities of Arlington, Darrington, Marysville, Stanwood and the Tulalip Indian Reservation. The eastern area includes Gold Bar, Granite Falls, Index, Lake Stevens, Monroe, Snohomish, Sultan and Skykomish. The central area includes Everett, Silver Lake and Mukilteo. The southern area includes the cities of Bothell, Brier, Edmonds, Lynnwood, Mill Creek, Mountlake Terrace and Woodway. The total population for 2013 is estimated to be 745,913 according to the Washington State Office of Financial Management. The proportion of residents residing in unincorporated areas is estimated at 42% and incorporated areas at 58%. Currently, those age 60+ comprise 15.7% of Snohomish County's population. 2010 statistics show that 14% of people over 60 years of age live in rural Snohomish County. According to the Area Agency on Aging, by 2025, it is anticipated that 24.8% of the population will be over 60 years of age and the number of people 85 years and older will nearly double from 6,808 to 12,377. RSVP volunteers will serve in food banks and provide companionship and transportation in all of these areas throughout the County.

Racial and Ethnic Diversity: The 2010 Census showed that Snohomish County's population was 74% white and non-Hispanic, while 26% was a racial or ethnic minority. Among the minority groups, Hispanic and non-Hispanic Asian populations were the largest with each group representing 9% of the total population, Multi/other, 3.9%, Black, 2.4%, American Indian, 1.2% and Pacific Islander, 4%.

10% of Snohomish County's population lives at or below the Federal Poverty Level, which is only \$11,670 a year for a single person or \$19,790 a year for a family of three.

12% of children under the age of 18 in Snohomish County are living in poverty and 8.2% of the senior population (age 65+), live in poverty.

Everett is the major job center for Snohomish County, with approximately one-half of the all jobs in the county located in the central area. Our work force is primarily employed in the aerospace, wholesale/retail trade, manufacturing, education, health care & social assistance, construction, and

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government. Wages in these sectors tend to be slightly higher than the national average due to the cost of living. According to the State of Washington Department of Employment Security Office, the July, 2014 unemployment rate was 5.3% in Snohomish County.

Catholic Community Services (CCS) participates in area wide needs-assessment practices sponsored by the United Way of Snohomish County, the Snohomish County Human Services Council and various task force groups that target specific community concerns: transportation, minority populations, elders, veterans, homelessness, as well as low-income housing issues. This proposal will address the focus areas identified in the CNCS Strategic Plan 2011-2015, Snohomish County Low-Income Needs Assessment 2006, and the Snohomish County 2020: Vision for the Future and the Snohomish County Area Agency on Aging 2012-2015 Area Plan Update. We will address these priorities in partnership with community agencies responding to the diverse socio-economic needs of our county.

49% of RSVP volunteers in the proposed program will be in the Healthy Futures priority focus area. 115 of those volunteers will be placed in Healthy Futures H10, Obesity and Food (Emergency Food). 65 RSVP volunteers will be placed in Healthy Futures H8 Aging in Place, Companionship and Transportation. 15 RSVP volunteers will be placed in Healthy Futures H4 Access to Care (Health Education).

Volunteers of America Western Washington reports that 100,000 individuals in Snohomish County are served by a food bank each year. 50% of these customers are children and seniors. The vast majority of the main customers come from working households, families on unemployment or those on fixed incomes struggling to make ends meet. According to the VOA website, food banks across our region are seeing increased demand. "Food insecurity" is a term developed to describe households financially stretched to the point where they cannot be certain that all household members will not go hungry. Economic recovery has yet to reach Washington families struggling with hunger. The rate of hunger remains high, 6.1 percent of all Washington households. (Hungry in Washington, September 2013).

According to the most recent report on food insecurity and hunger in America released September 4th by the U.S. Department of Agriculture (USDA), the rate of hunger in 2012 remained 5.7 percent nationally. Washington's rate of 6.1 percent continues to exceed the national rate. 15.4% of households

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are food insecure. Budget cuts at the state level have placed more families at risk of hunger. More than 11,000 households in Washington saw their State food Assistance benefits cut in half July 1, 2012.

State Food Assistance provides food stamp benefits for legal, documented immigrants ineligible for federal food stamps (Hungry in Washington, September 2012, Children's Alliance.)

