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Executive Summary

Yakima Valley Community College on behalf of RSVP of Yakima County (RSVP) submits this application for CNCS funding to support 390 unduplicated volunteers serving in non-profit organizations throughout Yakima County. Over the next three years, with "Healthy Futures" as our primary focus area, our work plans will focus on the following: organize and distribute food in food banks to people experiencing food insecurity; distribute information regarding health insurance, access to health care, and access to health benefits programs to seniors and low-income individuals in need of assistance; distribute food to homebound elderly to support their efforts to remain independent in their homes; and provide vital in-home services to low-income and home-bound seniors. Secondary focus areas include Capacity Building, serving Veterans and Military Families, and Environmental Stewardship.

At the end of the three-year grant period, 390 volunteers placed at approximately 35 community non-profit, faith-based, and government organizations will achieve the following results. At least 6,000 individuals will receive pertinent information regarding health insurance and access to health care and health care benefits programs, an additional 10,000 will receive information in a secondary manner through health fairs, mailings, group presentations and newsletter articles and radio spots; at least 400 individuals receiving emergency food from food banks will report reduced food insecurity, at least 350 home-bound individuals will report reduced food insecurity and increased socialization as a result of meal delivery and in-home assistance programs.

The CNCS federal investment of \$50,734 will be supplemented by \$117,338 in match funds.

Strengthening Communities

Describe the community and demonstrate that the community need(s) identified in the Primary Focus Area exist in the geographic service area. Describe service activities and how they relate to National Performance Measure outputs or outcomes:

Located in south central Washington, Yakima County covers 4,296 square miles and hosts a population of more than 246,997.

Yakima Valley lies within the rain shadow of the Cascades, so the total amount of precipitation is

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relatively small, qualifying the region as a desert with its annual rainfall of 7-10 inches. The summers are dry and hot (90-100 degrees), and winters are cold (15-25 degrees) with light to moderate snowfall. Yakima boasts 300 days of sunshine, with a growing season from March through November. This accounts then, for the agricultural focus of the region and why employment here has historically been tied to the agriculture industry. Agriculture related jobs account for 22 percent of the employment in the area, but only 14 percent of the wages and employ 25 percent of Washington State's seasonal farm labor force of 14,000 to 35,000.

The latest available data (US Census Bureau Quick Facts 2012) estimate that the total population of Yakima County is 246,997. The population distribution estimates are as follows: white - 46.4 percent; Hispanic - 46.3 percent; American Indian or Alaska Native - 5.7 percent; Black - 1.4 percent; and Asian or Pacific Islander - 1.6 percent.

Data from the 2012 US Census Bureau Quick Facts shows that the per capita income of Yakima County residents was \$20,516. The median household income estimate for Yakima County is \$40,569, which was only 68 percent of the \$59,374 median household income for the State of Washington as a whole, and has actually gone down this last year. The most currently available YC-LIFE Report (Yakima County-LIFE) data (2014) indicate that 24.6 percent of the county's residents live in poverty, which is substantially higher than the statewide poverty rate of 8.4 percent.

RSVP of Yakima County is sponsored by Yakima Valley Community College (YVCC) and is herein referred to as RSVP. Of the six 2015 CNCS Notice of Funding-specified Focus Areas; Disaster Services, Economic Opportunity, Education, Environmental Stewardship, Healthy Futures, Veterans and Military Families and Capacity Building; RSVP has selected Healthy Futures as its Primary Focus Area.

The Healthy Futures Focus area includes activities which help low income individuals and seniors in a county where one-quarter of its population lives at or below poverty levels. Activities will include distributing and explaining medical insurance and health program information to individuals who are confused about their coverage options, helping distribute food at local food banks, delivering nutritious meals to homebound seniors, and providing in-home support services to low-income and homebound seniors.

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The RSVP work plan also has unduplicated volunteers placed in the additional CNCS Notice of Funding-specified Focus Areas of Environmental Stewardship, Capacity Building, and serving Veterans and Military Families.

The proposed work plan provides relevant opportunities for 390 volunteers, 46 percent of which (or 180 unduplicated volunteers) will be involved in the Primary Focus Area of Healthy Futures, 29 percent (or 115 unduplicated volunteers) will be serving in Community Priorities and 24 percent (or 95 unduplicated volunteers) will be serving in Capacity Building and serving Veterans and Military Families. Additionally, 160 of those unduplicated volunteers or over 40 percent are engaged in a work plan that results in an outcome, which is well above the 10 percent (or 39 unduplicated volunteers) grant requirement for volunteers involved in outcome-based work plans.

