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Executive Summary

Executive Summary

An estimated 184 RSVP volunteers serve in this program. Some of their activities include; delivering meals to homebound seniors (through our Senior Nutrition Program), preparing income taxes for low income residents in our service area (through our Volunteer Income Tax Assistance Program), providing transportation and supportive services to veterans and military families in our area (through the Disabled American Veterans, American Legions, and other Programs), educational enhancement services for low income and underserved children and adults (through Great Plains Literacy Council, Southwestern Youth Services, and Project Transformation Reading Literacy Program), provide emergency food for families in crisis (through the Mangum Christian Thrift Store Crisis Intervention Center). The primary focus area of this project is Healthy Futures Measure H8. At the end of the three year grant, the anticipated outcomes are that 50% of recipients surveyed will report an overall positive impact on their social ties and feelings of satisfaction with their lives because they were served by an RSVP volunteer. The CNCS Federal Investment of \$27,332.00 will be supplemented by \$55,113.00 from RSVP State Funding, CSBG (Community Services Block Grant), ACA Navigator Grant, and local donations.

Strengthening Communities

Southwest Oklahoma Community Action Group, Inc. (SOCAG) is located in the very Southwest corner of Oklahoma serving Jackson, Harmon and Greer Counties. These counties cover 1,987 square miles of primarily farm land. Completely rural, there are 16 towns located within our service area with a total population of 35,607 residents. According to the 2010 Census, there is a significant population of low income residents and residents that are age 65 and over. Jackson County has a low income population of 16.5%, 65 and over is 12.9%, and 3,137 veterans. Harmon County has a low income population of 24.7%, 65 and over is 16.3%, and 534 veterans. Greer County has a low income population of 24.9%, 65 and over is 17.4%, and 236 veterans. This targeted population faces significant barriers to remain in their own homes and maintain quality of life. According to the USDA Economic Research Food Access Atlas, all three of our counties are located in a food desert based due to low income and low access layers. These resources indicate a clear need for services to homebound seniors.

Jackson County is the largest in area and population with Altus as the County Seat. According to the 2010 Census, Jackson County's population is 26,446. SOCAG's Central Office and RSVP's director's

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office are located in Altus. Altus is home to Altus Air Force Base, the United States Air Force training base for C-17, and KC-135 aircrews. The independent contractors affiliated with the base are the city's largest employers. Altus is also home to Western Oklahoma State College, Southwest Technology Center, Jackson County Memorial Hospital, nine public schools, Bar-S-Foods, Wal-Mart, as well as many retailers, restaurants and other businesses.

The Greer County population is 6,239. Mangum is the county seat and home of Mangum Brick Company, Grace Living Center, Quartz Mountain Medical Center, Margaret Carder Library, the Old Greer County Museum, the community center, theatre group and numerous churches. Granite has quarries such as Willis Granite Products which extracts native red granite for use in headstones throughout the United States. Granite is also home to Oklahoma State Reformatory, a medium-security corrections facility housing for over 1,000 adult male inmates.

Harmon County has a population of 2,922 with a primarily agricultural economic base. The county seat is Hollis, a close-knit community which only has one stoplight at the corner of Highway 62 and Highway 30. It features the Hollis Municipal Airport located north of the town on Highway 30, Harmon Electric Coop Corporate office, banks, churches, schools, a museum, insurance offices a grocery store, and the Hollis Livestock Commission, which is a major source of economy for the town.

Consisting of mainly flat grassland and gently rolling hills, Southwest Oklahoma is typical of the Great Plains region of the United States, though it is not as dry as adjacent West Texas. The region has several small mountain ranges, the largest being the Wichita Mountains, considered by geologists to be one of the oldest mountain ranges in the world, and the Quartz Mountains.

