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Executive Summary

As the incumbent RSVP sponsor for Allegheny County, Pittsburgh Cares seeks funds in the amount of \$148,805.00 from the Corporation for National and Community Service in support of the continuation and expansion of a robust RSVP project in Allegheny County, Pennsylvania, which includes the city of Pittsburgh. The CNCS federal investment will be supplemented by \$65,370.00 in matching, non-federal resources.

The mission of Pittsburgh Cares is to maximize the impact of our regional nonprofit partners by mobilizing volunteers and engaging the community. As the primary volunteer agency in Allegheny County, we serve more than 12,000 volunteers per year. As a leader in volunteer engagement, Pittsburgh Cares connects all sectors in the Pittsburgh region -- individuals, businesses, non-profit organizations, schools, and governments -- to meet the most critical community need through volunteerism and capacity building.

RSVP, as sponsored by Pittsburgh Cares, will place a minimum of 500 seniors in more than 50 nonprofit organizations and educational institutions for community service. Some of their activities will include, mentoring academically at risk youth, improving literacy skills, and reducing summer learning loss through tutoring and academic remediation services. While the primary focus area will be education, RSVP volunteers will also serve by assisting with environmental and neighborhood revitalization projects, as well as supporting programs that assist in maintaining the safety and wellbeing of home bound senior citizens. Additionally volunteers will support agencies serving the most economically disadvantaged residents of Allegheny County. Lastly, through Pittsburgh Cares vast network of over 400 non-profit partners, RSVP volunteers will have the opportunity to select service sites that simultaneously support the identified focus area (education), while also meeting the individual needs of the volunteer. At Pittsburgh Cares we pride ourselves in customizing the volunteer experience for each individual, taking into account scheduling, geographic and specific agency preferences and requests.

At the end of the three year grant, RSVP volunteers will have contributed more than 52,000 hours of service to county residents, a computed savings to the county and non-profit partners in excess of \$1,144,000.00 per year.

Strengthening Communities

Despite the overall economic outlook appearing rather robust, Pittsburgh remains home to startling numbers of at-risk and underserved individuals and families. The region has suffered the highest rate

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of poverty among working-age African-Americans of any of the 40 largest metropolitan regions in the country, with 28% of African-Americans, ages 18 to 64, living in poverty in 2012. The Pittsburgh region is also first in the country in the rate of poverty among African-American children under age 5, with nearly 31% of Allegheny County being under the age of 18. According to the US census, only 35% of workforce able adults in the region have a bachelor's degree or higher, limiting their overall lifetime earning potential.

In the schools, the launch of the Pittsburgh Promise in 2007 kindled a wave of reforms aimed at improving academic achievement. The Promise offers up to \$40,000 in post-secondary scholarships to graduates who meet its eligibility requirements, which include a 2.5 or higher grade-point average (GPA) and at least 90 percent attendance. Reforms sought to strengthen teaching, counseling, curriculum and other aspects of the learning environment. The district also set a goal of having at least 80% of its graduates finish college or a workforce certification program.

The initial analysis by the Department of Human Services in Allegheny County showed that 14,450 students -- about 53% of the Pittsburgh Public School enrollment -- had prior involvement with at least one of 17 human services programs, and 36% of those students had received services within the last year. Some 87% of students in the district's special education program had received human services in recent years. Approximately 31% of students had been involved in child welfare services, and one in five of those had been placed outside of their home. Families of 34% of students experienced circumstances that qualified them for support services, such as food stamps and Temporary Assistance for needy Families. Approximately 28% of city's public school students had some level of involvement in county behavioral health services. And 10% of students over the age of 10 had been involved with the juvenile justice system.

