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Executive Summary

An estimated 450 RSVP volunteers will provide services that meet the needs of a large and growing population of seniors and persons with disabilities in Nevada County, California. The goal of their activities is to increase seniors' ability to remain independent in the community, aging in place, maintaining their quality of life for as long as possible. Senior volunteers understand these needs.

Nevada County is home to a large number of seniors. Seniors 65 to 74 numbered 10, 730 in 2010. This number is expected to increase to 17, 280 by 2020, a 61% increase. Current figures indicate that 29% of the total population here is 60+. Seniors regularly identify isolation, transportation and loneliness as significant unmet needs and critical to their ability to remain independent and as functional as possible. Increases in demand for services for seniors can be easily predicted. Area 4 Agency on Aging and RSVP will continue to respond to these critical community needs.

The Primary Focus Area to be addressed is Healthy Futures where a total of 175 unduplicated volunteers will serve. 22% of the unduplicated volunteers will be serving in activities that result in the H9 outcome -- Number of homebound or older adults and individuals with disabilities who reported having increased social ties or perceived social support. Volunteer activities will include food delivery, transportation and companionship. At the end of the three-year grant, a minimum of 265 seniors will report positive social ties and feeling that support is available helping them to remain physically and mentally healthy.

Again, in the Primary Focus Area of Healthy Futures, another 79 unduplicated RSVP volunteers will serve in programs that address the issues of food insecurity and obesity and access to care. Volunteers will serve at two food banks in Nevada County, distributing food to families, creating and maintaining community gardens for fresh produce and assisting food bank staff in developing menus and educational materials to promote proper nutrition and life skills to alleviate the food insecurity among those they serve. Activities for increasing access to care include volunteers providing information on health insurance, primarily HI CAP volunteers and staffing the Senior Information and Assistance HelpLine to provide callers with information on accessing health care programs and health benefit programs. Output targets for H11,H2,H4 is 7,050. The CNCS federal investment of \$68,275. will be supplemented by \$37,639 of non-federal resources.

Strengthening Communities

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Nevada County, a rural county 60 miles east of Sacramento, has a total population of 98,520 people who live within its 978 square miles. The county actually has two very distinct portions, divided by the Sierra Nevada Mountains, thus creating two separate and diverse regions. Established at the height of the California Gold Rush in 1851, the area still thrives on its cultural and historical heritage and attracts new residents and visitors alike. Nevada County has it all: the natural beauty of meadows, mountains, rivers and abundant farmlands provide excellent recreational opportunities while the good schools, a lively arts scene and numerous community fairs and events keep the residents of the county active, involved in their communities and demonstrating a strong need to keep things local and done "our way". The lifestyle attracts many retirees from the larger urban cities while other families have been here for generations and often live in the more rural, hard to reach unincorporated areas. These more isolated residents, lots of them seniors, often face real challenges in getting access to health care, social services, and even grocery and hardware stores.

Area 4 Agency on Aging began providing services for seniors in Nevada County in 1974 with the Senior Information and Assistance Program. Senior transportation and meals programs soon followed. Committed local seniors provided much of the direct service and in 1984 Area 4 began as the sponsor for the Retired and Senior Volunteer Program in Nevada County. Since that time, RSVP has broadened into many and varied types of service activities for volunteering, but has consistently maintained a primary focus on seniors aging in place. Volunteers are fully integrated into Area 4's senior service programs, supporting the community-based long term care service network in Nevada County. RSVP is well known and highly respected by the community. Persons 55 and over know that the program consistently offers a great selection of interesting volunteer opportunities. Our community partners thank us all the time for the quality of the volunteers recruited and the careful attention given to their requests for volunteers.

RSVP also serves as a resource center for seniors. Sharing office space with HelpLine Senior Information and Assistance, seniors know who to visit for community resources and news about events and programs of interest to them. Current RSVP volunteers visit often and inquire about new opportunities that have become available. Our office is centrally located and very accessible.