Healthy Futures -- Obesity and Food (Food Distribution):

One hundred twenty-five unduplicated volunteers accounted for in the work plan will participate in Healthy Futures -- Obesity and Food (Food Distribution H10, H12) by participating in food collection and distribution to address the local need of food insecurity.

According to Northwest Harvest (the only non-profit food bank distributor operating statewide in Washington with a network of more than 360 food banks, meal programs and high-need schools which provides more than 1.7 million meals every month) - Washington is the 15th hungriest state in the nation and in the top 6 where hunger is growing fastest, and has a higher rate of hunger than either of its closest neighbors; Oregon and Idaho. And according to a recent Food Lifeline.org report, Yakima County has a 16 percent food insecurity rate, so 1 in 6 individuals in Yakima County are unsure of the source of their next meal.

An estimated 440,000 kids in Washington state--one-quarter of all children--are food insecure, meaning they don't have adequate, nutritious food on a regular basis and 1 in 6 people relies on SNAP, the Supplemental Nutrition Assistance Program. Unfortunately budget cuts enacted in 2012 reduced those benefits.

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Hunger is a result of poverty. The unemployment rate in Washington State in 2012 was 9.8 percent (U.S. Census Quick Facts), but that figure does not reflect the number of people who are under-employed, the number of those who have given up looking for work, or the overall loss of available jobs in the economy. (Northwest Harvest WA Hunger Facts, <http://www.northwestharvest.org/wa-hunger-facts>.)

RSVP will place 125 unduplicated volunteers in local food banks to assist those organizations as they strive to meet the growing demand for emergency food assistance in the community. Volunteer timesheets are collected and recorded by RSVP. Data regarding client participation is collected by each food bank, then reported to the Yakima County Food Coalition. The results are compiled and reports are generated by the Coalition. These final reports by the Yakima County Food Coalition are shared annually with RSVP. It is anticipated based on previous years' data that approximately 40,000 local families will receive emergency food through these programs.

Also, it is probable that local food banks are also serving a great number of veterans and military families. According to a new 2013 survey by Feeding America, which is a network of U.S. food banks, almost 620,000 of the households using Feeding America services have at least one member currently in the military. That's one-quarter of all U.S. military households. Based on this information, the assumption can be made that local food banks also serve many veterans and military families. RSVP will gather data regarding service to veterans with its annual food insecurity survey.

The food insecurity survey will be developed (based on a modified USDA survey) and administered by RSVP staff and volunteers annually to demonstrate the increased food security of individuals served by the food banks. This survey will also determine if individuals being served are veterans or members of a family with a veteran or current military member. This information will help serve as an indicator of RSVPs success in our goal to serve with organizations committed to providing service to veterans and military families.

Healthy Futures -- Aging in Place (Food Delivery):

Fifteen unduplicated volunteers in the work plan will participate in Healthy Futures -- Aging in Place (Food Delivery H8, H9) food delivery to address the local need of food insecurity and helping low-

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income and homebound seniors stay in their homes.

By 2050, one-fifth of the total U.S. population will be 65 or older -- up from 12 percent in 2000 -- with the number of people aged 85 and older growing the fastest over the next few decades. As the aging population continues to rise, several indicators of economic security are projected to be bleak unless we provide proper assistance and support.

Today, 15 percent of American seniors -- people aged 65 and older -- are living in poverty in the United States, a disproportionate number of whom are women and people of color. Furthermore, the number of poor seniors will dramatically increase over the next 10 to 20 years as Baby Boomers age into retirement. They will struggle with economic security, including facing increased homelessness and hunger.*

The senior population of Yakima County is 29,600 of which 12 percent (or 3,650) live in poverty. These low-income and disabled individuals are at risk of having to abandon their own homes and their independent state and either move in with family members, if that's an option, move to independent or assisted living housing, or in some extreme cases, enter an adult family home or a nursing home unless they receive a variety of support services.

*Half in 10 -- August 2014 -- National Senior Citizens Law Center.

According to the 2014 Hunger in America Report ** seniors who report food insecurity suffer from some major adverse health outcomes:

*60 percent more likely to experience depression

*53 percent more likely to report a heart attack

*52 percent more likely to develop asthma

*40 percent more likely to report and experience of congestive heart failure

**(http://help.feedingamerica.org/site/PageServer/?pagename=HIA_hunger_in_america)

Obviously, health (mental and physical) and hunger are closely related. It is in the best interests of the

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seniors, both from a social isolation standpoint, as well as a health standpoint that they receive regular nutritious meals. This helps keep the seniors healthy, and as healthy seniors, better able to manage and maintain their own residence. Delivery to the home of regular meals helps address all of the issues listed above.

