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Executive Summary

An estimated 900 RSVP volunteers will serve. Some of their activities will include delivering meals and other companionship to elderly homebound and disabled individuals, Staffing emergency food pantries, providing health and nutrition education coaching and support services to elderly, disabled and economically disadvantaged individuals, tutoring and mentoring children youth and adults who are economically disadvantaged and/or have special needs, preparing for and serving in disasters, especially by staffing a volunteer Registration Center (VRC) and providing services to veterans and active military. .

The primary focus area of this project is Healthy futures. At the end of the three-year grant, In that focus area we anticipate two outcomes. The first is that 50% of measured homebound or older adults and individuals with disabilities or 105 individuals will report having increased social ties or perceived social support as a result of services that RSVP volunteers assisted with. Our second outcome in Healthy Futures is that 46% of economically disadvantaged individuals who received education and food security services or 71 individuals report being more food secure as a result of those services that RSVP members assisted with. In other focus areas, we anticipate an outcome that 50% of measured K-12 economically disadvantaged or special needs students or 85 individuals tutored or mentored will demonstrate improved academic engagement as a result of RSVP volunteer services.

The annual CNCS federal investment of \$132,570 will be supplemented annually by \$58,535 of local match funding, which will include \$36,000 state funding from both Illinois and Iowa \$20,535 from United Ways and \$2,000 from in-kind donations of meeting space, support materials and professional pro-bono services.

Strengthening Communities

The area with 410,000 total residents served by RSVP of E. IA and W. IL has challenges in 3 major ways: geographically (serving in 2 states bordering the Mississippi), demographically (70% urban & 30% rural) and cultural diversity (many immigrants and refugees in both our urban and rural areas). As such there are a broad variety of needs especially in our primary focus area of Healthy Futures that RSVP is uniquely qualified to address. Likewise there are a broad variety of opportunities for RSVP volunteers to address those needs.

As widely varied as our service area is, there are common needs throughout it. For example all of our 6 counties, Henderson, Knox, Mercer, Rock Island and Warren Counties in Illinois and Scott in Iowa have larger senior (defined here as age 65+) populations than the national average of 14.1%. In fact 2

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of our counties have senior populations of nearly 20%. Overall our senior population of 67,140 is 16.3 % of our total population (2013 US Census QuickFacts).

The Social Care Institute article, Preventing Loneliness and Social Isolation Among Older People estimates that 12% of seniors feel isolated and would see real benefits from volunteers performing various companionship related services. This translates to over 8,000 seniors in our service area who could benefit from RSVP volunteer companionship activities such as transportation, delivering meals, delivering library books to shut-ins, in home visiting, representative bill paying and reading to the blind. These services also benefit both seniors and the community by helping them to age in place in their own homes. Virtually all seniors want to remain in their homes and the longer they stay there the less financial burden is put on families for paying for nursing homes and society for subsidizing them.

It is our goal to expand the infrastructure to support those services however possible. This is why we are measuring as one of our primary national performance outputs the number of individuals receiving independent living services, and we will measure the outcome of the number of seniors (age 65+) and those with disabilities having increased social support. Measuring this output and outcome will help us to show all our communities both the need and the value of RSVP volunteers in addressing that need.

Along with helping home bound people age in place it is also important to make sure all seniors and people with disabilities have access to the care they need in order to remain vibrant productive members of society. To that end we will be measuring the outputs of the number of clients participating in health education programs served by RSVP volunteers. Those volunteers will perform the activities of coaching seniors in health education programs such as the evidence based falls prevention programs Matter of Balance (MOB) and Strong for Life Both those programs are hosted by our sponsor throughout both the urban and rural areas we serve. Though CNCS does not link these programs to outcomes in National Performance Measures our sponsor does still measure outcomes for these programs. Those outcomes include extremely positive results of well over 98% of participants reporting increased activity and continuing to exercise. Volunteers will also coach in other senior exercise and health information programs provided by our partner agencies.