Our Primary Focus Area is Healthy Futures Objective 1: Homebound Seniors and Disabled Individuals Measure H8, delivering carry-out meals to homebound or older adults and individuals with disabilities, including veterans. SOGAG's Meals on Wheels Program supports the independence and well-being of these individuals. Meals on Wheels programs deliver ready-to-eat hot meals or deliver cold meals in containers ready to microwave to those who are unable to prepare a meal for themselves due to a disability, illness or other situations. The dosage is one meal, delivered five days a week. The Meals on Wheels program allows them to age in place, reduces the need for nursing home care, healthcare costs, and prevents isolation. In addition to providing nutrition to sustain the client health, the volunteer may be the only person the senior sees all day, thus increasing their social ties and adding to their sense of security. If necessary, the volunteer may report any health or other problems that are observed during the visit. The senior meals provide 1/3 of the recommended daily

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nutritional allowance at a midday meal Monday through Friday and helps meet the social needs of seniors. Participants must be 60 years of age or over and spouses of any age. Overall, the Meals on Wheels program improves the health, independence, dignity, and well being of its participants while concurrently improving the lives of the volunteers by giving them a sense of purpose and increasing their overall health.

An annual Senior Corps Independent Living Performance Measurement Survey is conducted to measure the overall impact of the volunteer's service in this activity. Each individual is counted once per year. The survey can be completed by the individual, a family member or caseworker for those unable to respond to a survey themselves. The survey is collected by either the volunteer or an outreach worker and returned to the Senior Nutrition Center. It is then given to the RSVP Program where answers are assessed and tallied. This is managed in the RSVP Program Office. In addition to our Primary Focus Area of Healthy Futures Objective 1: Homebound Seniors and Disabled Individuals Measure H8, our program is active in the following additional focus areas: Education Focus Area - Strategic Plan Education Objective 2: Succeeding in Kindergarten through 12th Grade Measure ED5. We participate in Project Transformation Reading Literacy Program, a children's literacy program in Mangum that focuses on transforming lives and revitalizing economically distressed communities by providing educational opportunities, fostering positive leadership, and engaging individuals and congregations in effective social outreach. This eight week neighborhood event serves an average of 50 - 60 children. In addition to AmeriCorps Members serving in this program, RSVP Volunteers are utilized to read to and listen to children read in order to reduce loss of learning and improve their reading skills. RSVP Volunteers also teach children on field trips, provide history (The Old Greer County Museum), science (Margaret Carder Library), and others. Children are eligible for free lunches and volunteers are given a free meal as well. Healthy Futures Objective 2: Reducing Childhood Obesity and Increasing Access to Nutritious Food Measure H10. RSVP Volunteers provide direct support to Mangum Christian Thrift Store & Crisis Intervention Center, which provides emergency food to families including veterans. Additionally, RSVP Volunteers provide direct support to Harvest for the Hungry in Altus which is an annual food drive to also provide emergency food to families in crisis including veterans. Veterans and Military Families Focus Area: RSVP Volunteers provide direct support to the Disabled American Veterans and American Legion, by transporting older and disabled veterans in rural communities to medical appointments and other supportive services. RSVP Volunteers provide direct support to Jackson County Memorial Hospital, Greer County Quilters Guild, and the Old Greer County Museum which also provides support services

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to disabled veterans and military families. Economic Opportunity Focus Area Strategic Plan Objective 1: Financial Literacy: RSVP Volunteers provide direct support to the Volunteer Income Tax Assistance program, which contributes to the improved economic well-being and security of economically disadvantaged people by providing access to services and benefits aimed at enhancing their financial literacy in the areas of savings, budgeting and identity theft. Economic Opportunity Focus Area Strategic Plan Objective 3 Measure 02: Employment: RSVP Volunteers provide direct support to Southwestern Youth Services which assists young adults who are transitioning from homelessness, the juvenile detention system, or the foster care system by developing skills which increases their employability. In addition, RSVP Volunteers provide direct support to Great Plains Literacy Council which provides Adult ESL Education. Disaster Services Focus Area Preparedness Measure D6: RSVP Volunteers provide direct support to American Red Cross which provides disaster preparedness, mitigation, response, and/or recovery. Capacity Building Measure G3-3.16: RSVP volunteers leverage resources through capacity building activities such as fundraising, recruiting volunteers, soliciting in-kind support, and building partnerships. Other Community Priorities: RSVP Volunteers provide direct support to the City of Altus Parks & Recreation Department Oklahoma Silver Bells Bone Building Line Dancing Class, the Greer County Welcome Center, JCMH Hospice, OSU Extension's Great Expectations OHCE, the Community Cupboard, and other stations which provide opportunities for senior service that empowers the RSVP volunteers to contribute to their communities through service, thus, enhancing their lives and those whom they serve, by providing communities with valuable services. 91.5% of the Director's responsibilities are focused on the RSVP Program while the remaining 8.5% are focused on the ACA Navigator Program. In the ACA Navigator capacity, her activities also serve as a platform to recruit potential RSVP volunteers.