Snohomish county low- income households were surveyed to gain a deeper understanding of day-to-day challenges. 40% of respondents said that someone in their household had gone hungry for lack of food. 90% of respondents rely on one or more food assistance programs (Snohomish County Needs Assessment). According to Community Status Risk Indicators, US Dept. of HHS, 2012, the highest risk factor for premature death in Snohomish county is the lack of fresh fruits and vegetables. 78.8% of adults report eating less than 5 servings of fruit and vegetables per day. The proposed RSVP program will increase the capacity of County organizations to address hunger and food insecurity by recruiting and placing RSVP volunteers in food banks, and community gardens in support of food banks.

Healthy Futures-Aging in Place, Companionship and Transportation - The 2008-2011 Area Plan on Aging addresses transportation services in this fashion, "Snohomish County's transportation system is a network of public and private transportation service providers working in concert to meet the transportation needs of Snohomish County's increasingly aging, diverse, and growing population. This will become one of the major challenges of our County, given the enormous projected increase in elderly adults who will need this service."

Volunteer Transportation Services provides on-demand rides for the disabled and elderly who would otherwise have great hardship in getting to medical appointments and essential errands. It increases accessibility to services for populations and geographic areas that are under-served. The transportation system in Snohomish County has been described as being very fragile, because buses seem to vanish at invisible lines throughout the County. Many disabled adults and elders find it impossible to take a bus or van to buy groceries, if they are unable to carry them, there are no provisions for assisting with heavy items. This service can become a safety net for clients. Often friendships are developed between the drivers and clients, which reduces isolation and can provide a sense of security to the client. Transportation is a vital way of supporting these individuals to live in their own homes with dignity, independence, and the assurance of safety. Ride destinations often include the major medical centers in Seattle. The program specifically targets individuals who experience barriers to services, including those at low income levels, those who speak English as a second language, and those who live in

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remote or rural areas of the county.

Companionship and Catholic Community Services Volunteer Chore Services (VCS) go hand in hand. VCS began in 1981 in response to cuts in services for elders by the state legislature. The program currently works with thousands of elders and adults with disabilities statewide. VCS is committed to helping elders and adults with disabilities remain independent in their own homes through a network of caring community members. The services are provided at no charge and serve as a safety net for those individuals who cannot afford to pay for assistance and do not qualify for other assistance. 10 RSVP volunteers will serve per month assisting their neighbors.

RSVP Senior Peer Counselors are volunteers, age 55 and older, who are screened trained, and supervised by Senior Services of Snohomish County to offer emotional support to individuals facing difficult life transitions and aging issues. 25 RSVP volunteers will receive forty hours of training to give them the tools they need to use their own life experience to effectively help others.

Health Education - Statewide Health Insurance Benefits Advisors (SHIBA) Helpline is a statewide network of trained volunteers who educate, assist, and advocate for consumers about their rights and options regarding health insurance issues and health care access, so they can make informed decisions. The first program of its kind in the nation, inspired federal funding to create SHIPS nationwide. 15 RSVP volunteers will provide free, unbiased information about health care coverage and access.

Education- K12 success

Snohomish County School Districts like most school districts across the country are facing significant losses in funding and resources. To address many of these challenges, communities are asking volunteers to step up and serve in both traditional and new roles to support students and teachers.

According to the Washington Office of Superintendent of Public Instruction (OSPI), the Measurement of Student Progress (MSP) given to students in grades 3-8, measures student progress in reading, writing, mathematics and science.

As reported by the OPSI State Report Card, 3rd grade students in the Everett School District scored 71.2% in reading and 71.4% in math on the 2011-2012 MSP test. The 3rd grade students in the

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Marysville School district scored 61.6% in reading and 55.3% in math.

In the elementary grades, both districts have a combined average of 44.4% of students participating in the free or reduced meals program. Many of these students are "at risk" for poor development of social skills, behavioral problems and poor academic performance. Research shows that children learn to read by third grade and then read to learn. How a child reads at the third grade level is a better predictor for their lifetime earnings than if they graduate from High School. Children who don't read at grade level by age 10 are six times more likely to drop out of high school (Puget Sound Education Service District). The need for all students to read at grade level by third grade has indicated a critical need for tutoring assistance for these students. Priority 2 schools have only 40-50% of students reading at grade level. These schools are located in Edmonds, Everett, Marysville, Monroe, Mukilteo, Brier and Lynnwood. 40 RSVP volunteers will provide one on one and small group tutoring sessions to give students extra support and attention to help them succeed.