Also in our primary focus area RSVP volunteers will address food insecurity and obesity. According to the Robert Wood Johnson Foundation (RWJF) 2014 County Health Rankings and Roadmaps, overall obesity levels in our service area are 29.9% which is higher than either Iowa or Illinois state averages. Though obesity rates are high throughout our area, they're much higher in our rural, more

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elderly and more food insecure areas. The average in those counties is over 31%. This information concurs with the August 2014 National Geographic article, Hunger in America, which demonstrates a correlation between poverty and increased obesity. Here the need is for access to and knowledge of nutritious food that will keep economically disadvantaged and elderly more food secure with nutrition options that will counter trends toward obesity. To address that need, RSVP volunteers will serve with Extensions as Senior Nutrition Information presenters, Home and Community Educators and other nutrition related extension programs. RSVP volunteers will also support community gardens which provide nutritious food to pantries. Finally volunteers will participate in the preparation, distribution and serving of nutritious food to food insecure individuals through community kitchens, food pantries and community meal programs for food insecure individuals. Volunteers will also provide nutritious food to the families of economically disadvantaged children through backpack programs. We will measure the output of the number of individuals getting support, education and/or referrals for hunger services as well as the outcome of the number of individuals that reported increased food security of themselves and their children as the result of RSVP volunteer services. Only a small fraction of the nearly 53,000 people in our service area that RWJF identifies as food insecure are currently receiving these critical services which RSVP volunteers support. Therefore it is our priority to expand volunteer support for those services. Once again measuring this output and outcome will help us to show all our communities both the need and the value of RSVP volunteers in addressing that need.

Food security needs exist in greater density in certain counties of our service area. Our overall percentage of people who are food insecure is 13%. An example of this is Knox County being described as one of 7 Illinois counties rated most food insecure by Feed America Survey which considers the percentage of people who are currently food insecure, options for access and future trends including lack of job security or employee health benefits. To further complicate the picture, food insecurity often occurs in emergency situations. Throughout our service area thousands of people each year suddenly have fires and natural emergencies as well as health emergencies and other crises leading to income loss and sudden food insecurity.

One of Knox County's major emergency food pantries FISH is directed and largely staffed by RSVP members. The Milan food pantry is similar in that Milan is a small community with areas of higher than average food insecurity and the pantry is largely run by RSVP members. RSVP members in just these two pantries serve over 1,000 unduplicated individuals receiving emergency food assistance annually. RSVP volunteers also help in several other emergency food pantries and RSVP continues to

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increase volunteer infrastructure to food pantries.

Our plan and infrastructure to support data collection and ensure National Performance Measure outcomes varies somewhat due to challenges of our service areas broad geography. For instance rules and guidelines for information sharing with Meal Service of Scott County Iowa are different from those of Project NOW meal delivery in Illinois. So our data collection methods need to be flexible enough to meet different conditions associated by state or geographic area.

We feel we can best meet confidentiality requirements for each program by partnering with service providers to obtain client permission and develop a secure and impartial process that they approve of. Aging in Place service recipients will be surveyed by phone by trained and screened RSVP volunteers with no relation to the service providers. Having RSVP volunteers not associated with service providers administer these surveys will help to maintain the impartiality of respondents. To maintain confidentiality while insuring unduplicated respondents, volunteers will be given special client identification codes and just the first name and phone number of each client along with hard copies of survey blanks to fill out during a phone interview. Our measurement of the perceived social support of individuals receiving RSVP volunteer services will focus on those services that are of a consistent ongoing nature (i/e individuals receiving regular transportation, meal delivery, visiting etc.) We'll use variations of the Senior Corps Independent Living Performance Survey modified to reflect different Aging in Place service activities, but consistent in what is actually being measured i increased social ties/perceived social support. RSVP staff will tally results for reports and original surveys will be kept available for at least 7 years after the end of the grant cycle for CNCS staff review as needed.

In our primary Healthy Futures objective of Childhood obesity and Increasing access to nutritious food our measurement of the output of the number of individuals getting support, education and/or referrals for hunger services will come from the documentation by volunteers of food insecure individuals they've served and who have completed participation in programs for at least 3 months or long enough to determine if they are receiving nutritional benefits from the program or not. At that time, clients will be asked to complete a onetime survey designed along CNCS standards measuring the outcome of whether or not they report increased food security of themselves and their children. Note: children completing backpack programs will take surveys home in their back packs toward the end of the school year. Returned surveys will be included with other client surveys. Tallying and storage methods will be consistent with those previously described for the Aging in Place performance measure..

Finally we must address the challenges associated with our broad cultural diversity by measuring an