Recruitment and Development

Southwest Oklahoma Community Action Group, Inc. (SOCAG) and the RSVP program are committed to building a corps of volunteers who have valuable experience and are dedicated to community service. Our communities are diversely integrated; therefore, every effort is worthwhile for reaching a variety of people. According to information provided by the Altus Chamber of Commerce and by Gallop (LGBT), the following represent our rural service area population: White, 67.25%; Hispanic, 19.51%; Black, 8.54%; Asian, .84%; Other, 3.96%; LGBT, 3.4%(OK); Veterans 3,907 total. The RSVP Director has established a written recruitment plan that includes: Written newspaper advertising current volunteer opportunities with information and qualifications for volunteering with the RSVP Program; Public Service Announcements through local radio and local

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cable company, which will be available in both English and Spanish; Public speaking events conducted at least twice a month. Specific care is taken to identify groups of diverse people ages 55 and above by offering multi and varied recruitment practices. Public speaking events may include military affiliated organizations (Disabled American Veterans and American Legion), senior citizen centers and groups, faith based organizations, civic clubs, business leaders, and other targeted groups; Public Information Booths are set up at local events to recruit volunteers, volunteer stations and promote the program; Flyers and Brochures advertise the need for RSVP volunteers and are distributed within the community monthly, approximately 500 per year. RSVP prints the Volunteer Current newsletter quarterly and distributes to our volunteers, as well as at senior centers, medical facilities, banks, volunteer stations and community partner's establishments; The SOCAG Board of Directors and RSVP Advisory Councils also advocate and recruit for RSVP; The SOCAG website has a specific page for the RSVP Program which gives information about contacting the RSVP office for information about becoming an RSVP volunteer; Networking within the community is a daily tool for recruitment as well, to include: participation on the Southwest Work Force Investment Board of Directors, Interagency meetings among local non-profits, online professional network (LinkedIn), etc. 91.5% of the Director's responsibilities are focused on the RSVP Program while the remaining 8.5% are focused on the ACA Navigator Program. In the ACA Navigator capacity, her activities also serve as a platform to recruit potential RSVP volunteers. Evaluation of the success of recruitment efforts is completed by the RSVP Advisory Councils. The RSVP Director obtains copies of the Volunteer Enrollment Form which includes information about how each volunteer learned about RSVP. The RSVP Director submits a written report to the RSVP Advisory Councils annually. The RSVP Director interviews new volunteers to ascertain their interests and abilities and answer questions about various volunteer stations and the types of positions available for service. Volunteers are given an RSVP Volunteer Handbook explaining RSVP and the benefit of the program to them and the community. If required, volunteers will be provided a background check at the stations expense before they begin volunteering. RSVP will complete a sexual and violent offender check on every volunteer candidate. The RSVP Director targets organizations that fall into the scope of the CNCS Focus Areas through utilizing business registration information available at the Chamber of Commerce and community collaboration. Once identified, the RSVP Director makes contact with the organization to determine interest in becoming a volunteer station. If so, an in person interview is scheduled at that time to assess the organization's potential to ensure high quality volunteer assignments with opportunities to share their experiences, abilities and skills. If the organization is a good match for volunteer

