

# Narratives

## Executive Summary

The primary focus area of this project is Healthy Futures. An estimated 420 RSVP volunteers will serve. Some of their activities will include food distribution, food delivery, food pantry support and food security education and outreach to rural and limited income seniors. At the end of the three-year grant, 420 RSVP volunteers will contribute 90,000 hours of service hours. Based on the Independent Sector's volunteer service value for the state of Idaho, at \$19.92 per hour, RSVP volunteers will generate \$1,792,800 dollars while meeting the most critical needs in our service area. The CNCS federal investment of \$116,510 will be supplemented by \$51,474 annually.

## Strengthening Communities

Treasure Valley RSVP serves ten southwest Idaho counties that equal the geographic size of Connecticut, Massachusetts, and New Hampshire combined. While those states have a population of 11.6 million, this vast Idaho region has only 690,258 residents. Two of our counties are urban, the adjoining Ada and Canyon counties, which are home to over a third of Idaho's total population of 1,612,136. Our other surrounding eight counties - Adams, Boise, Elmore, Gem, Owyhee, Payette, Valley and Washington - are isolated and rural, with a scattered population of 107,111 living in ranching, farming, and logging towns in the mountains and high desert. Though the population of these rural counties is not high, their poverty rates and percentages of persons age 65+ are significantly higher than in urban areas. The primary racial/ethnic groups in the service area are white/non-Hispanic (ranging from 76%-96% per county) and Hispanic (3%-26% per county). Overall, 12% of the region's population is age 65+, which rises to 23% in our rural counties. The aging population in our service area will increase: Idaho is forecasted to have a 64% growth rate in its senior population during 2015-2030, compared to an estimated U.S. growth rate of 53% (United Health Foundation: America's Health Rankings® Senior Report: Idaho, 2014).

### PRIMARY FOCUS AREA - HEALTHY FUTURES:

Our service area's low to moderate income seniors, children and families face food insecurity. (The USDA considers a household to be "food insecure" if, at any time during the previous year, it was difficult to provide enough food for all members due to a lack of resources.) Studies confirm that those with lower incomes have less access to affordable, healthy foods (Food Research and Action Center). Poverty rates in our ten-county region range from 10.3% to 25.2%, with seven of our ten counties having rates of 15% or more. Overall, Idaho's percentage of persons living below the federal

## Narratives

poverty level (FPL) increased from 13.8% during 2009-2010 to 15.1% for 2011-2012 (U.S. Census Bureau). Idaho's per capita personal income has consistently ranked 49th among states for the past four years, 2009-2012. (U.S. Dept. of Commerce, Bureau of Economic Analysis, 2013). One contributing factor to Idaho's low personal income is that the state has the second highest percentage of minimum wage jobs in the country. Making a livable wage in Idaho is challenging.

Three of the counties in our service area have especially high food insecurity rates: Adams, Elmore, and Gem. The percent of people facing food insecurity in these counties ranges from 18-16%. The entire state of Idaho has relatively high rates of food insecurity. (University of Idaho, McClure Center for Public Policy Research, Idaho at a Glance: Food Security in Idaho, June 2014).

Statewide in the past year, the prevalence of food insecurity among Idaho seniors increased by 35%, from 8.1% to 10.9% of adults aged 60 and older (United Health Foundation: America's Health Rankings @ Seniors Report: Idaho, 2014). Seniors experiencing food insecurity are also more likely to be at risk for disease and negative health conditions (Spotlight on Senior Health: Adverse Health Outcomes of Food Insecure Older Americans, National Foundation on Ending Senior Hunger, 2014).

The primary options in our region for food insecure persons are local food banks and government assistance programs. The Idaho Foodbank is a statewide organization which works with a network of 220 partner agencies that distribute free emergency food to people in need. The partner agencies reach all of our 10 counties. In FY2013, 20% of the Foodbank's persons served were seniors, representing approximately 21,200 seniors served monthly. Additional smaller community and faith-based food pantries exist throughout our service area, reaching even more seniors.

Southwest Idaho's RSVP volunteers are actively working in food collection, food distribution, and food pantry support to meet these critical community food needs. 120 RSVP volunteers currently support 11 food distribution stations. Without this vital volunteer support, local food pantries and food banks would lose a significant portion of their capacity to serve food insecure persons.