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Education outcome. This is because our service area's unique cultural diversity challenges and needs greatly affect education outcomes in both our Quad Cities and our Knox and Warren counties, and RSVP has the infrastructure to address and measure this outcome. That infrastructure is based in large part on having ongoing 1998 America Reads PNS funding to pay for an employee dedicated to recruiting, managing, and measuring RSVP educational volunteer activities. The infrastructure also comes from building strong relationships with school systems and afterschool programs that have included measuring educational outcomes in the past. Plus it's very important to our communities that we demonstrate effective interventions to address needs related to the following demographics. In the Warren Roseville School-district 12 % of students speak a language other than English. In fact over 140 different dialects are spoken. These are the children of immigrants and refugees who are mainly employed at Farmland Foods pork processors. Many of those employees also live in Knox county. Farmland pays enough that these families are above the poverty level but they still require education support services that are stretched thin by inadequate state funding. Added to the need for support services for these students is the need for services for the 21% of Warren County and 24% of Knox children living in poverty - 3,300+ children altogether (RWJF stats.) This same dynamic plays out on a larger scale in the Quad Cities where thousands of refugees and immigrants have come to work for Tyson foods poultry processing plant. Many of the refugees are resettled in inner city Rock Island where the highest numbers of economically disadvantaged youths are already concentrated. Not only has this stretched school intervention services but it has fostered resentment from some of the earlier residents.

Studies show that economically disadvantaged students lag behind in academic engagement for several reasons (How Poverty Affects Classroom Engagement (ASCD)). This makes the need for volunteers working directly as mentors and tutors fostering academic engagement with economically disadvantaged and special needs students critical throughout our service area. For this reason we are also measuring the Education National Performance outcome: Number of students in mentoring/tutoring programs with improved academic engagement.

We feel our education partners will appreciate our measuring academic engagement engendered by RSVP volunteers using the national performance guidelines set forth by surveys measuring 6 key measures as described by the CNCS Resource Center. In fact using surveys designed in accordance with National Performance Measures will provide increased statistical credibility that our partners will also want to use for all outcomes we'll measure. This Education outcome survey will be ministered mainly to educators and program directors who will identify students that meet CNCS targets both for

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needs and consistency of service by RSVP volunteers. Consistency of service will be documented first by volunteer output records. Educators will provide us with an identification number for each student in a pre-survey so the same student can be matched in a post survey. This way confidential information won't have to leave school premises. Educators will have the option to use Survey monkey to complete survey or forms will be sent directly to them by email.

Activities in service to veterans and/or military families

RSVP supports veterans and active military in a variety of ways, including supporting the Quad City Veterans Clinic by providing transportation for veterans traveling to the VA hospital in Iowa City, and by counseling veterans at the clinic. RSVP will also support older veterans in their own continued service activities such as properly destroying old flags, providing special services for Memorial day and Veterans day ceremonies as well as details honoring deceased comrades. The importance of RSVP support for such veteran led service activities is clearly defined by Paul R. Allen, in his article The Warrior's Code of Honor which cites the importance of these activities for the health and wellbeing of the veterans.

RSVP volunteers will also serve active military by providing neck cooler/warmers and other necessary items for the comfort and safety of those serving in foreign conflicts. RSVP volunteers will also work with groups such as Mothers of Marines (MOMs) to provide care packages and by writing cards and letters of thanks to military heroes as part of Days of Service projects.

Recruitment and Development

We will create high quality volunteer assignments that fit today's volunteers by engaging our stations in assessing their own volunteer needs and helping them to develop opportunities that will appeal to today's volunteers, particularly Baby Boomers. One way we will do this is by providing an electronic (E) bibliography of resources such as Idealist's online training Developing Your Volunteer Program and Energize's Organizational Readiness Management brief and Organizational Readiness Survey. We will also work directly with station representatives by asking questions such as, "Do your needs fit the changing demographic of Baby Boomers becoming seniors?". We explain that this means having opportunities with flexible time commitments, use of higher level technical skills than in the past, provide leadership opportunities and demonstrate a real and direct impact that builds their organizations capacity. We will provide reasoning for our asking those questions by citing resources that we are familiar with as a national service program in the forefront of volunteerism. Those resources will include information such as CNCS Issue Brief, Baby Boomers and Volunteering and Points of Light's, The Strength of the Infrastructure of Volunteer Agencies and Its Capacity to Absorb

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“Baby Boomer” Volunteers. Those sources will also be included in our E-bibliography. RSVP will play a leadership role in making sure that regular training opportunities are available to all local volunteer managers. Examples of our leadership roles include The RSVP Director currently serving as chairman of the annual Northwest Illinois Volunteerism Conference, which has had nationally-known speakers on the changing face of volunteerism. Those speakers have included Betty Stallings in 2012 and Tom McKee in 2014. RSVP also works with the Mississippi Valley Directors of Volunteers (MVDOVIA) to provide ongoing local expert presentations on volunteerism as well as sharing of best practices. Two members of the RSVP staff serve on the MVDOVIA Board.