According to Feeding America "Senior Hunger" (July 2014) 4.8 million of all seniors age 60 and older are food insecure. A high percentage of these seniors are women. Feeding America also predicts that

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food insecurity will increase dramatically when the youngest Baby Boomers reach age 60 in 2025. Nevada County already has a very large population of seniors (29% age 60 or over) and that number is expected to increase by 61% from 2010 to 2020. Demand for home delivered meals for homebound seniors will only accelerate as well. The Dual Challenge report (January 2009) from Area 4 Agency on Aging indicates that 12.8% of the seniors in Nevada County aged 65 and over have difficulty going outside the home. The challenge of maintaining proper nutrition puts these seniors at high risk. The UCLA Center for Health Policy Research stated "...rural older adults have higher rates of overweight/obesity, physical inactivity and food insecurity than older adults living in suburban areas. All three conditions are risk factors for heart disease, diabetes and repeated falls." (Health Policy Brief, June 2011) Gold Country Community Services (GCCS) has successfully administered a Home Delivered Meal (HDM) program for almost three decades in Nevada County with an unduplicated 275 seniors served per year. GCCS has relied heavily on RSVP volunteers for over 50% of the drivers needed to serve these seniors.

Likewise, very low income seniors living rurally in Nevada County frequently experience harsh winters with prolonged cold and wet months. Many rely solely on wood heat. 150 eligible senior households receive free firewood each year and another 50 seniors remain on the waiting list. RSVP volunteers collect, split and deliver this wood, volunteering hundreds of hours per year contributing remarkable physical energies and use of their private pick-ups, etc.

Medical research also indicates that positive social ties and feeling that support is available can help individuals stay and continue to remain physically and mentally healthy (Holt-Lunstad J, Smith TB, Layton JB (2010) Social Relationships and Mortality Risk: A Meta-analytic Review) Nevada County HDM director is also tracking readmission rates to hospitals and finding lower rates among seniors served by HDM. Using the Independent Living-Home Delivered Meals sample survey, program staff and selected RSVP volunteers will survey a sufficient sampling of HDM clients to measure the H9 Outcome: number of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support.

Both existing and new volunteers will serve in roles beyond direct services to seniors. A current RSVP volunteer assists as a purchasing agent for GCCS C/HDM to reduce food costs and develop more use of local organic produce. Volunteers help seniors access farmers markets vouchers provided through

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A4AA. Recruitment will begin for a team of volunteers to assist the nutrition center with an effective business plan to ensure sustainability and effective utilization of resources. A volunteer will be recruited to create and measure an effective way to provide approximately 25 meals one day a week to senior residents of North San Juan, a community lacking public transportation. A volunteer outreach coordinator for HDM will be recruited by RSVP to build relationships with seniors who are not currently accessing GCCS programs or other resources in the community. The outreach specialist will assist with the performance measurement surveys and can be key in identifying how volunteers can lend critical social support and greater feelings of connectedness for our most frail and vulnerable. Recruitment for this and other skills-based volunteer opportunities will be very targeted.

The Senior Outreach nurses, along with a committed team of RSVP volunteers, provide holiday gift bags and food to 140 homebound seniors each year. Although a holiday event, collection for the drive continues throughout the year with coordination and recruitment of volunteers for packing and delivery led by the RSVP Holiday Cheer volunteer team with some assist from the RSVP volunteer coordinator. While outcome surveying is not fully appropriate, many of the seniors write or call the nurses to report deep feelings of support from these volunteers and real connectedness with our community. Numbers of seniors and volunteer hours are tracked with records collection maintained for future years along with the anecdotal outcome reports. The RSVP Director has asked that number of veterans served by these programs be collected. Veterans in service to these seniors will be identified by the RSVP Program.

Isolation and lack of companionship also place seniors, particularly those living alone at higher risk for chronic diseases, depression and higher morbidity. In Nevada County 24.6% of adults 65 and older live alone, often in remote areas of the county cut off by lack of transportation and very limited availability of services. RSVP currently supports 6 stations and 28 volunteers providing social support and access to services for these isolated seniors.