RSVP's Access to Nutritious Food Campaign activities are critical to connect food insecure persons, especially seniors, to food sources. Providing information as a peer, or a trusted member of one's community, is an effective way to offer information on nutrition resources. The Idaho AARP

## Narratives

emphasizes the importance of reaching seniors on nutrition benefits: "SNAP (Supplemental Nutrition Assistance Program, previously called food stamps) outreach to seniors is important to raise their awareness, combat stigma they may perceive about program benefits, and help them submit application and recertification forms and documents" (Hunger and Older Americans: Idaho, AARP, 2010).

The state of Idaho participates in many federal food programs. Our RSVP volunteers inform other seniors about 1) SNAP, 2) The Emergency Food Assistance Program (TEFAP) administered by the Community Action Partnership of Idaho, and 3) Senior Congregate and Home-Delivered Meals Nutrition Programs (in rural counties mainly offered by a town's senior center). For families and children, the two other major federal programs are the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) and school-based nutrition programs.

Our RSVP volunteers also refer low income persons to area food banks and pantries, free or discounted meal sources, and local farmer's markets, some of which now accept SNAP electronic benefit transfer cards.

75% percent of RSVP volunteers will serve under the canopy of Healthy Futures; 62% of RSVP volunteers will dedicate their service to eradicate food insecurity in Southwestern Idaho by participating in the RSVP Access to Nutritious Food Campaign. Examples of Access to Nutritious Food Campaign activities include: operating food pantries; preparing and delivering hot nutritious meals to low-income elderly, referring food in-secure individuals and families to legitimate non-profits for assistance, and organizing food rallies and canned food drives. As RSVP volunteers complete the listed service activities, limited income individuals and families will report an increase in overall food security due to the efforts of CNCS supported activities.

As persons age, they are faced with navigating many complex health care, insurance, and assistance programs. Low-income seniors, rural seniors, and seniors with low formal educational levels or low English proficiency are especially challenged to find and pay for needed health care. The United Health Care Foundation reports that over one in four Idaho seniors have multiple chronic conditions; and that nearly one third of Idaho seniors have fallen in the last 12 months (United Health Foundation: America's Health Rankings @ Seniors Report: Idaho, 2014).

## Narratives

The "Health Outcomes Ranking" report (University of Wisconsin Population Health Institute and the Robert Wood Johnson Foundation), which looks at length and quality of life factors, shows that of Idaho's 44 counties, six counties in our service area were in the bottom half of the ranking: Boise, Elmore, Gem, Owyhee, Payette, and Washington. The "Health Factors Ranking," examines factors such as health behaviors, access to clinical care, and social/economic conditions. Four of our counties were ranked in the bottom quarter of the county-by-county ranking: Adams, Canyon, Owyhee, and Payette; and an addition four were in the third quarter of the ranking: Boise, Elmore, Gem, and Washington. Only Ada and Valley Counties had good or somewhat good ratings. Senior health issues are wide-ranging, and can include not only primary care, but also wellness and disease management programs, health screenings, prescription assistance, dental care, Medicare enrollment guidance, hearing and vision services, access to durable in-home equipment, transportation to medical services, long-term care planning, in-home assistance, and caregiver support.

Idaho's health care resources for low-income persons are inadequate. In looking at investment in community support for adults aged 65+ in poverty, Idaho ranks 46th in the country, with only \$389 per capita senior, compared to the highest ranking state's investment of over \$8,000 per capita. Idaho ranks 39th among states in its prescription drug coverage for older adults. The state also ranks 43rd in the percentage of seniors who have a dedicated health provider/primary care doctor. The state is 47th in the country in senior (ages 65-74) participation in health screenings. (United Health Foundation: America's Health Rankings® Senior Report: Idaho, 2014). A complex patchwork of volunteer; nonprofit; business; and local, state, and federal government-funded services provide Idaho seniors with specific health care insurance, access, and benefits needs and it can be difficult for seniors to navigate these resources.

It is extremely important that our RSVP volunteers knowledgably and accurately connect low-income seniors with needed health wellness and treatment services and benefits. Learning from a peer, or a trusted member of one's community, is one of the most effective ways to offer information on senior health-related resources. 13% of RSVP volunteers will provide education, outreach and supportive services to individuals experiencing a health care crisis or individuals who manage chronic health conditions. Volunteers will provide health care system information, refurbish durable medical care equipment, pack emergency safety kits and distribute health care items to limited income individuals

## **Narratives**

in need.

### **SECONDARY SERVICE AREA - VETERANS AND MILITARY FAMILIES:**

In our 10-county service area there are an estimated 57,500 veterans (US Census 2012). The Boise Veterans Administration Medical Center (VAMC) is centrally located in Ada County and has an approximate 160-mile radius of service to an estimated 94,000 veterans.