The most important thing we can do to provide leadership in the volunteer field is be a role model with our own use of volunteers. Volunteers with marketing skills help us develop materials and volunteers who enjoy video and photography help us with our photo galleries on Facebook and our website. One volunteer who is a skilled writer pens articles for local senior publications as part of our Lead by Example initiative. Volunteers share their Lead by Example stories in a variety of ways. Some stories describe especially productive and interesting volunteers who are interviewed directly by our writing volunteer. The Lead by Example initiative is the creation of our Advisory Council in an effort to engage our volunteers in telling their stories about making a difference in their communities. We also regularly encourage volunteers to share examples of volunteer impact on an ongoing basis, and we have group story writing projects associated with events such as our recognitions. Along with publishing volunteer Lead by Example stories in senior publications, we share stories on our Facebook page, our weekly E-newsletter and in our quarterly printed newsletter. The last important way we share our volunteers stories is by nominating volunteers for local and state awards whenever the opportunity arises. In fact members of our RSVP have won awards from the Governors of both Iowa and Illinois, the City of Davenport and BiState Literacy.

A prime example of RSVP serving as a role model in developing a high impact leadership and skills-based opportunity is the lead mentor position for our new pilot program Engineering Student Mentorship partnership with Western Illinois University’s (WIU) School of Engineering. Tom S is a uniquely skilled volunteer with 3 engineering Masters degrees and a management career. He wanted a new challenge when he recently retired and found it in developing training for this program with RSVP and WIU professors. Now that the program is running, Tom leads mentor training and works with mentors, professors and students to insure good matches and positive outcomes. Ultimately this program will grow a local base of engineers that are needed in Quad City area which is a manufacturing hub. We hope this pilot program is replicated by other RSVP’s with highly skilled

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members and university partners across the country.

One reason RSVP was able to develop this Engineering mentoring project is because we have a successful history of training RSVP volunteers so they can be highly effective at addressing community needs for mentoring and tutoring programs. We continue to train tutors and mentors who serve in a variety of settings where they perform meaningful and rewarding mentoring and tutoring of at-risk children, youth in out of home placement, English Language Learners and adult literacy students. Our plan and infrastructure for ensuring high quality trainings of tutors and mentors includes making sure trainings always are done with education partners. Plus our Education Program Coordinator has teaching credentials which greatly facilitates communication with partners and quality of trainings. We also seek small grants and in-kind donations for training materials, food and refreshments and space. We use a similar infrastructure of partnering with professionals from the emergency services and getting in-kind and monetary donations to cover materials, refreshments and space when we train our disaster volunteers who will staff our disaster Volunteer Registration Center (VRC). Also our Director received FEMA-CNCS VRC leader training in Maryland in 2014

For directly training volunteers in our primary focus area Healthy Futures, one RSVP staff is a Certified Master Trainer of volunteer coaches for evidence based falls prevention programs including Matter of Balance and Strong for Life. Also our Knox/Galesburg volunteer coordinator has a background as Knox County Area Project Director with experience in coordinating hunger relief efforts. Currently she serves as a leader of volunteers serving in nutrition improvement and food security programs. Volunteers providing Aging in Place services (meal delivery etc.), will be trained by provider agencies. However RSVP ensures that training requirements and prerequisites are fully stated in written job descriptions so that the right volunteers are initially recruited and those volunteers know in advance what is expected of them. This is consistent with all volunteer opportunities where training is done by partner agencies rather than RSVP directly.

Overall the minority population demographics of our service area are approximately 7% African American (Black), 5.7% Latino, 2% Asian/ American Indian and 2% English language learners. Our RSVP demographics need to better reflect the greater population with Black members at 5%, Latino 2% and negligible numbers of others. To effectively strategize recruitment we must recognize that these total numbers don't reflect much higher diversity in different geographic locations. For instance in the town of Monmouth 13.7 % of residents speak a language other than English at home as do 22%

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in the city of Rock Island. This means to recruit individuals representing various minorities we need to be active in those places where different groups are. We do have a successful recruitment strategy with Blacks, and as a result, we've doubled our number of Blacks in recent years. This strategy includes engaging leaders in the Black community as minority recruitment ambassadors, partnering with traditionally Black volunteer stations such as Semper Fidelis and Martin Luther King Center's Active Club and focusing on MLK Day of Service. We also maintaining at least 10 to 20% minority membership on our RSVP Advisory Council and take the lead on issues important to the Black community such as serving on the steering committee developing a MLK Memorial Park in Davenport. We plan to use all these tactics in recruitment of Hispanics and other minorities. We just need to find and recruit the initial Hispanic leaders who will help us implement the rest of the strategy.