Economic Opportunity-

Financial literacy is the ability to understand how money works in the world: how someone manages to earn or make it, how that person manages it, how he/she invests it and how that person donates it to help others. More specifically, it refers to the set of skills and knowledge that allows an individual to make informed and effective decisions with all of their financial resources. The need for financial literacy education is greater than ever. As our economy slowly recovers from financial crisis, many have little or no savings and when jobs are lost have no idea how to set priorities and create a financial plan of action. Many adults do not understand the difference between needs and wants, living way beyond their means with credit card debt. These same adults that are making these poor financial choices are the role models for our children. The children then continue the cycle of poor financial choices without the proper skills and knowledge of fundamental money management skills. The vulnerable populations we plan to serve include the unemployed and under-employed and youth and young adults. 15 RSVP volunteers certified as financial literacy trainers by Money Management International will present financial education workshops at the three WorkSource locations in Monroe, Mountlake Terrace and Everett and to students enrolled in the Minority Achievers Program at YMCAs across the County after school.

RSVP will also place 20 volunteers with United Way and AARP at sites throughout the County to help

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prepare federal income taxes. United Way's Free Tax Preparation Campaign runs from January to April. RSVP volunteers, trained and IRS certified will help low-income people secure all the refunds and credits that they're eligible for, including the Earned Income Tax Credit. With this money in pocket, people can better keep food on the table and a roof overhead. At all of the tax locations, IRS-certified volunteers file taxes electronically so clients get refunds fast.

Disaster-D6- 10 RSVP volunteers will be placed in Snohomish County's Medical Reserve Corps. Major emergencies can overwhelm the capabilities of first responders, particularly during the first 12 to 72 hours. Medical and other health volunteers can provide an important "surge" capacity during this critical period. They also can augment medical staff shortages at local medical and emergency facilities. Medically trained individuals can fill in the gaps of emergency response plans and improve response capabilities overall. Volunteers without medical training are also needed to provide administrative and essential support services. Although the MRC volunteers are ready to respond to disasters or emergencies, part of the MRC program's mission is to foster disaster preparedness. MRC volunteers also are called to help during non-emergency times. During non-emergent times, MRC volunteers strengthen the overall health of the community by participating in general public health initiatives such as flu vaccination clinics and diabetes detection programs.

*Describe how the service area activities in the primary focus areas lead to National Performance Measure outputs or outcomes.

Healthy Futures is the primary focus area of this proposed RSVP program. 115 of the anticipated 400 RSVP volunteers will be in Healthy Futures H10-Obesity and Food (Emergency Food). The volunteers will serve in food banks and the community gardens that support them distributing emergency food to individuals experiencing food insecurity. We estimate that over 20,000 people will be served by RSVP volunteers per year and that as a result of services provided by RSVP volunteers serving in the emergency food programs, a significant number of those individuals will experience increased food security.

65 RSVP volunteers will be placed in Healthy Futures H8 Aging in Place- Companionship and transportation. We estimate 200 seniors and/or adults with disabilities will be served and 80% will report increased social ties and /or perceived social support.

15 RSVP volunteers will work as State Health Insurance Benefits Advisors (SHIBA). SHIBA clients

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will report gaining access to or saving money on health insurance, health care or prescriptions as a result of consultation with a RSVP SHIBA volunteer.

The remaining 30% of RSVP volunteers will work on addressing the needs defined by the communities we serve. Those volunteers will serve as CASA V-GALS and guardian monitors. They will serve at blood banks, police departments, congregate meal sites, activity sites for the developmentally disabled, and tutor ESL students at the local community college. The Boeing Bluebills retirees will serve around the county at libraries, assembling science kits for the Everett school district and sorting donations for the VOA clothing bank. Volunteers will also serve at the Imagine Children's Museum, St. Joseph's House, Creative Retirement and the Latino Education and Training Institute.

*Plan and infrastructure to support data collection and ensure National Performance Measure outcomes and outputs are measured, collected, and managed.

RSVP of Snohomish County has a data collection system already in place. RSVP stations submit activity reports monthly detailing the service performed by the RSVP volunteers. RSVP staff collect and compile the data and enter it into the Volunteer Reporter data base. We will be adding the U.S. Household Food Security Survey Module: Six item short form from Economic Research Service, USDA Sept. 2012 to track Healthy Futures H12 outcome, and the CNCS survey for Companionship and Transportation to track the Aging in Place outcome.

Veterans will also receive service in the primary focus area and most of the proposed focus areas. We will attempt to track number of veterans serving and being served by including a request for that information on our enrollment forms and in our surveys.