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placement, a Memorandum of Understanding (MOU), Safety Checklist, and a Volunteer Position Description are obtained. Once all required paperwork is completed, the RSVP Director begins the process of recruiting volunteers. The RSVP Director provides training to volunteers one-on-one during their enrollment interview and placement process. This training includes: the volunteer's responsibilities and limitations, the responsibilities and limitations of the RSVP program, record keeping of their hours served, mileage reimbursement forms, benefits and incentives of volunteering with RSVP, and the process of conflict resolution. Volunteer stations provide training specific to their organization and each volunteer's position within the volunteer assignment. A written volunteer position description is kept in the volunteer's file in the RSVP office. The RSVP Director follows up with the volunteer after his/her placement to ensure that the training requirements have been met and they are confident in carrying out assigned service. One example of training offered is that volunteers in the IRS VITA program are trained on standards of conduct, tax preparation, identity theft, privacy requirements, computer skills, and the internet. Training for tax preparation is provided by the IRS and the Oklahoma Tax Commission. Link & Learn Tax Training Kits are provided, as well as, Publication 4012 - Volunteer Resource Guide, and online study resources for the volunteer to use in either self-study or classroom training in conjunction with the online Link & Learn Tax training program. Each VITA program volunteer is given the opportunity to choose the level of certification they would like to achieve, i.e., Basic or Advanced and add on certificates for Health Savings Accounts, Military, International and/or Cancellation of Debt. The program, Tax Wise, is incorporated after all tests are passed, to assist taxpayers with preparation of their returns. The RSVP Director provides annual training, and technical assistance to RSVP volunteer station supervisors as needed. Volunteer station supervisors are trained on the requirements for RSVP, including documenting volunteer hours and mileage reimbursement, gathering information for Project Progress Reports and Performance Measurements. In addition, RSVP volunteer station supervisors are provided information on how to recruit, maintain, or recognize volunteers; MOUs, Safety Checklists, and any required document updates. Policies are in place to handle any disputes that may come up between stations and volunteers by arbitration through the RSVP Advisory Councils. Periodic Director visits to the stations ensure continued rapport is maintained, the project is in compliance with regulations, and that volunteers are not engaged in prohibited activities. Transportation is provided to volunteers if needed, which is of great assistance to some of our low-income enrollees. Southwest Transit provides transportation at \$1.00 per trip instead of the normal senior ride fee of \$2.50 or \$3.50 depending on the trip route. Volunteers, who need reimbursement for mileage in order to be able to serve, are

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reimbursed based on federal rates and available funding. In addition, offering supplemental accident and liability insurance coverage encourages seniors to volunteer and stations to participate in the RSVP program. Our "Friends of RSVP" fundraising effort involves an annual donation to the program as well as a request from local businesses to create incentives for the volunteers in the way of discounts on purchases, free items with a purchase or other like ideas that benefit both the volunteers and the local merchants by bringing potential shoppers in their doors. Volunteers and their work station supervisors are honored with recognition and service award ceremony annually, where they are entertained by local talent, door prizes furnished by local merchants are distributed. All volunteers are offered free transportation through Southwest Transit, a public transportation service, for that event. The Oklahoma State Senator's office provides citations of appreciation for each volunteer as an honor for the "unselfish and untiring contributions of time, skill, and efforts given to the community".

During Senior Corp Week, volunteers are recognized by city mayors with proclamations in their honor. The RSVP Director calls each volunteer on their birthday, expressing appreciation for the service they provide, thus establishing a fluid and open line of communication between RSVP and the volunteer. This is the most effective tool to retain and recognize volunteers because they realize that someone does see and care about them and that they are valued. In the event that a volunteer station's services are no longer in alignment with the project's program design, the RSVP Director will make information available to the station supervisor about the CNCS Focus Areas and determine whether the station can transition into those. If so, the RSVP Director helps them develop a plan to make the transition. If not, the station will be graduated, recorded in the Volunteer Reporter Software as the termination of the station's activity in the RSVP program, and it will be removed from the Station Roster. Volunteers associated with this station, are given information about other service opportunities through other volunteer stations, helped with the process of transition, including training, or may continue to volunteer there by graduation from the RSVP program.