Recruitment of English Language Learners represents different challenges. We've worked with a Spanish speaking VISTA member to translate our Registration form. However, many more languages are spoken by refugees so we've implemented strategies that will hopefully engage them. One is partnering with stations that serve refugees to develop peer mentoring and assistance from those who are more advanced in their English although older refugees tend to speak even less English than younger ones. RSVP is moving forward with this through a partnership with the QC Alliance for Immigrants and Refugees. Another is to engage refugees in developing community gardens that they can share with peers. This is done through Rock Island County Area Project. Finally another is developing art projects where refugees and immigrants can share their culture with the broader community. Currently one RSVP volunteer is partnering with African musicians to put refugee stories to music through a pilot project titled Songs Inspired in partnership with Black Hawk College, River Music Experience and Bistate Literacy Council. We hope to expand this pilot throughout the ELL community.

We actually have a higher percentage of volunteers with disabilities than the community average. The challenge is to develop meaningful opportunities that can be performed safely. Sharing stories of volunteer impact is also a meaningful activity for our older, homebound or physically disabled volunteers too. Writing cards and letters to military heroes as part of days of Service projects is a favorite activity of volunteers with limited mobility. Those projects are also led by a volunteer with a physical disability. In fact a number of our volunteers with disabilities serve in leadership capacities with our partner organizations. We work with those organizations to help them to be ADA compliant,

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welcoming and prepared with appropriate volunteer opportunities for disability inclusion. Our RSVP Director was trained to become a disabilities inclusion trainer in Washington as part of a national disabilities inclusion initiative.

Providing meaningful activities for our homebound elderly RSVP members is a priority that corresponds with our Healthy Futures focus even if the actual activities of homebound and disabled volunteers are in other focus areas. One example is our offsite writing mentor program which involves trained RSVP volunteers including many who have limited mobility in written curriculum based correspondence with elementary students. We will also engage select trained homebound volunteers in calling other seniors for surveys such as our Independent Living Survey, or to make sure other RSVP members records are up to date. Some volunteers with disabilities will also participate in our partner agencies; telephone reassurance programs The patience and peer connection of these volunteers will be valuable in getting high survey response rates and accurate information.

Providing meaningful opportunities is a strategy for recruiting veterans too. Two RSVP members who are veterans provide counseling to younger vets thorough our local VA clinic. Since most veterans age 55+ are men developing appropriate opportunities for them is important. For instance, $\frac{3}{4}$ of our current Engineering mentors are veterans also. Veterans also remain interested in keeping their community secure. A large percentage of our VRC and disaster volunteers are also veterans. Another strategy is partnering directly with groups, such as the American Legion, that serve veterans. As we support American Legion volunteer needs some of those veterans also become interested in other opportunities like those just mentioned. We also connect with military families in several ways. One of our staff is on the Board of the Rock Island Arsenal Spouses Club which does volunteer projects for families on the military base there and another staff is a member of MOMS (Mothers of Marine Service-members.) which engages RSVP members in projects to support marines stationed all over the world. We also plan to provide volunteer mentors and activity assistants for University of Illinois Extension; Operation Military Kids.

We will use a variety of methods to retain and recognize volunteers, but the most important method is to stay in touch with them and make sure they're placed where they want to be. Sometimes this is difficult with 900 volunteers. Fortunately our Volunteer Reporter data base provides the report infrastructure to make it doable. Using Reporter data we make birthday calls to all members and periodic calls to volunteers who have not reported hours for several months. We work with these volunteers to find new placements if necessary We also will contact newly placed volunteers within a

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month of placement to make sure that the new placement is going well, and, if it isn't, we find a new placement that works.

Properly recognizing volunteers is important for retention also. Because we serve in 2 states and 6 counties, we now have 4 recognition events one each in the Iowa and Illinois Quad Cities and one each in Monmouth and Galesburg. We supplement our budget for food, non-RSVP volunteer escorts and facility rental with in-kind donations and fundraising. Our Advisory Council takes the lead on fundraising, planning and running these events which always have great food, fun and entertainment. However not all of our members actually attend recognition events, so we always look for other ways to recognize volunteers for their good work. We do this by regularly spotlighting exceptional service in newsletters and publications and by nominating volunteers for awards. We also always include "Thank you for your service." in phone calls and messages to volunteers. We are also always happy to provide information to agencies where volunteers serve to facilitate their own recognition of volunteers, and we always encourage them to do this. In summary our key to retaining volunteers is stay in touch, ensure proper meaningful placement and recognize with ongoing sincere thanks and fun events.