School and Department of Human Service officials long suspected that students with such histories were more likely to find themselves on the wrong side of an achievement gap in terms of grades, standardized test scores and attendance. The joint study conducted by the Department of Human Services and the Pittsburgh Public Schools, provided statistical evidence of the gap and revealed just how far students involved in services, such as those provided by child welfare system, fall below the achievement of classmates who have never experienced the need for such support. Only 48% of students with prior human services involvement were proficient in reading on the Pennsylvania System of School Assessment (PSSA) tests, while 67% of their classmates who never received services earned proficient scores. And only 42 % of the students receiving child welfare services had GPAs of at least 2.5, compared to 72% of students from the general population. Students who receive certain

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kinds of services, such as placement in the state's foster care system, are at an even greater risk of doing poorly in school. For example, only 38% of students who had been in the child welfare system had a GPA of 2.5 or higher, and even fewer students who had experienced out-of-home placement achieved that threshold. The data also revealed that African American students who had received human services are at greater risk than their white classmates. Not only did they have a much higher rate of human services involvement, but their academic performance on several key measures was significantly lower. Among students with prior human services involvement, only 32% of African Americans had at least a 2.5 GPA, compared to 61% of white students. Such a gap is particularly troubling in the Pittsburgh school district. The data suggest that not only are students involved in human services likely to perform more poorly than their classmates, they are also more likely, as a group, to miss the opportunity to earn a Pittsburgh Promise scholarship. This lost opportunity of post secondary education limits the earning potential of a demographic that faces societal challenges as well as access to gainful employment. Clearly, Allegheny County has a need for additional resources to be directed towards improving the outlook of education for vulnerable and at-risk populations of young students. Through the Pittsburgh Cares Youth Engaged in Service Program, we have established strong collaborative relationships with schools and nonprofit agencies serving the most academically at-risk students (Wilkesburg, McKeesport, and Woodland Hills). Placement of RSVP volunteers as tutors would be prioritized in schools when the greatest percentages of students fall below the state average for academic achievement. Additionally, Pittsburgh Cares has established strong partnerships with nonprofit organizations that provide residential treatment and sheltering services to children. Through these partnerships, we will place tutors and mentors with children enrolled in programs such as The Bradley Center, Ward Home, Girls Hope of Pittsburgh, and Auberle. Fortunately, the city of Pittsburgh is also home to more than 50,000 residents over the age of 65 who already identify Pittsburgh Cares as their primary "go to" resource for community engagement. When motivated and supported by strong service engagement programs, and a staff that has been highly trained in empowering seniors to give back to the community through service, these volunteers can significantly challenge the status quo in the realm of education, as well as additional areas of impact as determined by CNCS. By tapping the expertise of a generation's mentoring and tutoring abilities, RSVP of Allegheny County will continue to meet the need of providing additional resources to bolster and support the regions ongoing efforts to improve the quality of the education. RSVP volunteers will provide direct services to the educational agencies that they serve by working directly in the classroom, serving from 2-40 hours a week. The powerful expertise of volunteers with a generation's

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strength of maturity and knowledge will bring critical change to lives of individual students, the classrooms where they serve, the schools and agencies that support them, and the region as a whole. Reading one-on-one to students, assisting as afterschool tutors and mentors, leading educational workshops based on their professional expertise, and stepping into early childhood education programs and classrooms, will allow our regional partners to deliver additional programming that will be leveraged by the support of these capable volunteers. By holding volunteers, partnering agencies, educational institutions and RSVP accountable through the implantation of strong performance measures and reporting, Pittsburgh Cares will continue to deliver impact based results to the community. Using the work plans developed through this grant, strong relationships with partners, and the digital computing power of the Hands on Connect, Salesforce software, output and outcomes will be established, understood, tracked, and reported on. Salesforce, a system designed by the HandsOn Network (National Leader in Volunteer Engagement), is currently being used to not only track activities and volunteers, but is also used to track output and outcomes. Data is entered and maintained that enables us to run comprehensive reports, as well as individual reports for volunteers and specific sites. A staff member, the RSVP Program Manager, will be specifically responsible for entering and maintaining data, as well as running all necessary reports. Additionally, this software has been designed to make it compatible with other sources of data collection. When necessary, data collected by an outside organization can be shared and entered into the Salesforce database with minimal breaks in information. Pittsburgh Cares has a strong track record of survey/reporting compliance and distribution among our partners and have found simple solutions to garnering the best possible response rates to reporting inquiries. The data collection necessary to achieve the output/outcome portion of our established primary focus area, will include pre/post surveys that will be conducted by the teachers and program providers that are supported by RSVP volunteers, as well as the sharing of test scores, and activity logs. It is in the best interest of all parties involved in this effort to collaborate on this reporting as this information will not be considered proprietary on the part of Pittsburgh Cares. By offering to share the results of our data collection with partners, Pittsburgh Cares will further enable access to important leverage data that may assist our partners in telling the story of student improvement through volunteering, that may lead to additional funding for all. In addition to focusing on the primary area of Education, Pittsburgh Cares is strongly committed to building the capacity of the nonprofit sector. The nonprofit sector in Allegheny County comprises nearly 25% of all employment in the city of Pittsburgh, and it continues to grow each year. However, nonprofit operating budgets fail to grow at a pace that matches the growing demand for services.