The 2012 Supplemental Needs Assessment Report by Area 4 Agency on Aging indicated that transportation and access to care are ranked 2nd and 3rd highest needs of seniors, slightly below access to in-home care services. Transportation options are very limited and often too costly for most low income seniors. Three RSVP volunteers currently provide rides to medical appointments and out-of-county specialists. Volunteers are reimbursed for use of their own vehicles.

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Companionship services are more available thanks to RSVP volunteers serving with the Friendly Visitor Program and HelpLine Senior Telephone Reassurance Program. Friendly Visitors are matched with seniors and provide in-home visits once per week. Currently there are 22 matches with a similar number on the waiting list. RSVP will recruit for a data and office support volunteer to assist the coordinator with enrolling and matching consumers and volunteers. HelpLine Senior Telephone Reassurance program serves 42 unduplicated seniors each year with 5,194 telephone reassurance calls made out to homebound isolated seniors. 8-10 RSVP volunteers make daily or twice weekly calls for socialization and/or safety checks. Recently, one senior who receives daily calls from the volunteers mentioned that although she is almost blind, she still walks down her long driveway to a busy street to get her mail. The Telephone Reassurance volunteer gave her the number for her post office and warm transferred her to speak directly to the postal worker. They agreed that it was very hazardous for her to be walking across that street everyday for her mail and approved the move of her mailbox to the same side of the street as her home. HelpLine then gave her the number and warm transferred her to another volunteer agency who came out and reinstalled the mailbox. She was thrilled and a lot safer. All of this happened due to her daily socialization calls with a senior volunteer at HelpLine.

These two companionship programs measure client satisfaction and report high levels of perceived social support and community connection. Seniors report strong agreement with statements that they felt less lonely since they receive visits and are happier anticipating their weekly visits and calls. Three veterans are currently receiving Telephone Reassurance calls. Volunteers at both programs strongly agree that they are having positive impact on the seniors' life when they support them with calls or visits. The Independent Living Performance Measure Survey for Companionship and Transportation will be used to report outcomes for number of homebound or older adults with disabilities who report having increased social ties/perceived social support. Outcome H9 will be measured.

Two RSVP volunteers will provide seniors with shared housing options, a new program under the local Salvation Army. Early results show ten very successful matches with both participants reporting much greater companionship and social support. Eight patient care RSVP volunteers provide respite, gentle music and massage therapies for hospice patients remaining in their own homes.

Continuing in the Primary Focus Area of Healthy Futures, 54 RSVP volunteers will provide food

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distribution, nutrition education and programs to reduce obesity to over 6,000 individuals and families in Nevada County. The Nevada County Nutrition Profile from California Food Policy Advocates show a 29% rate of food insecurity among adults in low-income households. 16% of the county's children live in poverty with an overall poverty rate of 11%. Two large food banks provide over 70,000 bags/meals annually through their weekly distributions, school lunch programs and deliveries to homebound persons with disabilities. RSVP volunteers cultivate and maintain two large community gardens for organic produce to be distributed. Another community garden is being developed at the Friendship Club where RSVP volunteers have served as mentors for high risk young girls. Three volunteers have begun providing nutrition education, healthy snacking and outdoor activities to increase fitness, decrease the chance of obesity and help the girls toward healthier and happier lives. The Friendship Club will measure obesity rates, fitness and increases in the adolescents' self-esteem of 100 participants and report all volunteer activities along with numbers of girls receiving nutrition education and reporting greater food security.

Each year, 254 seniors access the Health Insurance Counselors and Advocacy Program in Nevada County. This is California's program for seniors exploring Medicare supplement plans and prescription drug plans. The 2012 A4AA Senior Needs Assessment reported the need for learning about health insurance benefits was identified in the top three needs by many seniors. Appointments for this program are scheduled and recorded by the HelpLine Program Manager and available always for RSVP collection. Likewise, seniors want knowledge about and access to community resources, other benefit programs and information about meeting their needs for long term care and services for caregivers. In fiscal year 2013/2014 HelpLine Senior Information and Assistance answered 3,604 calls, 93% coming from seniors. Three unduplicated current RSVP volunteers and five other RSVP volunteers (unduplicated in Companionship work plan) will serve over 1200 hours at HelpLine.