Program Management

Southwest Oklahoma Community Action Group Inc. (SOCAG) is a community development organization authorized under the Economic Opportunity Act of 1964. SOCAG was developed in 1965 and has a strong track record in our community of offering programs and services to improve the lives of low-income people and to enhance the overall community. The overall success of our agency is secured by strong leadership in our volunteer Board of Directors, Executive Director, upper and middle management and the work that is done every day within our programs. A wide variety of services are provided to families, children, seniors, and individuals of diverse backgrounds throughout

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Southwest Oklahoma. SOCAG does not discriminate with regard to race, religion, sex, national origin, age, marital status, veteran status, physical or mental disability, genetic information, or any other basis prohibited by statute. This policy is followed in the operation of programs and services, recruitment, admissions, financial aid, and employment practices. Our plan and infrastructure to ensure management of volunteer stations are in compliance with RSVP program regulations, such as preventing or identifying prohibited activities includes: Effective Recruitment of Volunteer Stations - The RSVP Director will target organizations that fulfill the scope of CNCS Focus Areas. The RSVP Director then meets with the organizations leadership to assess the organization as a potential volunteer station to ensure high quality volunteer assignments and assess the compatibility of the potential Volunteer Site and the RSVP Program. Volunteer Site Establishment - The RSVP Director works one on one with the Volunteer Site to acquire a Memorandum of Understanding, a Safety Checklist and a Volunteer Position Description. As a part of the Memorandum of Understanding, the RSVP Director and the Volunteer Site Supervisor discuss preventing and identifying prohibited activities at length. Volunteer Station Training -- The RSVP Director will provide training annually and technical assistance as needed. The Volunteer Site Supervisor is trained on requirements for RSVP documentation, such as volunteer hours and mileage reimbursement, information gathering for progress reports and performance measurement. The Volunteer Site Supervision is given information on how to recruit, maintain and recognize volunteers. Volunteer Station Visits - Periodic visits to the Volunteer Stations will ensure continued rapport is maintained, the project is in compliance with regulations, and that volunteers are not engaged in prohibited activities performing their assigned service activities. Our plan and infrastructure to develop and oversee volunteer stations to ensure that volunteers are performing their assigned service activities: Effective Volunteer Placement -- The RSVP Director will interview new volunteers to find out where their interests and abilities are and to answer questions about various volunteer stations and the types of positions available for service. At that time, the RSVP Director and the Volunteer work together to identify the best placement for the volunteer to ensure the volunteer is capable and willing to perform their assigned service activities. Effective Volunteer Training - Volunteers are given a RSVP Volunteer Handbook which explains limitations (including prohibited activities) and requirements of their volunteer service with the RSVP program. RSVP Director and the Volunteer review the Volunteer Handbook together to ensure understanding. The RSVP Director also trains the volunteer on recordkeeping to include; accurate documentation of volunteer hours, service activity reporting, and mileage reimbursement. The Volunteer Station then provides the volunteer with training specific to their organization and the