Also located in Boise is one of Idaho's three Veterans Homes. The facility offers a 36-bed residential/domiciliary unit, and a 131-bed skilled nursing care unit including a 17-bed special care unit for veterans with Alzheimer's disease or related conditions. The Veterans Home Volunteer Coordinator welcomes the contribution of RSVP volunteers in its extensive activity programs, onsite veteran and social services, library services, and transportation to medical appointments. RSVP volunteers assist with many aspects of the VAMC's extended care, rehabilitation, social work, mental health, and other treatment and transition services.

Our service area is also the location of the Warhawk Air Museum, in Canyon County. Its mission is to preserve and teach the history of American veterans and their contributions to the freedoms we value today, and to show the relationship of our country and its citizens to those wars which so strongly impacted our nation and the world at large. This nonprofit actively supports area veterans through its educational programs and events. The Museum depends on RSVP volunteers, many who themselves are veterans, to operate. The museum provides a support group, Kilroy Coffee Klatch, for all veterans. Over 200 veterans meet for breakfast and coffee each month to share their experiences and gain support from each other.

14 RSVP volunteers will provide social interaction and support to Idaho's veterans. Supportive services include modifying clothing to fit prosthetics, daily social support, therapeutic reminiscence, and opportunities to experience outside activities. Veterans, who are not hospitalized, attend social support groups at the museum that are lead and facilitated by RSVP volunteers.

### **SECONDARY SERVICE AREA -DISASTER SERVICE:**

Another area of focus is RSVP volunteers dedication to the development and maintenance of safe

## Narratives

communities for all ages. This area of focus has been a source of pride for RSVP for over 15 years. RSVP volunteer service occurs mainly in Elmore County, on the eastern edge of our service area. The county has 26,170 residents spread over 3,000 square miles of high desert rangelands. This geographic region is experiencing increasing threats of wildfire disasters, which are predicted to worsen over the next few years.

In August 2013, Governor "Butch" Otter issued a state disaster declaration in Elmore County. His press release stated that "the Elk and Pony Complex fires have grown explosively, covering at least 240,000 acres, forcing mass evacuations and large area closures. In addition to large numbers of mandatory evacuations, the Elmore County Sheriff's Office has urged other residents to leave the area to ensure the fire crews can focus on suppressing the fire."

In August 2013, the Elmore County Commission also declared a local disaster emergency due to wildfires. The declaration stated that the county required state emergency assistance to supplement local efforts to protect life and property and activated the response and recovery aspects of any and all applicable local or intergovernmental disaster emergency plans and to authorize the furnishing of aid and assistance. The commissioners met in a subsequent emergency session to explore federal, state, and local resources which might be available to assist citizens. The National Interagency Fire Center rates Elmore County's "Significant Wildfire Potential" as "above normal" for 2014, the highest risk ranking they use, and as having high risk in 2015. Other disaster threats in Elmore County include frequent high wind storms, hail, and heavy snow.

16 RSVP volunteers will dedicate their service to law enforcement agencies throughout Ada and Elmore Counties. In addition to their daily duties that support and maintain safe communities, these RSVP volunteers will educate Idaho's citizens about fire prevention and mitigation strategies.

### PLAN AND INFRASTRUCTURE FOR OUTPUT AND OUTCOME DATA MEASUREMENT - ALL FOCUS AREAS:

Data management is a priority for the success of collecting valid information to provide a robust reporting of the required National Performance Measurement outputs and outcomes. RSVP of the Treasure Valley uses web-based Volgistics software to manage volunteers and focus areas of service. Volunteers receive initial training on how to document service hours and clients served. Throughout

## **Narratives**

the year, volunteers will receive two opportunities for specialized trainings related to a CNCS focus area or identified community priority area sponsored by RSVP and relevant volunteer stations.

RSVP staff maintain strong relationships with our volunteer members and stations through verbal and electronic communication. This assures that information regarding National Performance Measure outcomes and outputs are effectively measured, collected and managed in the Volgistics database. At the beginning of the grant year, volunteer stations will receive a specific plan to capture output and outcome data using National Performance Measurements. Output data for all work plans will be gathered on a monthly basis through the volunteer timesheets. Outcome measure H12(number of individuals that report an increase in food security for themselves as a result of CNCS-supported services) will be measured by a "snapshot" survey given to H10 beneficiaries by RSVP staff and trained volunteer station managers. Research by Newcomer & Tripplett (2004) indicate paper surveys have a low completion rate between 5% - 20%, depending on the motivation of the respondent (Handbook of Practical Program Evaluation, 2nd Ed.; 9) RSVP is planning for a 5% response rate of deployed surveys. If we receive less than a 5% response rate, RSVP staff will directly contact the volunteer stations to ask them to complete follow-up surveys. The output numbers reflected in the H10/H12 performance measurement portion of this application will be much larger compared to the outcome numbers, due to projected response rates. The surveys will be designed to illustrate an outcome "snapshot" of the impact our volunteers.