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Faced with such limited financial resources, nonprofits turn increasingly to one-time and ongoing volunteers to expand service output. More than half of Pittsburgh Cares' nonprofit partners operate on budgets that fall below \$500,000 -- and many agencies performing critical services are significantly understaffed. Pittsburgh enjoys an abundance of individuals willing to offer their time and talents, with residents logging more than 73 million volunteer hours each year. Yet the need for more volunteers, particularly volunteers with strong skills and professional experience, persists.

With more than 600 nonprofit partners, Pittsburgh Cares, the premiere volunteer agency in the Pittsburgh region, is uniquely positioned within the community to identify where the most pressing need for volunteers exists and to connect individuals and businesses with nonprofits. Again, our primary mission is to increase capacity and enhance the impact of regional nonprofit partners by strategically maximizing volunteer time. By continuously improving our volunteer recruitment and management practices, we also aim to provide volunteers with a high-quality service experience that fuels further action. During our most recent fiscal year, our efforts resulted in more than 18,000 volunteer slots filled, 2,400 projects completed, and 70,000 service hours logged. Our volunteer needs assessments, partner surveys, and community volunteer calendar enable us to incorporate nonprofit input in all program design, including RSVP. Through strong partnerships with agencies that have already signed off on MOU's that explicitly ask that partners share data regarding the impact of RSVP volunteers, RSVP of Allegheny County has the ability to report on and meet performance measure outcomes and outputs outlined by the Corporation for National and Community Service. We also place emphasis on providing nonprofits with skill-based volunteers whose valuable talents and knowledge immediately enhance organizational capacity and increase service output. Included among the ranks of our skill-based volunteers are retired teachers, recruited through a partnership with Pittsburgh Association of School Retirees, Veterans, recruited through the VA hospital system and the American Legion, and retired union workers.

Pittsburgh Cares accomplishments and strong reputation with the community at-large have allowed us to establish a diverse base of nearly 12,000 active volunteers, including more than 1,200 individuals above the age of 55. We thus have the ability to alert thousands of community residents and nonprofit professionals in the region of major volunteer opportunities and initiatives. RSVP is no exception. There is simply no organization in the region better prepared to mobilize and manage participants in the Allegheny County RSVP.

Recruitment and Development

Currently, midway through year two of the relinquished RSVP grant, Pittsburgh Cares has

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successfully recruited and placed over 250 volunteers at volunteer stations that contribute to the goals and impact areas as established by the original grant, thereby demonstrating the strong ability of Pittsburgh Cares to engage and recruit from the community at large. In addition to the website (www.pittsburghcares.org) that is readily searchable and available to the public, Pittsburgh Cares has also created a dedicated website that parallels the main site (<http://rsvp.pittsburghcares.org/>) specifically designed and oriented for those interested in learning about, and signing up for RSVP. New volunteer opportunities are routinely updated and existing volunteer opportunities that need support are often featured. Furthermore, Pittsburgh Cares understands that RSVP is not only effective as an important volunteer engagement tool for the community, but also a strong social network for those who participate in the program. Users can utilize the website to learn more about upcoming recognition events, social networking and training events, in addition to finding the perfect volunteer placement.