The People for People Meals on Wheels Program provides delivered, nutritious meals providing one-third of the USDA Daily Allowance requirements to homebound seniors every Monday, Tuesday, Thursday and Friday of the year. Over 85 percent of the seniors responding to last year's survey reported that being able to receive these meals was a major factor in allowing them to remain independent in their own homes.

RSVP will continue an ongoing relationship with the People for People Meals on Wheels Program and will provide 15 drivers for the program who will deliver the prepared meals to program participants 4 days a week. Meals on Wheels volunteer driver timesheets will be collected and recorded by RSVP monthly.

Staff at People for People Meals on Wheels Program annually administer a survey to participants of both the Congregate Meals program as well as the Home Delivery program. Results of the survey have historically indicated a reduction in isolation and improved ability to stay in their own homes for both programs. The Meals on Wheels program shares the results of their survey with RSVP annually.

Healthy Futures -- Access to Care (Distributing Information):

Twenty unduplicated volunteers in the work plan will participate in Healthy Futures -- Access to Care (Distributing Information H2) - by delivering critical information to seniors, low income individuals and veterans and military families through personal contact; either by phone or by personal meeting at the RSVP office or one of the partner agencies; workshops, presentations, radio talk shows, newsletter articles and health fairs.

Access to health care options is a vital piece of bringing better health to our valley's low income families and seniors. SHIBA (Statewide Health Insurance Benefits Advisors) is a program started over 30 years ago in Washington State by the Office of the Insurance Commissioner which trains local

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volunteers to answer questions regarding medical insurance and local health programs.

Data from the 2012 US Census Bureau Quick Facts shows that the per capita income of Yakima County residents was \$20,516. The median household income estimate for Yakima County is \$40,569, which was only 68 percent of the \$59,374 median household income for the State of Washington as a whole, and has actually gone down in the last year. The most currently available U.S. Census data (2010) indicate that 22.3 percent of the county's residents live in poverty, which is substantially higher than the statewide poverty rate of 12.9 percent.

Studies show that there is a direct link between poverty and health (HealthPovertyAction.org). People who are employed or have moderate to upper level incomes are more likely to have health insurance, and therefore a better state of health than lower income individuals who have no insurance, or the unemployed who may have no resources or information to get basic health coverage.

The goal of this program is to provide accurate and timely information to individuals who either have no insurance, have lost their insurance, need to change their current coverage, seniors who are new to Medicare or individuals who are looking for information about how to save money through changes in their coverage.

Last year (2013) volunteers working with the Yakima RSVP SHIBA program saved their clients over \$90,000 through the information they provided. These savings were realized through changes to lower-cost plans, new plans which paid for prescriptions, elimination of duplicate coverage, referral to manufacturer assistance plans, and referral to low-income assistance programs. Approximately 6,000 individuals were assisted in 2013 by the Yakima SHIBA program through in person contacts and group presentations, and an additional 10,000 received information through health fairs, mailings, community events and the media.

Twenty RSVP volunteers will be recruited by RSVP and trained by the Washington State Office of Insurance Commissioner to answer questions regarding health insurance and local health and medical assistance programs. Volunteers are recruited through a variety of strategies, including posting volunteer position openings in the local newspaper, on Volunteer Match, Yakima Craig's List, distributing information at local doctor's offices and medical clinics, a recruitment campaign by the

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Washington State Office of Insurance Commissioner that repeats every year, mention of volunteer opportunities on radio programs, word-of-mouth by current volunteers, and individuals who have been served by the program and want to help others reap the benefits of the information that the volunteers share.

Training takes place once a month for 3 hours at the RSVP office. The Update Trainings are presented by the local Regional Trainer who works for the Washington State Office of Insurance Commissioner. This individual brings all of the latest information available to the volunteers so they can remain up-to-date with the most current changes in medical insurance coverage and programs. Curriculum writers at the Office of Insurance Commissioner provide the training tracks and the updated information is presented in a consistent format which is administered to all 450 SHIBA volunteers across the state. This ensures that all of the volunteers are receiving the best possible training in a timely and consistent fashion so they in turn, can efficiently help the community members who come to them for assistance.

The Statewide Health Insurance Benefits Advisors (SHIBA) volunteers will answer questions over the phone, and in person at the RSVP office or other partner agency locations, provide presentations to groups, distribute flyers and informational pamphlets, and assist during large group workshops.