Program Management

Our plan and infrastructure to ensure management of volunteer stations in compliance with RSVP program regulations will begin with reviewing the volunteer needs that a potential station has asked RSVP to address. Because we currently manage a high number of stations, we will only take on new stations if they have meaningful and safe opportunities for seniors in our primary focus area of Healthy Futures. Particular weight will be given to opportunities that fit our Aging in Place and Food Security National Performance Measures outcomes, or if stations have opportunities that fit our other priority measured outcome of increasing academic engagement (tutoring and mentoring targeted K-12). We will also accept a new station if it addresses a vital need in a CNCS priority area with meaningful opportunities.

Each station must give us enough information to ascertain that the volunteers won't perform prohibited activities (political, for-profit non-primary healthcare services or religious proselytizing). Once we've determined general acceptability, each potential station is notified that written descriptions of volunteer activities including the plan for the safe supervision of volunteers is required. Each potential station is informed that they must assist RSVP in the gathering of data or surveying of clients for National Performance Outputs and Outcomes. Finally we send the MOU document for an authorized station representative to sign and date.

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We regularly review current job descriptions with stations and share rosters of volunteers performing those jobs to ascertain if any of the info in the description has changed or if the volunteers listed are still performing the same duties. Finally we ask if the station has other important needs that RSVP members might help to meet.

We will identify and develop plans to meet changing community needs through our Annual Assessment performed by RSVP Advisory Council and staff using the CNCS Community Stakeholder Survey. RSVP Advisory Council members and staff will also remain engaged with regular groups including Human Services Council, Elderly Consortium, and the Mississippi Valley Directors of Volunteers in Agencies (MVDOVIA). In our primary focus area, Healthy Futures, our sponsor Western Illinois Area Agency on Aging will help keep us apprised of changing needs for aging in place and access to care in senior services. In the area of food security, volunteer managers at service providers will keep us informed of changing needs in their field. We will also assess to make sure we have the potential volunteers to actually address the changing needs and, if we do not currently have them, what infrastructure or connections do we have in place for recruitment.

Because we are below 30% of our members in Other Community Priorities and because we already serve the 900 volunteers in 6 counties as stated in the NOFA we anticipate no disruption to current volunteers. We are, however, very near our 30% limit in Other Community Priorities, so we will not recruit for jobs that fall into that category. Many of these jobs such gift shops, congregate meals, etc. are currently being performed by some of our older members so we expect that our percentages in Other Community Priorities will fall due to natural attrition.

If we must “graduate” anything it will be specific volunteer jobs rather than whole stations. For example hospitals are now requesting mainly volunteers for in-home services, such as respite, that fall within our Healthy futures priority. Also our main volunteer request from one of our libraries is for shut-in book deliveries which will be included in our priority Aging in Place outcome measurement. Finally, our museums, botanical gardens and cultural events are critical to the vibrancy of our communities as stated in the United Way Quad Cities 2012 Community Snapshot, so we feel it is vital that RSVP continue services in those areas.

Our track record in the primary focus area of Healthy Futures is enhanced by having Western Illinois Area Agency on Aging (WIAAA) as our sponsor. Through WIAAA, we have strong connections to aging in place and access to care service providers in all of the Illinois counties we serve. We also have strong historic connections to WIAAA’s Iowa counterpart Milestones AAA. In addition we maintain strong connections to our service providers in the Healthy Futures category of Obesity and Food

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security in several ways. Those include, having our Knox /Warren staff serve on the board of a major provider (FISH), membership on the Knox Co. Human Services Council and having our Warren county office located in the 1st St. Armoury which is a major provider of programs whose services include nutrition backpacks and community gardens.

RSVP measured home-delivered meals on previous Federal grants, and have built on connections and trust of providers that will assist us in measuring companionship from home delivered meals and similar Aging in Place services. We will work closely with providers to set up impartial and accurate survey tools and measurement methods. One way we will insure working closely with our major Healthy Futures providers is by having representation from key providers, Project NOW and Center for Active Seniors on our RSVP Advisory Council.

Our plan and infrastructure to ensure the project is in compliance with the RSVP federal regulations begins with maintaining good communications with our CNCS State Office (CSO) The CSO makes sure that we have any of the latest changes to regulations and provides us with an updated Compliance Monitoring Checklist as needed. We also keep the latest version of that checklist available to both RSVP staff and appropriate staff of our sponsor so that we are always prepared for a compliance monitoring visit. We are also fortunate that our sponsor as an Area Agency on Aging has extensive experience working with Federal funding sources and a good understanding of things such as allowable match and prohibited activities. That understanding translates into our sponsor insuring that RSVP staff time is spent in accordance with Federal regulations and that proper documentation of employee time delineates activities that can be reimbursed by Federal and matching funds versus activities, such as fund raising, that must be reimbursed with excess funds. Finally, attending trainings such as Illinois Senior Corps conference, CNCS Cluster Conference and Illinois and Iowa Directors Association Retreats provides opportunities to learn and discuss best practices for following CNCS regulations and guidelines.