RSVP of Allegheny County understands that the changing dynamic of how the sub demographics within the age set of 55 years or older have affected the traditional way that older volunteers have been recruited and engaged. It has been recognized nationally by CNCS, as well as many other institutions, that the "Boomer" generation engages in volunteering opportunities in a way that is considerably different than previous generations. RSVP of Allegheny County has, and continues to achieve high levels of success in recruiting new volunteers from this demographic. Currently Over 50% of the placed volunteers fall within the age range of 55-62 years old. RSVP of Allegheny County has learned through observation and practice that the "Boomer" generation appreciates the utilization of technology that Pittsburgh Cares employs to have a "hands on" approach to customizing their volunteer experience. Most volunteers are using this access to information to volunteer at multiple service sites.

As of the last census conducted by the federal government in 2010, we know that Allegheny County is a diverse region. Although 65% of the county identifies as Caucasian, nearly 30% of the county identifies as African American. However, many of neighborhoods and regions that have fallen behind economically and require the most social services tend to be home to a majority African American population. Additionally, the city of Pittsburgh contains multiple neighborhoods where the residents identify racially and culturally as Jewish, with up to 40% reporting as such.

It is of utmost priority to RSVP of Allegheny County to recruit a diverse pool of volunteers that will reflect the fabric of a diverse region. Currently, our pool of volunteers is split by gender, 40% male and 60% female. Pittsburgh Cares and RSVP has worked very hard to reach out and recruit from

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communities that would more accurately reflect the diversity of Allegheny County. This includes targeting recruitment drives in neighborhoods that do not follow the general ethnic and racial trends of the greater Pittsburgh region. So far, events have been held in the predominantly African-American communities of East Liberty, The Hill District, Wilkinsburg and Braddock. Additionally, these events are often held at the facilities that partnering agencies maintain in these neighborhoods, thereby bringing the volunteer, and service site into a circle of reciprocity that enables a more holistic community.

About 4% of current volunteers have self-reported a disability that would affect their ability to volunteer, however, we have added language to our Memorandum of Understanding (M.O.U.) that explicitly asks partnering agencies to not discriminate on the basis of a disability, and have found placement for 100% of those who self-reported. Also, we have added language to our M.O.U that expressly prohibits discrimination based on sexual orientation as well.

With an active base of nearly 12,000 unique volunteers, Pittsburgh Cares is a leading regional expert in volunteer recruitment, retention, and recognition. We would continue to build our Allegheny County RSVP volunteer corps by directly reaching out to retirees and seniors within our existing base and inviting them to RSVP kickoffs and open houses throughout the city. We have always recognized the value of senior volunteers, and we would continue to recruit additional RSVP volunteers by working directly with our existing and vast network of corporate partners to access retiree groups. Pittsburgh Cares currently enjoys the benefit of an active and dynamic Board of Directors that represent both public and private entities. They have made it their goal and priority to arrange partnerships between the corporate retirement groups that their companies and or unions are affiliated with and RSVP. This will grant RSVP access to some of the greatest pools of skilled based volunteers in the county. As stated in the previous narrative, RSVP has also recently partnered with the Pittsburgh Area School Retirees, a retiree network, thereby maximizing our pool of skilled based volunteers that we are able to funnel towards the objectives laid out by our chosen primary focus area.

Additionally, we will focus ongoing recruitment efforts on rotary clubs, senior volunteer fairs, and community events. We also recognize the recent studies around veteran's interests in volunteering and the associated benefits, therefore, Allegheny County RSVP will develop a plan to recruit veteran volunteers. Allegheny County RSVP will use this network along with established relationship with the VA Hospital system, the VFW, and other area nonprofits that serve veterans to assist with recruitment. We also have the opportunity to promote RSVP to hundreds of volunteers at our service

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projects each month. Further, our strong relationships with local radio stations and media outlets enable us to promote and build excitement around RSVP throughout the region. We have, and will continue to secure televised interviews on KDKA TV and Comcast Newsmakers, as well as print interviews with the Pittsburgh Post-Gazette and Tribune Review. Pittsburgh Cares and RSVP of Allegheny County also secured and will continue to work with the media and marketing company, New Perspectives, to film and distribute high quality promotional material, pro bono, to highlight the work and achievements of RSVP in Allegheny County. Pittsburgh Cares has always been an early adapter of the power of digital marketing and recruitment. In addition to our powerful website platform, every week, Pittsburgh Cares releases a digital newsletter called eCares. It highlights the work of volunteers in Allegheny County and has a distribution base of 25,000. We feature a section on RSVP in every weekly edition. This serves to not only communicate with our base of age eligible volunteers, but also reaches the community at large who can then serve to pass this info on to members of the community who may not typically be receiving this content. We also maintain a very active presence on social media (Facebook, twitter, Instagram) to highlight our efforts and allow our volunteers to stay interconnected and provide feedback.