Timesheets are completed by the volunteers and turned in monthly. This information is recorded and retrieved as needed through the Volunteer Reporter system found at the RSVP office.

Information is also gathered about the clients who are served by the SHIBA volunteers. SHIBA Online is a web-based data retrieval system designed and made available by the Washington State Office of Insurance Commissioner. Information is entered either by the SHIBA volunteer, or by RSVP program staff regarding the individuals served and the topics of information discussed, including referrals to other agencies, savings realized and follow-up if needed. Data is entered and reviewed at the end of each quarter, and reports are generated and submitted to the Office of Insurance Commissioner, who in turn reports to the Centers on Medicare and Medicaid regarding the distribution of information to the citizens of Washington State.

Yakima SHIBA volunteers will spend an average of 120 hours a year each in order to reach over

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6,000 individuals through contact by phone or in person as well as through workshops, presentations and health fairs and other community events.

Healthy Futures -- Aging in Place (Companionship):

Twenty volunteers in the work plan will serve in Healthy Futures -- Aging in Place (Companionship H8, H9) as providers of independent living services for clients of Volunteer Chore Services.

The senior population of Yakima County is 29,600 of which 12 percent (or 3,650) live in poverty. These low-income and disabled individuals are at risk of having to abandon their own homes and their independent state and either move in with family members, if that's an option, move to independent or assisted living housing, or in some extreme cases, enter an adult family home or a nursing home unless they receive a variety of support services.

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**(http://help.feedingamerica.org/site/PageServer/?pagename=HIA_hunger_in_america)

Obviously, health (mental and physical) and hunger are closely related. It is in the best interests of the seniors, both from a social isolation standpoint, as well as a health standpoint that they receive regular social interaction as well as a variety of services in and around the home. Volunteers with Volunteer Chore Services are in a position to check on homebound and frail elderly and to indicate to their program manager if a senior appears to need support or services in addition to what the volunteer is currently providing.

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Volunteer Chore Services, administered locally by Catholic and Family Child Service provides a variety of in-home support to low-income and home-bound seniors including minor home repairs, building wheelchair ramps, shopping, transportation for appointments or errands, yard work and light housekeeping. Last year, over 285 low income seniors, and 50 disabled individuals were assisted by the Volunteer Chore Services program and the goal for this year is approximately the same. Timesheets are collected and recorded by RSVP monthly.

Staff at Volunteer Chore Services annually administer a survey to participants. Results of the survey measure reduction in isolation and improved ability to stay in their own homes. The Volunteer Chore Services program will share the results of their survey with RSVP annually.

In addition to the activities in the Primary Focus Area of Healthy Futures, RSVP also has work plans in the Community Priorities area covering 115 unduplicated volunteers (no more than 30% as specified in the grant instructions), and in the additional 2015 CNCS Notice of Funding-specified Focus Areas of Capacity Building; through 60 volunteers working to garner in-kind donations (G3-3.17); in At-Risk Ecosystems wherein 20 volunteers promote an inkjet and toner cartridge recycling program (EN6); and for Veterans and Military families with 15 volunteers working through a variety of local organizations to provide support to local veterans and military families (V7).

Recruitment and Development

Describe your plan and infrastructure to create high quality volunteer assignments with opportunities such as sharing their experiences, abilities and skills to improve their communities and themselves through service in their communities:

YVCC has 16 years of experience as the sponsor of the current RSVP program and the infrastructure to create high-quality volunteer assignments and to create opportunities for seniors to give back to their communities.

The proposed work plan provides relevant opportunities for 390 volunteers, 46 percent of which (or 180 unduplicated volunteers) will be involved in the Primary Focus Area of Healthy Futures, 29 percent (or 115 unduplicated volunteers) will be serving in Community Priorities and 24 percent (or 95 unduplicated volunteers) will be serving in Capacity Building and serving Veterans and Military

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Families. Additionally, 160 of those unduplicated volunteers, or over 40 percent are engaged in a work plan that results in an outcome, which is well above the 10 percent (or 39 unduplicated volunteers) grant requirement for volunteers involved in outcome-based work plans.

RSVP's commitment to meeting the current priorities of the Corporation for National and Community Service began several years ago we gradually shifted away from stations which were designated as Community Priority organizations to recruiting more individuals for Healthy Futures activities. We intend to build on that successful transition and will continue to focus on recruiting individuals for meaningful placements that address critical community needs.

Through connections already in place with Yakima County Food Coalition, Catholic Family and Child Services' Volunteer Chore Program, People for People Meals on Wheels Program and the Washington State Office of Insurance Commissioner, we will continue to build our service to the community through food banks, in-home assistance, food delivery, and distribution of health insurance information.