Recruitment and Development

RSVP staff are actively involved in recruiting community volunteers, creating relationships, and developing partnerships with agencies and organizations that give RSVP of Snohomish County the opportunity to promote the Primary Focus Area of Healthy Futures. Our development plan for new volunteers includes an interview during which the RSVP recruiter presents a wide variety of volunteer

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options from the job descriptions on file. The volunteer trainers in the stations we collaborate with train and supervise the volunteers and support our recruitment activities and events.

The volunteer database is updated on a regular basis to ensure that it is a useful resource when matching and placing volunteers. RSVP is a resource for companies looking for volunteer opportunities as team building days of service. The RSVP recruiter and director recruit volunteers at senior health fairs, senior living community meetings, and retirement groups such as the Boeing Retirees group, with the aim of having a group of volunteers who match the demographics of the area served. RSVP of Snohomish County has many long-term volunteers over the age of 70. We will continue to target volunteers in the 55-70 age range adding to this segment of our county's volunteer population.

RSVP of Snohomish County's Advisory Council recruits volunteers, additional council members and provides program support. Our volunteers get value out of sharing their lifetime experiences and are interviewed to share their volunteering stories on our "I Volunteer Because" CD. We provide opportunities for cross age mentoring with RSVP volunteers promoting and modeling the ideals of service to our youth. We partner with the YMCA's Minority Achievers Program and United Way's Youth United program on Martin Luther King Jr. Day of Service. Last year was our 5th year and 250 youth and 58 adults turned out to honor Dr. King with a day of service. We also support volunteer recognition events at our stations.

We collaborate with local organizations such as United Way Snohomish County and Volunteers of America Western Washington to make our volunteer activities more accessible to more people. Volunteers often have 20-40 hours of training before starting their assignments (CASA-VGALS, Peer to Peer Counselors, SHIBA Helpline, Guardianship Monitoring). We continue to work on multi-agency projects, sharing information and generating greater interaction between volunteers who share the desire to become more aware of the socio-economic challenges and needs in our county. We will continue our collaboration with the Volunteers of America Western Washington, City of Everett, USA Education Foundation, Transition Port Gardner and the Lowell Civic Association to respond to our neighbors in need by growing organic vegetables at our Red Barn Community Farm for the VOA food banks. RSVP is committed to national, regional and local days of service and will provide our volunteers with opportunities to be involved throughout the calendar year. MOUs will be reviewed

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annually to make sure station job descriptions are current, orientation and training is completed and new opportunities are entered into our database and posted.

Retention and recognition are crucial for maintaining a happy and fulfilled volunteer force. We have a recognition event each year in May when we present the President's "Call to Service" lifetime service awards to those volunteers with over 4,000 hours of lifetime service. Volunteers receive "Thank You" cards from the RSVP Director on the anniversary of their enrollment and a satisfaction survey of RSVP volunteers is conducted annually. We recognize a volunteer and a station with a full page spotlight article in our quarterly newsletter. We will continue to post jobs in our volunteer opportunities column in our newsletter and our column in the Senior Services Senior Focus newspaper. We will continue to send press releases to the Everett Herald and many smaller community newspapers, who have done several feature stories on RSVP volunteers over the years. We advertise for volunteers on the United Way website, Volunteer Solutions, Volunteer Match and our own Catholic Community Services website.

Program Management

RSVP of Snohomish County's Program Director provides program management working with the stations to build strong relationships.

RSVP of Snohomish County ensures management of volunteer stations in compliance with RSVP regulations throughout the partnership. The RSVP director visits the proposed new station to see if they qualify for the program under the grant regulations. RSVP meets with the site director for a tour and interview to understand the station's volunteer program. During the site visit, the director orients the station staff about the RSVP program and reviews all of the requirements. If the station meets RSVP standards and agrees to follow the requirement set forth in the MOU then the station submits job descriptions and the partnership is formed. The director has annual in-person meetings to review MOU compliance as well as monthly touch-base conversations. This ongoing contact with the stations also ensures that the RSVP director is aware of any retraining or enhancements needed to keep the volunteers performing their assigned activities. If a station is found not to be in compliance, the MOU is terminated. Stations have the opportunity to reactivate once non-compliance issues are resolved.