Having managed volunteers and refined our processes for 20 years, Pittsburgh Cares understands that the key to volunteer retention is always providing volunteers with high quality service experiences. Individuals want to be sure their time is being utilized in the most worthwhile manner and truly making a positive impact on their community. Upon enrollment, all RSVP volunteers receive one-on-one orientation meetings with RSVP staff member prior to placement, and confirmation that site-specific agency training is provided prior to beginning the actual volunteer work. Follow ups made by the RSVP Director and Program Manager on the successful placement of a volunteer is an integral aspect of making sure that volunteer satisfaction has been attained. This is an important aspect of volunteer retention. Additionally, all volunteers are notified that the offices of Pittsburgh Cares, as well as the lines of communication to the Director are feely open for inquiries as well as the ability to express dissatisfaction with their placement. As our primary focus area will be education, Pittsburgh Cares plans to utilize our existing expertise, by adding bi-monthly in-service trainings, to be offered at Pittsburgh Cares by our youth development staff and by educational and agency partners.

Recognition is also directly linked to retention; volunteer service cannot be taken for granted. Pittsburgh Cares and its nonprofit partners would host regularly scheduled volunteer recognition events, highlighting RSVP volunteers that have logged the most service hours and demonstrating the impact of the program at large. We also incorporate RSVP into our existing volunteer recognition

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efforts. For example, we currently partner with the Pittsburgh Pirates and offer volunteers that log service hours a complimentary baseball ticket; the volunteer that completes the most service hours during the regular baseball season is recognized on the field during a home game. We plan to acknowledge the "all-star" RSVP volunteers at these ceremonies in the future. Additionally, RSVP has initiated large scale community recognition through planning and hosting the Mayors Day of recognition. Not only was Mayors Day attended by the Mayor of Pittsburgh, but also many other notable public figures (including the County Executive) and the media. Volunteers were publicly recognized by the highest official of the land. If selected as the RSVP sponsor, Pittsburgh Cares plans to replicate and build upon the success of that event again in the forthcoming years. Also, RSVP plans on imitating "Random Acts of Appreciation" a program where we will arrange to have staff members and volunteers surprise RSVP volunteers at their sites with small acknowledgement gifts like candy and baked goods. This moment will be documented via video and shared with our network. This spontaneous recognition will further our goals of not only empowering the positive experience of the volunteer, but also highlight the agencies for which they serve.

Program Management

All nonprofit partners are screened and approved by the Director of Community Programs as well as by the RSVP Director. Nonprofits must be established 501(c)3 organizations and prohibit discrimination in their volunteer, service and hiring practices. Site visits and volunteer needs assessments are conducted before nonprofit partners are matched with volunteers, ensuring that agencies have the capacity and facilities for providing volunteers a safe, high quality service experience.

Volunteer opportunities are also screened and approved by the Director of Community Programs, as well as the RSVP Director, ensuring that volunteers are utilizing their skills in order to positively impact the community. Approved volunteer requests must demonstrate how a project will be a worthwhile volunteer experience, how the volunteer efforts are meeting a pressing community need as well as the impact areas as defined by CNCS, and the population(s) being served. Requests to use volunteers for partisan political efforts or to proselytize are not approved. We also request that volunteers submit feedback in their online volunteer account after each project, which is viewable by both Pittsburgh Cares and the managing nonprofit partner. Our top priority is to provide each volunteer with a meaningful service experience.