Eighteen volunteers will work towards reducing the incidence of falls by seniors in Nevada County. Data from the community hospital indicate 365 falls leading to injury and hospitalization for seniors last year and another 1,443 seniors were treated and released in the emergency department. RSVP volunteers serve as facilitators for the Stay Well at Home program. Output numbers will be tracked and reported to RSVP by the Falls Prevention Coalition Coordinator.

RSVP volunteers serve in several other important focus areas. The Welcome Baby program provides

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much-needed immediate support services for young mothers delivering at the local hospital. With poverty, substance abuse and single parenting on the rise, young mothers need to know that there is community support and services available. They are given information on parenting group and training, new mom and play groups, breastfeeding support, listings of all community services for families and perhaps most importantly signs and symptom information on postpartum depression and how to recognize if and when they are occurring. RSVP volunteers visit the new moms within 24 to 48 hours of delivery with bags of information and homemade new baby blankets. Other RSVP volunteers serve in the child development center of Project Hope where mothers are being seen for treatment for recovery from substance abuse or domestic violence. Three very dedicated RSVP volunteers are the advocates for children through the Court Appointed Special Advocates program.

Dozens of unduplicated RSVP volunteers recycle and reuse materials that would usually go to landfills. Donations are collected and sorted at 4 local thrift stores that support hospice services, financial assistance for cancer patients or supplies and equipment for a fire department in Penn Valley. They collect and reuse/recycle tons of ewaste and other toxic materials.

Recruitment and Development

RSVP of Nevada County has a long history of successful volunteer recruitment, working in tandem with our stations to create high-quality assignments. RSVP provides a smooth transition between senior skills and interests with agency needs for those seniors who do not know what is available or how to connect with the organizations. The RSVP volunteer coordinator provides for the day to day recruitment of volunteers and the posting of volunteer opportunities within the community. The volunteer coordinator screens and places seniors 55 and over in community and non-profit agencies throughout Nevada County. The volunteer coordinator also enrolls, interviews, and determines the preferences of each individual volunteer. To many of these volunteers, the interview is an 'aha' moment when they realize that they have many choices and can expand their interests and skills. The light-bulb goes on for executives, housewives, and workers who have spent their time in the same occupation most of their working lives. One recent volunteer had tears in her eyes when she signed up for harvesting a garden, rather than administrative assistant work. She said, "I can't believe that I get to do something I enjoy instead of 'having' to do something".

This is important because this provides a very high quality of assignments. Volunteers learn about agency needs through the placement of weekly volunteer ads distributed to newspapers and radio

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stations by the volunteer coordinator. Ads are also posted on the web through the recruitment sites of VolunteerMatch.org and VolunteerNevadaCounty.org. Recently, we have updated our Facebook page to connect automatically with what we put on our net recruitment sites. This gives a different audience the opportunity to see the work we do and participate in it. Volunteers enjoy what they do and report high satisfaction. Word of mouth then becomes an important part of our quality recruitment.

We call him Loyd with one L. This is a man who, until recently, was barely ambulatory and very quiet and withdrawn. One of our longtime volunteers remembers a family gathering over the holidays where Loyd contributed very little to the talk around the table. When Alyce was asked how she spent her time, she described her many volunteer activities and encouraged Loyd to "get out and do something for others". With more persuasion from his daughter, Loyd now is smiling, bright and easily navigates throughout the community. He visits the RSVP office with his monthly timesheet in hand and is always greeted cheerfully with hellos and thanks to Loyd with one L.