RSVP is committed to providing volunteers with high-quality volunteer assignments and meaningful opportunities for the seniors to give back to the community. Volunteers have opportunities to share their experiences through regular RSVP staff visits to the stations, a volunteer survey administered each year, and through an annual personal phone call from RSVP staff. In this way each volunteer has more than one opportunity to provide honest, detailed information to RSVP regarding the impact of their volunteer service.

RSVP is focused on recruiting only those new stations which fall within the 2015 CNCS Notice of Funding-specified Focus Areas; Disaster Services, Economic Opportunity, Education, Environmental Stewardship, Healthy Futures, Veterans and Military Families and Capacity Building. The current RSVP Station Application ensures that only organizations which fall within the priority areas are accepted, and that those stations clearly outline their outcomes and their willingness to share that information with RSVP, and that they have job opportunities which provide the volunteers with a high-quality volunteer placement.

A majority of the time, the training required for the volunteers by the stations and identified in the

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RSVP Station Application is specific to the station's programs, and the stations prefer to provide their own training to new volunteers. This ensures that the volunteer receives the appropriate background for the volunteer position they are to fill, and ensures that they have every chance to embark on a successful and fulfilling volunteer placement. For instance, the training required of the SHIBA volunteers is specific to that program and is provided by the Washington State Office of Insurance Commissioner.

RSVP will recruit, place and retain volunteers of diverse races, ethnicities, sexual orientations or degrees of English language proficiency who represent the demographics of the community we serve. Yakima County has a high percentage of Hispanic residents. In response to this, we currently we have a radio spot once a month on the local Hispanic Radio station to provide medical insurance information to the Hispanic Community, as well as to encourage volunteerism, and much of the information distributed by the SHIBA program is printed in English and Spanish, which also includes volunteer recruitment information.

In addition, a weekly Volunteer Opportunities article is printed in the Yakima Daily Herald-Republic which highlights the weeks' placements. Volunteer Opportunities are also listed online with Volunteer Match and on Craig's List. Volunteers are recruited through presentations to nonprofit, faith-based, and educational organizations, participation in health fairs and community events, and by current volunteers who help recruit volunteers. RSVP encourages the current volunteers to talk about their service to families and friends, and many new (56 percent last year) volunteers are recruited by active RSVP volunteers.

Many of our stations hold recognition events in addition to the annual recognition event hosted by RSVP. Representatives from a variety of organizations including funding sources such as CNCS and United Way as well as community organizations and partner agencies attend to take the opportunity to express their appreciation to the volunteers for their commitment to helping solve critical community issues.

Volunteers are recognized for the time they have dedicated by the award of length of service certificates and pins at the annual recognition event, items donated by the community, and RSVP submits the names of individuals who qualify for Presidential Service Awards. In addition, there is an

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annual Volunteer of the Year Award which is presented at the recognition event. This individual is nominated by their station, and the recipients have been very touched by the support and recognition provided by the station at which they serve, as well as RSVP.

We currently have many volunteers who are veterans (11 percent), and instituted a question on the application form to collect that data several years ago. RSVP will reach out to those individuals to ask for their assistance to recruit more Veterans as RSVP volunteers. Plans are being developed to invite Veteran volunteers to a roundtable in order to brainstorm the most appropriate strategy for recruiting veteran volunteers.

Program Management

Describe specific plans and strategies for overall management of the RSVP project that you propose:

RSVP has developed an intake tool, the RSVP Station Application which is used with potential stations to ensure accurate job descriptions for meaningful assignments are provided before volunteers are recruited.

This application also provides the station with information regarding RSVP current priorities, prohibited activities, the collection of data in focus areas, and the requirement that stations must agree to share impact data in order to become an RSVP station. Currently only stations serving in CNCS (Corporation for National and Community Service) Focus Areas are being accepted as new RSVP stations.

Stations are visited by a staff member of RSVP each year and sign a new Memorandum of Understanding (MOU) every three years. In advance of the annual station visit, a call is placed to make an appointment for the visit. Ideally, the visit will take place when RSVP volunteers are present so that the RSVP program staff representative can also visit with the volunteers, providing an opportunity for the volunteers to share with staff about their volunteer experience. This is one of several opportunities volunteers have to share their experiences, and to ensure that they are satisfied that their skills and abilities are being successfully accessed in order to improve their community. A monitoring tool, the RSVP Station Visit Checklist, has been developed to ensure that all stations are in compliance with RSVP program regulations regarding prohibited activities; that they are following the guidelines regarding handicapped accessibility; and that the volunteers are performing only duties

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which fit in their assigned job description. Should there be any question about the station's compliance in these areas, a written notice would be provided to the station, and a follow-up visit would be scheduled within 60 days.