Additionally, when RSVP of Allegheny County was established in October of 2012, it understood and accepted the transition to performance measure and output/outcome modality that Senior Corps was

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experiencing holistically. Even though at the time RSVP of Allegheny County was under no mandate to adhere to all of the new performance measures that parallel programs were graduating to, we adopted these measures early on and have included language directed at our partners within the body of our M.O.U., to ensure compliance in the tracking and reporting of performance measure objectives. Pittsburgh Cares, Youth Engaged in Service (YES), programs have established strong relationships with more than 30 local schools and youth-serving organizations. While RSVP of Allegheny County had not previously focused as intensively on service within the education sector, the relationships established through the YES program have earned Pittsburgh Cares the reputation of providing quality service that results in measurable impact. As in the case of all of our YES programs, outcomes will be quantified via pre- and post-testing and surveying of participating teachers. Currently, RSVP of Allegheny County has recruited 12 service sites that will easily graduate to become active partners in meeting the needs of our primary impact area of education.

Furthermore, the RSVP Director and Program manager make routine quarterly visits to approved service sites to train new staff, and monitor for compliance. This process is overseen by the Executive Director of Pittsburgh Cares.

RSVP of Allegheny County also convenes a quarterly Advisory Council composed of RSVP volunteers, Service site staff, and interested parties representing the community at large. Many vital program policies have been directly created and vetted through this Advisory Council.

Pittsburgh Cares is constantly working to meet changing community needs. We survey our nonprofit partners twice a year to gain their feedback about emerging community needs that are faced by our partners and the community. Likewise, our board of directors includes representatives from city government and the human service sector. They, as well as our more than 30 educational partners, assist in ensuring that we are aware of and prepared to address emerging needs.

Organizational Capability

Pittsburgh Cares has hired Riley Baker, a qualified Allegheny County RSVP project director to work 40 hours per week. For the past two years, he has been responsible for the day-to-day oversight and of the placement of RSVP volunteers. The project director, with the support of the project manager, recruits, trains, places, supports and recognizes senior volunteers. The director also recruits, trains and supports excellent volunteer opportunities for diverse seniors. The RSVP project director researches and assesses the volunteer needs of the community -- and assesses the impact of volunteers in addressing community needs prior to placing volunteers at a particular station. A plan for program management quality has been developed, and with the help of the Executive Director, outlines

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program goals and objectives that indicate the efforts of RSVP volunteers and how they impact critical community needs. Regularly assessing project performance, project accomplishments and impact on the community assures all Allegheny County RSVP goals and objectives are met. The Allegheny County RSVP project director works closely with the assigned staff members at the volunteer stations who are responsible for the placement of RSVP volunteers within their station. Training, frequent communication and data sharing help build the relationship between the RSVP project director, the volunteer stations and also ensure accountability when it comes to managing information and data that will demonstrate the actual impacts of the project and its volunteers. In the event an RSVP volunteer requests an in-home assignment, a Letter of Agreement will need to be signed and it will be the responsibility of the RSVP project director to ensure that the placement complies with all regulations and requirements just as the other volunteer stations. The RSVP project director has initially served as the station supervisor for any in-home assignments. As with all Pittsburgh Cares programming, reasonable accommodations for RSVP volunteers with disabilities are made in adherence to all federal, state and local law. The RSVP project director provides support and information to RSVP volunteers on a regular/weekly basis. It is the imperative for the director to maintain a relationship with all RSVP volunteers through social visits, phone calls, emails, and bi-monthly newsletters that highlight stories and accomplishments from the field. It is important to note that once a volunteer has been assigned to a particular station, the RSVP project director will provide a walk through orientation to the station and if necessary, arrange for appropriate in-service training to ensure success and confidence when performing duties. RSVP volunteers meet their work station supervisor and are trained on any work station policies/procedures, including safety policies and procedures prior to starting their actual assignments. The RSVP project director adheres to the same thorough financial management processes and procedures as Pittsburgh Cares, the sponsor organization. The RSVP project director will maintain the appropriate fiscal and program records and review the financial statements and program budget on a weekly basis, prior to providing records to the sponsor organization for review. The RSVP project director manages all project resources, both financial and in-kind, to ensure accountability and efficient use of these resources and will keep detailed records and acknowledgment reports. Working closely with the Pittsburgh Cares Executive, the RSVP project director will assist in the identification of funding prospects for the Allegheny RSVP project and with grant making. All RSVP project budgets, financial and development reports, and data will be tracked using Pittsburgh Cares data management systems, such as Quick Books and advanced Salesforce Technology and are reviewed and approved by the Executive Director, as well as by the

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Board and Treasurer.