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volunteer's position description. The training works to ensure that the volunteer is able to perform their assigned service activities. Volunteer Station Visits -- The RSVP Director visits each Volunteer Station annually at minimum. Prior to the visit, the RSVP Director reviews the documents on file for both the Volunteer Site and the Volunteer. The purpose of the visit is to review, update and verify that the Volunteer Position Description is reflective of the actual service that the volunteer is performing. Southwest Oklahoma Community Action Group, Inc. conducts an Annual Community Needs Assessment to identify needs within our service area. The results of this report are provided to the RSVP program. The RSVP Director reviews the report to determine if the RSVP program and volunteers can work to meet the needs of the community. When needs arise that could be met with RSVP volunteers, every effort is made to collaborate with established or new volunteer stations to fill that need. When the needs of the community no longer support collaboration with a partner Volunteer Station or the Volunteer Station does not align with the CNCS Focus Areas, graduating that Volunteer Station becomes necessary. Under these circumstances, the following steps are taken to minimize disruption for the RSVP Volunteer: RSVP Volunteers associated with that Volunteer Station are contacted to determine their interest in transitioning to another Volunteer Station or graduating as a RSVP Volunteer with the Volunteer Station that is graduating. If interested in another Volunteer Station, the processes in place for recruitment, placement and training are set into motion for the Volunteer. The RSVP Director and the Volunteer work to identify barriers for the new placement and explore solutions to those barriers. For example; mileage reimbursement or setting up transportation via Southwest Transit could be provided by the RSVP program to overcome the barrier of transportation to a different Volunteer Station. If Volunteer Station graduation is ultimately required, every possible effort is made to retain the Volunteer in the RSVP program, to minimize disruption, and improve the RSVP Volunteers quality of life. Our Primary Focus Area is Healthy Futures Objective 1: Homebound Seniors and Disabled Individuals Measure H8, delivering carry-out meals to homebound or older adults and individuals with disabilities, including veterans. Southwest Oklahoma Community Action Group, Meals on Wheels Program helps support the independence and well-being of these individuals. RSVP sponsored by Southwest Oklahoma Community Action Group, Inc. has been successfully providing RSVP volunteers to the area Senior Nutrition Program's Meals on Wheels program since 1997. It has always performed as promised by the program according to our progress reports. An annual Senior Corps Independent Living Performance Measurement Survey will be conducted to measure the overall impact of the volunteer's service in this activity for all future performance measurement. Each individual will be counted once per year. The survey can be

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completed by the individual, a family member or caseworker for those unable to respond to a survey themselves. The survey will be collected by either the volunteer or an outreach worker and returned to the Senior Nutrition Center. It will then be given to the RSVP Program where answers will be assessed and tallied. The surveys will be stored in the RSVP Program Office. It is the RSVP Director's responsibility to ensure compliance with RSVP Federal Regulations. The existing project is in compliance with the Federal Registry Code and the RSVP Director refers to the Federal Registry Code for guidance. There are currently two RSVP Advisory Councils established for our service area, one for Jackson and Harmon Counties and one for Greer County. Both abide by the same By-Laws and consist of volunteers from a diverse mix of backgrounds, races, experience and community awareness that serves to increase the combined knowledge base and resources available to the RSVP program. All MOU dates are kept in the Volunteer Reporter Software and scheduled for review appointments annually. Volunteers are placed at Volunteer Stations only after the MOU is agreed upon and signed. Prior to enrollment, a check of the Oklahoma Violent Offenders Registry and the Sexual Assault Registry are completed for each prospective volunteer. If the prospective volunteer is required to register with one of the above registries, they are not eligible to serve in RSVP and they will be notified as such. A copy of the volunteer's photo identification is made to ensure that they are eligible for the age requirement and that their name is correctly recorded. 91.5% of the Director's responsibilities are focused on the RSVP Program while the remaining 8.5% are focused on the ACA Navigator Program. In the ACA Navigator capacity, her activities also serve as a platform to recruit potential RSVP volunteers.

Organizational Capability

Southwest Oklahoma Community Action Group Inc. (SOCAG) is a private non-profit organization authorized under the Economic Opportunity Act of 1964. SOCAG was developed in 1965 to serve Jackson, Harmon and Greer Counties. It has been our mission to assist and empower low income people to become self-sufficient and to benefit the entire community. As a Community Action Agency, we offer a wide variety of services that are based on the needs of each local community which are identified through a bi-annual needs assessment. Currently, SOCAG operates the following programs: (1) ACMI House - Serves victims of Domestic Violence, Sexual Assault and Stalking by providing emergency service, such as: crisis hotline, emergency shelter, sexual assault response, and advocacy. (2) Housing and Weatherization - Works to stabilize housing for low income individuals and reduce energy costs for low income individuals. (3) SOCAG operates 6 centers of Head Start and Early Head Starts assist enrolled children in accomplishing skills that will enable them to achieve