RSVP volunteers fill out an enrollment form which includes eligibility requirements and gives permission for a background check. If requirements are met, new RSVP volunteers are invited in for

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an orientation with the RSVP director to outline prohibited activities, volunteer rights and responsibilities. The RSVP volunteer is then presented with the job options from our stations with signed MOUs. The director or recruiter then contacts the station to tell them about the prospective volunteer and give contact information. All RSVP volunteers have an introduction interview and receive appropriate training at the stations. RSVP hours may be turned in by the volunteer or their site supervisor. If mileage reimbursement is involved, the site supervisor must verify the hours and sign the reimbursement form. RSVP members are called within the 1st quarter of volunteering to see if there are questions regarding the program and hear about their initial experience.

Because of this rapport with the volunteer stations, the Program Director will explain to graduating stations the importance of the Primary Focus Areas to address Snohomish County's most critical community needs. A letter will be sent to thank the volunteers for the work they have done and let them know about the changes being made in the RSVP program to refocus efforts to where our communities need us the most and where we are better able to demonstrate the impact of our programs. Volunteers will be told that with the shift in priorities, they will no longer be under the Senior Corps umbrella at their station, but they may continue to volunteer there and if they wish, they may add to their volunteer efforts from the detailed list of the focus areas received in the graduation letter.

The full time RSVP Director is responsible for the overall leadership, quality, development and day-to-day coordination of services for RSVP. Responsibilities include program coordination, contract development, and problem solving; and using team management when working with the funder, departments within CCS, and the community. The Director is equally responsible for the guidance, leadership and public relations of day-to-day program operations. The RSVP Director has been in the position for the past six years developing and managing the station portfolio, needs assessment and evaluation and ensures compliance with OMB circulars. She serves as secretary of the Washington State Association of RSVP Directors.

The full time RSVP Recruiter has been with the program for the past 10 years. The recruiter is responsible for performing recruitment activities by making group presentations regarding the program and the role of volunteers. Both also provide support and guidance for volunteers, including the processing of applications that ensure the volunteer is eligible to serve in RSVP.

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CCS supports the Primary Focus Area of Healthy Futures by providing services and programs to serve elders, veterans, and the disabled. Programs at CCS include housing, case management, chore support, transportation--all of them aimed at improving the futures of those seeking services.

As a non-profit charitable organization, CCS has a fund development department and systems in place that allow donations to be made to specific programs, including RSVP. Our one sustainable fundraising activity occurs every year in August at the Evergreen State Fair. RSVP volunteers provide patrons of the fair with information and access to wheelchairs, strollers and motorized scooters typically generating \$10,000.00 or more for the RSVP Program. RSVP program staff chair the Falls Prevention Coalition and serve on the Point in Time Planning Committee, Project Homeless Connect Planning Committee, Veterans Transportation Steering Committee, Washington state Department of Transportation Grants Program Advisory Committee, Snohomish County Transportation Committee, United Way of Snohomish County Day of Caring Committee and the Snohomish County Senior Consortium. For the past 2 years, RSVP has participated in the Mayor's Day of Service recruiting 5 Snohomish County Mayors to sign on in support of National Service.

Organizational Capability

Catholic Community Services (CCS) has been supportive of volunteer service and civic engagement in Snohomish County since 1942. Seventy years later, CCS continues to believe volunteer service and community involvement is integral in responding to our core beliefs and mission statement.

This sponsoring organization has a proven record of accomplishment in managing information and data because of federal, state, county, private grants and contracts that require accurate data management. CCS internally manages its information systems for all departments including rudimentary records management to inventory control to maintaining confidential information (HIPPA). Financial audits have been performed annually in accordance with A-133 and the most recent audit is included in this application. In addition, the volunteer programs are audited internally twice yearly and by funding sources yearly. Those sources consist of city, county, state and federal government agencies. CCS has demonstrated the ability to manage data and information and to use the knowledge that comes from that information to manage successful countywide volunteer programs.

In addition to the RSVP Program Director and Recruiter, the program is supported by CCS staff. Will

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Rice, Regional Chief of Operations (RCOO), has over 20 years' experience in administration and finance of program development and implementation. Will leads and facilitates all decision-making processes of the regional agency, including Administrative Team and Program Managers. Lisa Bachler, Volunteer Services Manager, came to the position after nearly a decade of program management in the private sector. With a B.A. in International Studies from the University of Washington-Bothell, Lisa is responsible for overall management of Volunteer Services, including the monitoring and reviewing of ongoing expenditures and revenue, as well as ensuring program compliance. Both Will and Lisa are committed to CCS's mission of serving marginalized and underserved populations.

Other

N/A

PNS Amendment (if applicable)

N/A