The RSVP Advisory Council has been long established and has its own set of bylaws to ensure its effectiveness. Membership is drawn from RSVP members, RSVP volunteer station representatives and interested community leaders. The Advisory Council plays a key role in program assessment, resource development, PR, and recognition of RSVP members. All of the members serve on committees set up to address each of those areas.

We only place volunteers at stations that have signed a MOU, designed according to CNCS standards. The MOU will clearly state the volunteer management responsibilities of the station and of RSVP. The MOU will also describe RSVP program regulations as they relate to stations. MOU are renewed every

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3 years, giving stations ample opportunity to ask any questions they may have. We also maintain a consistent MOU and do not change the terms for any reason. Upon agreeing to terms and properly signing, the RSVP Director will review, sign and return the MOU. RSVP staff will make sure that the station rep. has an electronic version of the job description form and instructions on filling it out.

Every new volunteer request from any station must be sent to us in a written (preferably electronic) format so we can review for appropriateness and thoroughness of description. Once we receive job descriptions, we enter them into Volunteer Reporter which has functions to aid in the matching of current members to opportunities. We then recruit and match volunteers who will do this activity with the listed job description. We make sure that volunteers have a copy of that description during the recruitment or placement process. Later when volunteers report what they did at that station we check to make sure the reported activity fits the description we placed them with.

Since we don't reimburse for mileage, age 55+ is the only requirement for membership. We verify and document the age of all volunteers as well as contact information the volunteer provides. The RSVP Director only signs-off on the volunteer's registration once he confirms that all information on that registration is correct.

Organizational Capability

The Western Illinois Area Agency on Aging (WIAAA) plans to provide sound programmatic and fiscal oversight to the RSVP program based on a solid track record of doing so for 15 years. The continuing foundation for that track record will be a shared mission with RSVP of improving the Healthy Futures of seniors. WIAAA's service as an Aging and Disabilities Resource Center. Will include engaging RSVP volunteers in a variety of meaningful Healthy Futures activities. This underscores the importance of a healthy RSVP program to WIAAA.

WIAAA administrative and fiscal staff provide supervisory, fiscal, grants maintenance and clerical support to the RSVP program without charging those staff hours to the RSVP budget. Only RSVP's space, rent, postage, printing, materials and communications expenses are charged. RSVP staff are included in all appropriate WIAAA staff development and training opportunities. The WIAAA Board is responsible for overall approval of the RSVP budget and expenditure reports as well as any major purchases or funding applications. Final submission of major funding applications will be submitted by the WIAAA Executive Director. The WIAAA fiscal manager will have participated in a September 2014 CNCS training on proper Federal budget management and accounting principals including documentation and reporting of in-kind. Likewise the RSVP Director has received similar training at a recent CNCS Cluster conference and the National Senior Corps Conference. Both he and the WIAAA

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Executive Director plan to attend training on the new OMB Super-Circular as soon as it is available. All RSVP staff have participated in the recent Senior Corps virtual conference helping them to understand rules and guidelines of proper volunteer maintenance and recordkeeping as outlined in RSVP regulations. Finally WIAAA Grants Manager, Barb Byrne, is a former RSVP Co-director so she has an extensive knowledge of RSVP guidelines regulations and principals.

Dave Layton, Director, has a background in social work and 16 years' experience with RSVP. He was one of 20 RSVP Directors nationwide to attend the 2014 FEMA/CNCS disaster Volunteer Registration Center training in Emmetsburg Maryland. He is currently President of the Illinois Association of RSVP Directors as well as Membership Chair of the Iowa Association of RSVP Directors. He is Literacy Chair of the Bi-State Literacy Council Board, serves on the Board of MVDOVIA (Mississippi Valley Directors of Volunteers in Agencies), and serves on the steering committee for the Davenport Volunteer Center. He is also Chair of the Northwest Illinois Volunteerism Conference

Julie Ross, Education Program Coordinator, has been with RSVP since 2013. She has a Master's Degree in Anthropology and is credentialed to teach with the American Montessori Society. She also has Illinois and Iowa substitute teaching certificates. Her broad background includes expertise in public relations, and volunteer management at a local museum. She has used her education talents to upgrade tutor/mentor trainings, develop the off-sight writing mentor program and work with Lead Volunteer Tom Schwake to develop the training and infrastructure of the WIU Engineering School Mentoring program. As staff liaison to the RSVP Advisory Council Public Relations Committee, She has used her PR knowledge to completely revamp RSVP's communication methods using social media. She serves on Davenport Schools Network for School and Community Partnerships, is Secretary of the Bi-State Literacy Council Board, serves on the Black Hawk Community College Adult Education Community Advisory Board and is a member of Rock Island Schools' Check and Connect Community Support group.