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school-readiness and live successful lives. (4) Senior Nutrition Program; funded through the Older Americans Act. Services include: congregate meals at 4 meal sites, Meals on Wheels program for homebound, Advantage meals and outreach services. This program reduces the need for nursing home care, healthcare costs, and prevents isolation. (5) RSVP Volunteer Program -- Retired Senior Volunteer Program offers volunteer opportunities to persons 55 years and older. Volunteer service has a significant impact on the quality of life of the volunteer and the population they serve. (6) RX for Oklahoma - RX for Oklahoma is a free patient advocate service assisting uninsured and underinsured Oklahomans to have access to the free and/or discounted ongoing medications. (7) Red River Tobacco Control Consortium (R2TEC) Program -- funded from the Oklahoma Tobacco Settlement Endowment Trust, the program's partners with students, volunteers, businesses, organizations, and schools to reduce the impact of tobacco for a healthier future. (8) Community Cupboard, sponsored by The Associated Christian Ministries, Inc., provides food to families in emergency situations. (9) Southwest Transit provides transportation services to Greer, Harmon, and Jackson counties by providing approximately 89,000 trips annually. The program also has contracts to provide services to DHS TANF clients, three local daycares, six Head Start/Early Head Start centers, one sheltered workshop, four nutrition sites, work routes as well as contracting for non-emergency medical transportation under the Sooner Ride program. (10) Southwest Enterprises provides vocational training to adults with developmental disabilities by providing community-integrated jobs. The success of each of these programs and services is dependent on strong leadership, effective Fiscal Management, and strict grant/program management. SOCAG has a history of these strengths and is respected by funders, participants and the communities that we serve. SOCAG does not discriminate with regard to race, religion, sex, national, origin, age, marital status, veteran status, physical or mental disability, genetic information, or any other basis prohibited by statute. SOCAG is governed by a volunteer Board of Directors. Our unique, tripartite board structure sets us apart from other non-profit organizations and significantly influences our success and ensures that we are able to offer services based on maximum feasibility while creating a secure balance of local control and local decision making. The Board of Directors consists of 27 members with 9 members from each of the following sectors: low income, private, and public and, equal representation is required from each of the counties that we serve. Each board member receives orientation training specific to his role, through annual trainings provided by each program operated under the SOCAG umbrella and additional state, regional and national training is offered. This training ensures that each board member is competent to oversee the operation of each program and ensure grants and funding are

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managed according to regulations. The SOCAG Executive Director, Neil Montgomery, is a Certified Community Action Professional (CCAP) and is well respected by his peers, subordinates, program participants and our community members. Mr. Montgomery has been with our agency for 36 years while serving in several capacities throughout his service. He has a strong background in program and grant management, as reflected by the success of the above listed programs. Mr. Montgomery displays solid decision making skills and encouraging open communication between Program Directors and Executive Directors. The RSVP Director is in daily contact with the Executive Director. The RSVP Director, Kelly Baker, has served as receptionist, accounting clerk, and RX for Oklahoma Coordinator prior to her promotion as the RSVP Director in September 2013. Kelly graduated from Draughn's School of Business in 1979 and has 20 years of experience working with diverse populations, including 6 years of experience in foreign missions. Kelly has obtained several certifications that help her in her daily work with seniors, to include; SHIP/SMP/MAP Counselor, VITA Site Coordinator and Advanced Preparer, ACA Navigator, and Toastmasters Competent Communicator and Competent Leader. 91.5% of the Director's responsibilities are focused on the RSVP Program while the remaining 8.5% are focused on the ACA Navigator Program. In the ACA Navigator capacity, her activities also serve as a platform to recruit potential RSVP volunteers. The Fiscal Department of our agency consists of: Lowell Wright, agency Fiscal Officer Consultant - He has been a fiscal reviewer for Office of Head Start for twenty years and has a Bachelor degree in Accounting. Shaundra Covey, agency payroll accountant -has a Bachelor degree in Economics. There are 3 accounting technicians: Kristen Keck, Roger Mathews, and Jason Miranda that maintain books of original entry, each highly qualified and follow sound fiscal procedures that ensure accountability of all funds. Adequate insurance coverage is maintained for real property and equipment to protect against losses, including adequate liability insurance to protect the agency assets. All of these policies are current. SOCAG has managed grant funds since 1965. SOCAG has operated RSVP in Jackson and Greer Counties since 1982 and in Harmon County since 1999. Currently, SOCAG obtains a single audit in accordance with the Single Audit Act Amendments of 1996 (31 U.S.C. 7501-7507) and revised OMB Circular A-133, the audits are made by an independent auditor in accordance with generally accepted government auditing standards covering financial audits. The Uniform Administrative Requirements, Cost Principles & Audit Requirements for Federal Awards will be effective for this grant award. SOCAG will adhere to the updated standards. The Executive Director is responsible for establishing administrative procedures necessary to comply with the Fiscal Policies of the Board of Directors and the various funding sources. The Executive Director and the Fiscal Officer oversee disbursement of funds;