Very few volunteers are actually recruited to RSVP by the stations. These "new to service" volunteers truly benefit from the experience of meeting with the coordinator and exploring their options. This is important because this provides a very high quality of engagement with the volunteer right from the initial interview and skillful matching of the potential volunteer with assignments that truly interest them. All new volunteers go through an in-depth personal interview that has been scheduled previously by telephone. Volunteers are greeted by a friendly smile and handshake as soon as they walk through the door. The volunteer coordinator provides a packet containing an application, interest review, information on Senior Corps, RSVP and the Area 4 Agency on Aging, timesheets, and contact information. An orientation to RSVP's mission and program is then provided, along with a thorough inventory of the volunteer's skills. These skills are then included in the volunteer profile on the Volunteer Reporter for searching when a particular skill is requested by a station. Again, we always follow-up with volunteers and agencies to make sure it is a good match. A new follow-up system has been implemented where the volunteer reports back to the coordinator immediately on how their interview went with the agency and whether they want to continue to explore other avenues. The agencies also report to the coordinator whether the volunteer is a good fit, and when the infrequent ending of an assignment occurs.

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Retention of volunteers is extremely important and our volunteer satisfaction is evidenced by the high rate of existing volunteers requesting additional assignments they learn about through our postings. We have found that checking in periodically, giving limited mileage reimbursement through a contract with the county, and personal acknowledgement of the volunteer helps ensure a happy volunteer. RSVP recognizes volunteer achievements through distribution of the Presidential Service Award for 4,000 life-time hours of volunteerism. Volunteers are also recognized at our annual Volunteer Recognition Luncheon that over 200 of our volunteers attend yearly. The number of volunteers that attend speaks volumes about RSVP's continued connection to the individual as well as our agencies.

Structured training is mostly the responsibility of the stations to ensure our volunteers are ready for the skills that are needed for the job. HelpLine Senior Information and Assistance trains volunteers to provide information on local health and social services using a sophisticated database program that the volunteers come to master. The specialized Health Insurance Counseling and Advocacy Program (HICAP) trains volunteers that help seniors navigate the Medicare maze and advocate for them so they get the plans and benefits they need. It is not unusual for HICAP volunteers to stay on the phone with an insurance company for an hour or more mediating discrepancies in payments of services. Volunteers are also trained to discuss Falls Prevention with their senior callers and provide them with specific community resources and safety check-lists. A newer program, Stay Well at Home, trains volunteers to enter client's homes that have disabilities and are prone to falling. They take an intensive skill-building training that teaches the volunteer to teach the client safer mobility through various home practices. Furniture placement, supplementary railings, and working with their pets to prevent tripping are just a few of the training skills a volunteer brings in to the senior's home. Partners in English Language Learning, an agency that works with English as a second language speakers, provides an intense two weekend training that ensures that the volunteers have the knowledge and materials to follow their detailed programs and interact with the volunteer. Home Delivered Meals has new food distributors ride with seasoned drivers until they are familiar with the route. Both Hospice and the Friendly Visitor program train and mentor volunteers on how to provide social, physical and emotional support to their clients. These programs offer intense initial training sessions and then continue with in-services throughout the year. Empire Mine's environmental and docent training is now held semi-annually due to the successful retention of their volunteers. The training programs give the volunteer a sense of connection with the organization as well as knowledge of

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agency requirements and expectations.

RSVP recruits a volunteer pool reflective of the community served. The demographics of Nevada County are comprised of 94% Caucasians. We recruit for organizations such as Partners in English Language Learning (PIELL) that serves the community through building language and employment skills. Nevada County is evenly split between males and females. Considering that most volunteer roles historically are filled by women, our 36% male volunteer ration is very high. Part of this can be attributed to the retirement community and the services that require driving and lifting heavy loads. Many women that volunteer through us see important community needs and get their husbands involved too. We will continue to review our opportunities frequently to make certain that men find ways to be engaged. Although we do not screen for income, lower income volunteers often are able to contribute their time because the RSVP monthly mileage reimbursements can help defray gas and vehicle expenses.