Marcia Cook, Program Coordinator, with 21 years' experience with RSVP, coordinates our contract volunteer-management program at the Iowa Department of Human Services-Davenport sites for 6 hours a week. She also coordinates the records management function of RSVP, and coordinates short term materials assembly projects. Marcia is the treasurer of MVDOVIA (Mississippi Valley Directors of Volunteers in Agencies) and on the Board of the Rock Island Arsenal Spouses Welcome Club which helps RSVP with providing volunteer services to active military.

Linda Nielsen, Disaster Preparedness Coordinator, has worked with RSVP for 7 years, has strong skills in recruitment and program promotion and is excellent at building relationships with emergency

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services personnel, several of whom she has maintained strong family and social relationships with. As part of the Disaster Preparedness team, She coordinates recruitment and trainings for the R.I. County volunteer Reception Center which is mainly staffed by RSVP volunteers. She represents us on the Quad-Cities Area Citizen Corps Council, Quad Cities VOAD, the Scott County TRIAD, and other collaborative emergency-preparedness ventures.

Amy Griswold serves part time as a RSVP Program Coordinator in Knox and Warren Counties and part time as WIAAA's Evidence Based Programs Coordinator where she also works with RSVP volunteer coaches. She is recently retired from the University of Illinois Extension where she served as an Educator. With a Master's Degree in Gerontology Amy is well-qualified for working with seniors. She has presented many talks on aging issues and brings a solid portfolio of projects and connections to strengthen RSVP's service to those counties. Amy is also trained as a Master Trainer with the Matter of Balance evidence-based program and will have a lead role in the continued expansion of that program.

Rhonda Brady, Knox/Warren Volunteer Coordinator joined RSVP first as a volunteer before being hired in 2013. Her position was made possible when part of Amy's salary as Evidence Based Programs Coordinator became paid out of non-RSVP funds. Before RSVP, Rhonda was Director of Knox County Area Project. That position gave her an intimate knowledge of volunteer needs and resources in Knox County. In the year since she has been employed with us she has nearly tripled the Knox county RSVP membership. She serves as Treasurer of the FISH food pantry and volunteers with Knox Prairie community Garden and Kitchen. This volunteer experience will be instrumental when we measure food security outputs and outcomes in our Healthy Futures primary focus area. Rhonda is a member of MOMS (Mothers of Marine Service members) and helps to coordinate service projects to active military in that capacity.

Following are internal policies and procedures that WIAAA has developed to provide governance and manage risk. RSVP job descriptions, hiring policies and employee relations management are clearly defined and documented. Both the WIAAA Executive Director and the Grants Manager review and assist the RSVP Director with development of RSVP funding requests and reports. The WIAAA Fiscal Manager works closely with the RSVP Director to develop the budget as presented to CNCS and other funders. The Fiscal Manager also develops monthly reports on actual expenditures of RSVP funds measured against the RSVP budget so RSVP staff remain aware of areas where they can be more flexible and where they need to be more restrained. The fiscal department also tracks RSVP staff hours with WIAAA timesheets and logs having categories separating advocacy and fundraising (including

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work on this application) from RSVP activities that Federal and matching funds can be used for. WIAAA manages risk by maintaining all appropriate and required accident and liability insurance as defined by regulations for both RSVP programs and Area Agencies on Aging. WIAAA guidelines establish documentation of employee performance and discipline procedures as well as a chain of communications for potential risk situations such as volunteer reassignment or employee termination. Employee grievances are ultimately heard by the WIAAA board, and volunteer grievances are ultimately heard by the WIAAA Executive Director.

All equipment, vehicle and structural purchases are inventoried regularly by the WIAAA office manager with RSVP equipment documented separately from other WIAAA programs. One of WIAAA's major functions is the proper and robust financial management of Federal and state funds passing through to senior service providers in a ten county area. This means the agency has a long standing history and infrastructure for managing Federal funds and it means that annual outside audits are performed in accordance with Federal guidelines. Overall the unique organizational capacity of WIAAA as an Area Agency on Aging to provide and refer services to seniors (which eventually many RSVP volunteers will access) along with WIAAA's long experience with Federal funds make it an ideal sponsor for a robust ongoing RSVP program.

Other

Not applicable

PNS Amendment (if applicable)

Not applicable