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determine the admissibility, and reasonableness of cost. The program directors are responsible for proper expenditure and management of grant funds according to agency policies. They are also responsible for programmatic records and maintain them for six years after the grant is closed. If there is a grant or legal requirement (such as OSHA, drug testing records, VITA tax records) for a longer or shorter retention period of documents, the applicable regulation is followed. Accounting duties are segregated among the staff to prevent one individual from having sole control of an account. For example, one staff is responsible for journal entries, while another reviews all transactions. A trial balance is performed monthly to ensure all postings are correct and adjustments have been properly processed. The agency operates its cost allocation system according to OMB Circular A-122; the updated standards will be followed. The principals are designed to provide that programs bear their fair share of allowable costs. No provision for profit or increment above cost is tolerated. A zero purchase order system is in place. All purchase order requests are checked for funds available. All travel must be approved in writing by the Executive Director. No travel is reimbursed without a current vehicle insurance verification on file if a staff member is using their personal vehicle. No travel is paid by a grant, which is not an approved cost of the program. The Administrative Staff and Fiscal Department manage project resources, both financial and in-kind, to ensure accountability and efficient and effective use of available resources, including data and backup to process claims. The RSVP Director is responsible for developing and managing the program to include: volunteer stations, assignments and recruiting, maintaining and supporting volunteers, as well as managing all volunteer files and reports. In addition the Director compiles and reports all volunteer hours and mileage. Volunteer station supervisors are trained on requirements for RSVP, including documenting volunteer hours and mileage reimbursement. Periodic Director visits and communication with stations to review regulations and observe activities ensure the project is in compliance and that volunteers are not engaged in prohibited activities. Policies guide the handling of any disputes that arise between stations and volunteers. Volunteer stations personnel provide volunteer training, ensuring each volunteer is equipped to perform his/her assigned service. The Volunteer Reporter software program is utilized to track information as well as the Results Oriented Management and Accountability software (ROMA) which is a federal requirement of the Community Services Block Grant. Community Action participates in, CAPTAIN, a statewide database which provides evidence of the impact each program has in the community. Volunteers and volunteer station's information is kept in locked files in The Program Director's office. Securing resources for the program is the responsibility of the RSVP Director. Community partners are recruited for local support

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of the program. SOCAG Board of Directors advocate for the program and RSVP Advisory Councils advocate, promote, lend experience and advice, and enlist in fundraising activities for the program. The RSVP director reports to the SOCAG Board of Directors monthly on activities and training. The RSVP Advisory Councils are comprised of representatives from various organizations, businesses, cultures, economic levels, ages, disabilities and backgrounds from each community. The RSVP Director attends all RSVP meetings required by the RSVP grant, including the national conference, state conference on aging and Program Director quarterly meeting if funding is available. CNCS Focus Area Performance Measures are the basic guides to measuring the accomplishments and setting goals of the program. Senior Corps Project Progress Report (PPR) is utilized to measure annual program performance, as required; assuring that program goals and objectives are met, resulting in a high quality program that is impacting the community.

Other

Not applicable.

PNS Amendment (if applicable)

Not applicable.