Because the county attracts retirees and their families from all over California, there are cultural and political differences among our citizens and especially with people who consider themselves natives of the county. And yet, volunteers work side-by-side, meeting persons with very different worldviews and backgrounds. There are the townspeople and those living more rurally, some off-the-grid. We will build more cultural competency with diversity in mind when recruiting for our Advisory Council seeking regular input from them on strategies to grow diversity. Organizational cultural competence grows by spreading across all aspects of the program, reviewing both procedures and services offered regularly.

Volunteers often ask for assignments working within an organization or population unfamiliar to them "outside of their comfort level". Year One RSVP will include targeted recruitment for the Primary Focus Areas with service activities for seniors and impacting poverty and food insecurity. Through these opportunities volunteers meet children at-risk, seniors who live in poverty and isolation and families seeking food and shelter. Many educated, middle-class women love the support they can offer as mentors to the high school girls at the Friendship Club and develop long-standing relationships with them and their families. Men, who would never have seen themselves as Friendly Visitors for seniors become very devoted to their visitees, helping in many unique and unforeseen ways.

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Nevada County has a wide range of veteran services. From food distribution programs to Welcome Home Vets, our veteran volunteers serve veterans in many capacities. A huge need to help with advocacy issues, post traumatic stress syndrome (PTSD), homelessness, administrative, and community relations is being addressed from our veteran volunteers. Whether it be scheduling appointments or making sure someone is able to come to a PTSD group, our veteran volunteers are helping their peers. As troops come home, there will be a greater need for these services and RSVP will be there to help.

Program Management

Organizations seeking volunteers through RSVP must first verify that they are a 501©3 or a proprietary healthcare organization. If it is at all unclear, the RSVP Director asks that the agency supply documentation. Next, RSVP asks that the organization describe in detail what activities the volunteers will be involved in and what the expectations of the agency are. If it is decided that they are an eligible organization and that the volunteer service activity falls within a current focus area, the organization will be asked to come in, meet with the RSVP Director and review and sign a MOU between RSVP and their agency.

The organization must agree to outline the requirements and description of each volunteer assignment and provide this description to the volunteer if placed in their agency. The organization agrees to orient the volunteer to the mission, policies and staff of the organization and provide sufficient training for the volunteer to carry out their assignment. The organization will or has designated a particular staff person as the volunteer supervisor and this supervisor will sign volunteer timesheets and provide these timesheets to RSVP.

The station will provide for the safety of the volunteers and submit annual safety checklists upon request. The volunteer station will report and investigate any accident reports and provide to RSVP if requested. The volunteer station will maintain the activities to which RSVP volunteers are assigned accessible to persons with disabilities and provide reasonable accommodation to allow persons with disabilities to participate.

The station agrees to prohibit discrimination at any level and will not assign RSVP volunteers to any assignment which would displace employed workers or impair existing contracts.

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In addition to the above requirements, volunteer stations must agree to have respect for and appreciation of the volunteer's willingness to contribute and their commitment. Station supervisors requesting volunteers are asked to respond to potential placements within 48 hours. They are asked to follow-up with both RSVP and the volunteer regarding the placement. MOUs are renewed every three years or are signed for one year each time. A volunteer within the RSVP office carefully tracks when each station must renew their MOU and assist the director in carrying out this process.

RSVP of Nevada County needs to update our MOU to include agreement from the stations that they will provide output and outcome measures and data as requested. They must agree to assist in the measuring of the volunteer impact and National Performance Measures. Stations not agreeing to data collection and reporting or not falling within the focus areas will not be accepted.

Building on Performance Measuring and data collection, RSVP will now update the volunteer timesheet to specifically ask for and record the service activity of the volunteer each month. Volunteers will be asked to state what activities they have been engaged in and for how many beneficiaries. The Project Director will meet with all station directors in the Primary Focus Areas to develop tracking systems for performance measurements. The Director will also attend volunteer meetings and trainings at the Primary stations to familiarize volunteers with the need for impact measurement and how they can help with the process by good monthly reporting and participating when measurement surveys, etc. are conducted. Volunteers will be reminded that measuring their impact is a win-win for all parties, for RSVP, for their agency to report to their funders and sustain the valuable services and for the community to learn about the valuable contributions they are making. The first year will be a trial period with assessments of each collection and management system to determine if the appropriate tools are measuring the correct outputs and outcomes.