RSVP has gradually made changes to the requirements for new stations, and has allowed natural attrition to eliminate many stations in non-focus areas. While there are still a few stations left which do not fit into current priorities, those stations have very active, self-sustaining volunteer recruitment policies, and will not need the support of RSVP when the time comes to graduate them. The volunteer coordinators at these stations have met with RSVP program staff and are already aware that it is possible that they will be graduated from RSVP. In addition, RSVP has for several years provided educational newsletter articles to ensure that both volunteers and stations are aware of the new focus areas and CNCS priorities. We have had no inquiries from volunteers or stations regarding these potential changes.

Because these stations are an integral part of our current work plan, we will not initiate graduation activities until after we complete our year-end report on our current grant. When those year-end reports have been completed, approximately 70 volunteers at 2 stations will be graduated if necessary. It is possible, again because of natural attrition that this may not be required, but the plan has been developed and the letters to the stations and the volunteers have been prepared. Every effort has been made to ensure that this transition will cause as little disruption as possible. Volunteers will be notified that if they volunteer at another station which is in the CNCS focus areas that they will not be terminated. We will also offer volunteers at graduated stations the opportunity to come to the RSVP office and discuss other volunteer placements should they wish to continue on as RSVP volunteers.

RSVP historically has been active in the Primary Focus Area Healthy Futures. The SHIBA (Statewide Health Insurance Benefits Advisors) program has been in existence for 30 years, and RSVP has been an active participant in this program since its inception. Data gathering has been a priority for this program from the beginning and the tools which have been developed to capture information are excellent and accessible. Participation in the Meals on Wheels Program, Volunteer Chore and the Foods Banks has been a consistent priority for the 16 years which the program has been sponsored by Yakima Valley Community College. These programs have all been excellent partners, and have adapted and changed their information gathering sometimes in specific response to RSVP

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requirements for data.

Impact measurement of the project takes the form of several instruments outlined in the work plan. At People for People Meals on Wheels (Healthy Futures -- Aging in Place H8, H9), the tool is an annual survey sent out by Meals on Wheels program staff to their both their Congregate Meal and Home Delivery clients. This survey is sent out in December each year, and the results are compiled by Meals on Wheels staff, and the results are shared with RSVP on an annual basis. Questions addressing such issues as meal satisfaction, interaction with the drivers, as well as indicators regarding their ability to stay in their own homes are all gathered and tallied by the Meals on Wheels staff. This survey is critical to our ability to report on our impact to the Corporation for National and Community Service and the Meals on Wheels staff have been very cooperative regarding new and or additional questions we have asked to be included in order to be responsive to new criteria for reporting impact and outcomes.

Impact and output data for the SHIBA (Statewide Health Insurance Benefits Advisors) program (Healthy Futures -- Access to Care H2) are readily available as a result of continuous data entry in a web-based data collection program which records how many individuals have been contacted by our volunteers, what the topics of discussion were, and a variety of demographic information. This on-line data base has been developed and is maintained by the State of Washington Office of Insurance Commissioner. Information is entered either by the volunteers at their home computer, or by RSVP program staff if the volunteer does not have access to a computer. Each month data is entered not only regarding the contacts that are made with individuals, but also any group presentations such as health fairs and presentations to community groups, further ensuring the accurate compilation of the distribution of information to individuals in need.

RSVP also ensures that health care information is available to the members of the Foster Grandparent and Senior Companion Programs by doing presentations every fall to these groups before the beginning of the Medicare Open Enrollment Period (the time period between October 15 and December 7 each year wherein Medicare recipients can change their Part D (Prescription Drug coverage) Plans). RSVP also sends out flyers regarding workshops scheduled for Open Enrollment to the participants of the Meals on Wheels program. Because many of the Home Delivery clients are homebound, it is essential that this information be delivered to them so they can either make

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arrangements get transportation to come to a workshop or to address their needs through a phone consultation.

Food Bank output and outcome reporting (Healthy Futures -- Obesity and Food -- Food Distribution H10, H12) is provided by the Yakima Food Bank Coalition which tracks the number of families served on a monthly basis and shares that information quarter with RSVP, and annual survey RSVP Food Insecurity Survey which will be developed and administered by RSVP program staff.