Pittsburgh Cares employs 7 full-time staff and 1 AmeriCorps Public Ally. A board of directors consisting of 18 members governs Pittsburgh Cares and makes up five advisory committees: communications, development, executive, governance, and human resources. Pittsburgh Cares continues to be in a strong financial position. For five consecutive years, audited financial reports will confirm a positive balance and an increase in planned revenue. The annual audit confirms for constituents, board members, and other stakeholders that financial management systems are sound. All program budgets are reviewed by the executive director on a monthly basis and by the board treasurer on a bi-monthly basis. Pittsburgh Cares is experienced in managing federal grant funds through the CNCS and is familiar with most recent reporting processes. As Pittsburgh Cares' senior executive, Deb Hopkins is responsible for leading the nonprofit organization's efforts to meet Pittsburgh's critical needs through volunteer service. Hopkins has a strong background in nonprofit management and administration of volunteer programs, with more than twenty years of executive level experience leading organizations such as Junior Achievement of Central Massachusetts, CASA (Court Appointed Special Advocates), Girls Inc. and the United Way of Central Massachusetts. RSVP Director, Riley Baker holds a B.A. in Sociology from SUNY Fredonia. Prior to accepting a position with Pittsburgh Cares, he developed and managed volunteer programs for the Pittsburgh Downtown Partnership. In 2011 He won the Golden Triangle Presidents Award, for his success in volunteer management and program development. Since accepting the position at Pittsburgh Cares, he has managed to attract a significantly high number of "baby boomers" to RSVP. Allegheny County RSVP Director has been hired, trained, and evaluated by the Director of Community Programs. Additionally, we will now seek a project manager with a bachelor's degree and experience in operating social service program, working with senior citizens, volunteers, community partners, and committees. The project manager will dedicate 50% of his/her time to supporting RSVP program initiatives, while the remaining portion of the FTE position will support our Business Cares program. A human resources committee provides specific tools and guidance to the executive director and senior staff for communicating expectations, setting goals, evaluating employee performance, recognizing accomplishments, and communicating developmental needs. Pittsburgh Cares employees are required to have an annual written performance assessment, which includes a self-assessment and an individual performance plan that aligns with each staff member's work plan. Pittsburgh Cares has a strong track record of successfully managing volunteer programs and impact-based community programming. Examples include providing EVP support to approximately 100 local corporations,

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including Highmark, Deloitte, and Alcoa; served as the city's lead organizer for MLK Day, Global Youth Service Day, and Make a Difference Day, and partner with the US Marine Corps on the local Toys for Tots campaign, an initiative that directly impacts over 100 nonprofit organizations and close to 2,000 families each year. Pittsburgh Cares also provides direct service programs to the Pittsburgh Public School System and numerous other private and charter schools throughout Allegheny County. Pittsburgh Cares is experienced in working with seniors through our Community Connections volunteer programming. The interest in and knowledge of the capability of older adults positions Pittsburgh Cares to be a successful sponsor organization of the Allegheny County RSVP. Nearly all of our 600+ nonprofit partners utilize senior volunteers. More than 1,200 individuals within our active volunteer base are over the age of 55. Pittsburgh Cares has proven its ability to develop strong community financial and programmatic support. It is evident through our accomplishments and strong reputation that we are a trusted community partner. Our diverse funding sources, specifically the local foundation community, corporate community, and education community along with our fee-for-service program partnerships with numerous organizations are indicative of the value placed on our work by the community. As the sponsor organization of Allegheny County RSVP, Pittsburgh Cares will assume full responsibility for securing maximum and continuing community financial and in-kind support to operate the project successfully.

Other

N/A

PNS Amendment (if applicable)

N/A