Volunteers and stations not serving within the impact focus areas may be included in the Community Priorities workplan. Others will need to be graduated out of RSVP. We have already identified many volunteers that have only a distant connection to RSVP or are not really in service at this time. Other volunteers will be educated about the strategic focus areas for CNCS and asked how they would like to serve within those areas. We have two large stations that will need to be graduated within the next months. One is the community hospital with 55 volunteers and the other a railroad museum with

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incredibly dedicated volunteers who most likely will not want to move to other assignments. An area of concern is the mileage reimbursement offered by RSVP which many of these museum docents and auxiliary members request. The funds for this reimbursement are awarded to RSVP by the Board of Supervisors of Nevada County and the contract is signed for the fiscal year 2014-2015. The RSVP Project Director will meet with the station supervisors of these organizations and explain the reasons for separation from RSVP. Volunteers, however, requesting mileage will be informed that reimbursements will end June 30, 2015 if the station is one we will be graduating.

On a more positive note, our volunteer team managing the online recruitment on our website and on VolunteerMatch will be recruiting community volunteers that are not all 55 and over. The opportunity for nonprofits to continue to post volunteer opportunities will continue whether they are an official RSVP station or not. The nonprofits can post news of their events and upcoming trainings on the News page.

Area 4 Agency on Aging and RSVP of Nevada County have been addressing our Primary Focus Areas for decades in Nevada County. Above all else, we have had the mission of seniors in service to seniors and A4AA has contracted for senior services requiring detailed data collection by the agencies over this time. The current CNCS award to RSVP includes several workplans where intermediate and end outcomes are reported. Hundreds of RSVP seniors have served in these workplans over the award period and have documented their hours of service. The RSVP Director reads annual reports, attends commissions focused on aging and is a member of coalitions devoted to elder care. Stations have willingly reported data on outputs and outcomes and are glad to assist.

RSVP has an active Advisory Council that has been in place about 20 years. Most of the Council members are providers or volunteers within senior service organizations and advise RSVP on emerging community needs, how volunteers are contributing or could contribute to the health and welfare of seniors, and truly support efforts to engage the community in an ethic of service. The Council assists in all fundraising activities and provides huge assistance to the staff for the annual volunteer recognition event in May.

Volunteers enrolling with RSVP show proof of age with their driver's license, they understand they are serving in a volunteer role and not employed by A4AA, RSVP or the volunteer station. All of our

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RSVP volunteers reside in Nevada County and can only claim mileage reimbursement for travel within the county.

Organizational Capability

For 40 years, Area 4 Agency on Aging (A4AA) has helped older adults live as independently as they can, with safety and dignity. We are a leader on aging issues, an advocate for all seniors in our area, and a major funding source for local organizations that provide services to seniors and their family caregivers. Area 4 Agency on Aging serves the seven counties of Nevada, Placer, Sacramento, Sierra, Sutter, Yolo and Yuba. We are a joint powers authority with non-profit status. Our 17-member Governing Board is composed of County Supervisors and their appointees. Our independent 35-member Advisory Council advises the Board and participates in regional, state and federal advocacy activities.

A4AA has sponsored the RSVP of Nevada County for thirty years resulting in the RSVP of Nevada County having three decades of experience in managing senior volunteers and meeting community needs through the services of its participants. In addition to serving over 100 public and non-profit agencies, RSVP has approximately 450 volunteers actively reporting hours worked.

A4AA's executive team, fiscal personnel, and administrative staff provide continuous in-kind support to the RSVP team. Our agency's vast experience with managing federally funded Older Americans Act and other government programs ensures operational support and provides the necessary measures to ensure compliance. A4AA's Direct Services Program Administrator provides day-to-day support to and monitoring of the RSVP, including overall budget management to ensure efficient and effective use of scarce resources.