The food insecurity survey will be developed (based on a modified USDA survey) and administered by RSVP staff and volunteers annually to demonstrate the increased food security of individuals served by the food banks. This survey will also determine if individuals being served are veterans or members of a family with a veteran or current military member. This information will help serve as an indicator of RSVPs success in our commitment to serve with organizations committed to providing service to veterans and military families.

The People for People Meals on Wheels Program, (Healthy Futures -- Aging in Place -- Food Delivery H8, H9) has included questions to their annual client survey which allow us to gather data from participants regarding the benefit of receiving home delivered meals to their ability to live independently.

Staff at People for People Meals on Wheels Program annually administer a survey to participants of both the Congregate Meals program as well as the Home Delivery program. Results of the survey have historically indicated a reduction in isolation and improved ability to stay in their own homes for both programs. The Meals on Wheels program shares the results of their survey with RSVP annually.

Volunteer Chore Services (Healthy Futures -- Companionship H8, H9) output and outcome information will be gathered through the annual survey completed by Volunteer Chore program staff. The survey measures the reduction in isolation and improved ability to stay in their own homes

In addition to the activities in the Primary Focus Area of Healthy Futures, RSVP has work plans covering the 2015 CNCS Notice of Funding-specified Focus Areas of Capacity Building ; through 60 volunteers working to garner in-kind donations (G3-3.17) ; in At-Risk Ecosystems wherein 20

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volunteers promote an inkjet and toner cartridge recycling program (EN6); and for Veterans and Military families with 15 volunteers working through a variety of local organizations to provide support to local veterans and military families (V7).

Capacity Building (G3-3.17) - According to the 2012 US Census Bureau Quick Facts, approximately 24.6% of Yakima County's residents (or 60,761) live at or below the poverty level. Local thrift stores, food banks and social service programs provide support to clients through clothing, blankets and household goods essential for families with great need and few resources. Nonprofits need volunteers to garner donations in order to support the work they do. This increases the capacity of organizations to meet the most basic needs of the most vulnerable members in our communities. Volunteer timesheets for 60 volunteers participating in this work plan will be turned in every month, and partner agency financial and inventory reporting systems will provide the dollar value of donations in an annual report to RSVP.

Environmental Stewardship (EN6) - Over 13 inkjet or toner cartridges are discarded in the U.S. every second, according to CartridgeFundraising.com. That's hundreds of millions of cartridges that end up in landfills every year, made with plastics that can take at least 1,000 years to decompose. This waste can be reduced through reuse and recycling although currently approximately 70% of all ink cartridges and 50% of all toner cartridges are still not recycled. Disposing of ink cartridges in the garbage can cause harm to environment and carbon black (toner) has been classified as carcinogenic by the International Agency for Research on Cancer. Volunteer timesheets for 20 volunteers participating in this work plan will be turned in every month, and an internal weight/tracking form will be created to provide data regarding the annual impact of the recycling efforts.

Veterans and Military Families (V7) - Yakima County is home to approximately 16,808 Veterans. Veterans account for about 7% of the total population. These individual need a variety of support services ranging from job training and placement to insurance and veteran's benefits information as well as providing support for their families.

The challenges that these men and women face a multiple and complex. No one agency or strategy can address them all, therefore multiple organizations in Yakima County provide support services for our returning service people. RSVP seeks to be part of the solution by placing volunteers at several

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local organizations which serve veterans and military families. Volunteer timesheets will be turned in every month, which will include information regarding how many veterans and military families were served that month. The information will be recorded in our data base, Volunteer Reporter, and the reports will be generated bi-annually for CNCS progress reports.

RSVP currently has an active Advisory Committee which will transition to the new grant and provides a mix of cultural, ethnic, and other demographic variables considered desirable as a reflection of the community we serve. Several members are retired volunteers, several are currently employed, and some are self-employed. Current members include a veteran, a Hispanic, and a Filipino. Two members are small business owners and the committee is made up of 3 men and 7 women. The RSVP Advisory Committee meets 8 times a year to review program activities and budget. They provide information and guidance regarding strategies to reach out to volunteers and organizations dedicated to priority Focus Areas. They also are instrumental in the activities centering on volunteer recognition. This group is dedicated to the program and will continue on for the new grant cycle.

RSVP visits stations once a year, and every three years has them sign a new Memorandum Of Understanding. A checklist of topics, including regulations regarding prohibited activities will be reviewed prior to signature to assure each station remains in compliance with those regulations. The written RSVP volunteer application requires the information necessary to ensure that all volunteers meet the 55 and over age requirement.