Direct program staff includes the following positions:

RSVP Project Director: The Project Director is the staff person responsible for the RSVP Program planning, staffing, administration, and day-to-day operations. Project Director Sara Morrison has been on the job for more than ten years and provides able leadership. She has emphasized teamwork, quality and attention to detail in all of her work. Though this position has fluctuated between 27 and 29 RSVP hours per week, A4AA has made extra efforts over the years to expand the Project Director's role further by supplementing with additional responsibilities utilizing Older Americans Act funding (e.g., by allocating Area Plan Program Coordination goals and objectives such as disaster

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preparedness, fall prevention, and veterans services). Even with the recent 20% RSVP funding reduction, A4AA leveraged additional Older Americans Act funds to prevent catastrophic reductions to this position and the program overall. Additionally, more time was freed up with non-federal funds (excess hours) to increase Ms. Morrison's fundraising and marketing efforts, resulting in an increase in both program funding and community support for the upcoming year. Ms. Morrison's RSVP program hours will be maintained at 29 hours/week as long as funding permits.

RSVP Volunteer Coordinator: The Volunteer Coordinator recruits and matches volunteers with the appropriate community setting. Rhonda Goldstone recruits and trains volunteers for the RSVP. Ms. Goldstone's knowledge of marketing and fundraising are a great contribution and help to modernize the program, including assisting with the development of a new web page, www.volunteernevadacounty.org which has improved services to both volunteers and the organizations utilizing them. Additionally, Ms. Goldstone has a broad knowledge of and sensitivity to the community and to the organizations utilizing RSVP volunteers.

RSVP Office Assistant: The Office Assistant manages the day-to-day operations of office functions including equipment, supplies ordering and inventory, procedures, data management and support to the RSVP Project Director. John Sholly has been on the job for nearly five years and brings exceptional organization skills to his work of organizing the office, tracking volunteer placements and hours, and reductions in program expenses (e.g., reducing postage expense by increasing the use of e-mail lists). As a result of funding reductions this position was reduced from 20 to 14.5 hours per week in 2011. However, due to cost cutting measures and creative resource development on the part of all RSVP staff, we are able to increase the hours of this position to 17.5 hours per week in 2012 and will continue at this level as funding permits.

A4AA has more than forty years managing federal, state and local funds, currently more than nine million dollars annually. The agency is audited annually by the California Department of Aging as well as by a private accounting firm on an annual basis. Fiscal staff consists of a Controller, an Accountant, a Staff Accountant, an Accounting Technician/Accounts Payable, and a Payroll Specialist -- all of whom provide some level of in-kind support to the RSVP.

All A4AA staff have job descriptions, supervisors, annual evaluations and regular monitoring. A

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Human Resources Manager oversees all personnel policies and procedures. Area 4 Agency on Aging is governed by a Board of Directors made up of representatives of the seven counties served by A4AA. The Governing Board meets monthly and maintains detailed ongoing review of agency and staff activities. Additionally, an Advisory Council advises the staff and Governing Board on matters pertaining to service delivery and agency operations, including internal policies (e.g., travel, personnel). The California Department of Aging maintains oversight of A4AA and monitors programs, activities and funding. A formal assessment is conducted by the Department every three years. A4AA sponsors and supports the program with its supervision by the Direct Services Program Administrator.

A4AA's fiscal management includes issuing mileage reimbursement checks for volunteers, budget preparation and monitoring. Technical assistance is made available to the RSVP staff specifically for the development of goals and objectives, computer and technical training and assistance as well as diversity training, disaster preparedness, personnel policies and regulations. A4AA hires the program staff and provides benefits, insurance, payroll and financial support.

A4AA is responsible for leasing arrangements and payment of monthly rent of the RSVP office. Office supplies and payments for routine office needs are coordinated with A4AA and RSVP through a formal purchase request system. Checks for payments are issued once each week. Equipment and supplies are usually purchased locally in Nevada County, however prior approval and payment is made through the A4AA main office.

Other

N/A

PNS Amendment (if applicable)

N/A