Organizational Capability

Describe your organization's capacity to operate the RSVP project that you propose

The sponsor of RSVP of Yakima County, Yakima Valley Community College, (YVCC) is a comprehensive community college offering short and longer-term programs ranging from basic literacy, high school equivalency, English-as-a-Second-Language, vocational certificates and degrees, transferable Associate Degrees to a Applied Bachelor's Degree and has been in continuous operation since 1928. The mission of YVCC is "YVCC enriches and enhances individuals and communities by delivering accessible, student-centered education. YVCC addresses the needs of our diverse communities by providing learning opportunities in basic literacy; academic, professional, and technical education; and lifelong learning."

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RSVP has been well-supported for the last 16 year as it follows the structure of Yakima Valley Community College purchasing, budget development and management and expense guidelines as established by YVCC and the State of Washington. YVCC participates in annual Federal and State audits. YVCC also develops its own internal policies and procedures for governance, risk management, accounting, personnel management, purchasing equipment, supplies and capital assets in compliance with state guidelines.

RSVP of Yakima County currently has two full-time staff members and one part-time staff member. The Director, Deborah Wilson has been involved in nonprofit management since 1991, and has held her position as RSVP Director for 16 years. She has a Liberal Arts degree from Central Washington University, extensive budget background, and grant-writing experience. The Director reports directly to Bryce Humpherys, Dean for Basic Skills and the Grandview Campus. Ms. Wilson's primary responsibility will be managing the RSVP program which includes budget oversight, staff supervision, Advisory Committee relations, monthly, quarterly and annual reporting requirements for all funding sources, and continuous monitoring and review of volunteer activities as they compare to CNCS Focus Areas, and collaborating with community organizations to promote solutions for critical issues.

The Volunteer Coordinator, Sirena Phillips has been in her position for nine years, and in her previous position as an AmeriCorps*VISTA had experience with volunteers. She has an AA Degree from our sponsoring organization, Yakima Valley Community College, and brings an excellent background of community collaboration and connections. Her background with volunteer management has been instrumental in our successful increase in our volunteer base. Ms. Phillips duties include volunteer recruitment and retention, station management, and the collection of data required for progress reports.

The part-time office assistant, Mary Pacheco is also bi-lingual (Spanish) and a SHI BA (Statewide Health Insurance Benefits Advisors) volunteer and has been instrumental in helping grow the SHI BA program. She has been with the program for eight years. Ms. Pacheco provides support for the program through responses to telephone inquiries, maintaining the SHI BA data entry system, attending local health fairs, community events and assisting with volunteer recruitment and retention.

Narratives

RSVP of Yakima County has been sponsored by Yakima Valley Community College for 16 years and the college has done an excellent job of supporting and managing the program. All fiscal and programmatic reports have been completed on time. The program continues successfully achieve impact goals, appropriately manage and maintain funding sources; which includes funding well above the required 30% match. Currently CNCS funding is only 30% of the total budget, and has been at that approximate percentage for 16 years; and stabilize the volunteer base as well as increasing the profile of the program in the community. New CNCS National Priorities are already being transitioned into the program which will help RSVP be more responsive to local needs by allowing staff more time to focus on volunteers and stations dedicated to Priority Areas.

RSVP of Yakima County has maintained several important funding sources in addition to our Federal Grant. This is a positive reflection on our continued efforts to evolve and change with new priorities. These include United Way, Pacific Power and Washington State Office of Insurance Commissioner. Each of these funding sources have been in place for 25 years, and are committed to continuing to support the program outputs and outcomes.

All administrative support, record keeping, supervision, and financial management are completed by Yakima Valley Community College in accordance with Washington State Law and regulations governing state agencies. YVCC's Business Office provides fiscal technical support. As a recipient of many federal grants, Yakima Valley Community College is well versed in grants management and administers multiple federal grants each year including grants from the Department of Education, Department of Agriculture, HUD and National Science Foundation.

RSVP has had offices off-campus since 2007. These offices are more than adequate in size, and are located in close proximity to several funding sources (United Way of Central Washington and Pacific Power.) Yakima Valley Community College provides technical support for the computers. All supplies are purchased through YVCC purchasing processes and the program is well supplied to meet its needs.

Personnel support is provided by the YVCC Human Resources Department. Job descriptions were developed with their assistance and our pay scales are consistent with other Washington State employees in similar roles.

Narratives

All policies and procedures set by the State of Washington and YVCC are followed by RSVP of Yakima County, including the travel policies. Travel authorizations are required before staff travel, and the state government reimbursement rate for mileage and meals is followed.

Other

N/A

PNS Amendment (if applicable)

N/A