RSVP volunteers serving under the H11/H12 focus area will receive a post mailed survey that includes a self-addressed stamped envelope for ease of return. The results of the survey will indicate the number of individuals who experienced increased food security due to CNCS-supported services. This survey will be designed to illustrate a "snapshot" of benefit and will not illustrate the entire population of individuals benefiting from food security outreach and education efforts. We are confident that numbers of individuals who experience increased food security due to RSVP volunteers in CNCS supported activities will be much greater than the actual responses reported.

### **Recruitment and Development**

Treasure Valley RSVP ensures that its volunteers are engaged in meaningful community roles with opportunity to gain new skills and experience the rewards of volunteerism. Volunteers are recruited by outreach efforts in our service area on behalf of RSVP staff, the Senior Corps Community Council members, and RSVP volunteers. Outreach efforts include booths at health fairs and presentations to

## **Narratives**

civic and church groups, chambers of commerce and local corporation/business meetings. RSVP volunteers are especially successful in recruiting new members because they share how RSVP enables them to utilize their skills and abilities to meet critical community needs; plus how RSVP involvement enhances their feelings of self-worth, improves their physical/mental health and increases opportunities to make new friends. RSVP also utilizes local television, radio and social media for outreach as well as recognition.

Orientation meetings for new and existing members are held in two central locations within our service area: Ada and Canyon Counties. New RSVP volunteers will receive specific job descriptions related to their service as well as an RSVP handbook with program policies. RSVP volunteers will participate in on-site orientation and in-service training from their assigned volunteer stations, as outlined in the stations' Memorandum of Understanding. RSVP will hold two specialized trainings during the fiscal year. These sessions will include the highlighting of a specific, local non-profit organization. Staff from the non-profit will provide detailed information about the mission of their agency, the clients served, and why volunteer services are needed. This approach is an effective way to provide volunteers with new opportunities for service and personal development.

RSVP volunteers will also receive the opportunity for training and skill building development through a variety of community partnerships, including the Justice Alliance for Vulnerable Adults (JAVA) providing information related to abuse, neglect and fraud; AmeriCorps Serve Idaho Conference, providing information related to volunteerism; and Idaho Food Bank, providing the most up-to-date research and information related to food security.

Program staff will place an emphasis on recruiting senior volunteers to serve under the canopy of Healthy Futures. Program staff have received training and materials regarding food insecurity, especially in senior citizens, in Idaho. Once volunteers are recruited for placement in a Healthy Futures focus area, they will be partnered with seasoned volunteers at the same station who will offer advice and support during the first few weeks of service. Each volunteer station will train new RSVP volunteers according to the Memorandum of Understanding.

Community partnerships help RSVP integrate into broader efforts to address community needs. RSVP participates on regional planning groups that share our priorities of food security, senior

## Narratives

independence, and veterans/military families. We work with the Area Agency on Aging (covers the same 10 counties RSVP does), Idaho Hunger Relief Task Force, Department of Veterans Affairs/Boise, Serve Idaho Governor's Commission on Volunteer Service, Southwest Idaho Directors of Volunteerism, and Idaho Office for Refugees. These ties help RSVP to recruit and place volunteers in service areas and at stations that best respond to emerging community needs. The partnerships also help mobilize joint resources to address tough issues, such as assisting refugee seniors who face complex adjustment issues. RSVP also partners with the Foster Grandparent Program to share a 7-member Community Council that guides our work and meets 3 times per year.

The primary demographics of our service area's age, ethnicity (Hispanic), poverty level, and 'ruralness' were outlined at the beginning of the narrative. Further racial/ethnic data: For the most part, the Black population of each county is less than 1.0%; Native American and Alaska Native less than 1.7%; Asian less than 2.7%; and Native Hawaiian and Other Pacific Islander less 0.5%. Half of the counties have fairly low percentages of Hispanics: 3.0%-7.8%. The exceptions: Five counties have much higher Hispanic populations: Owyhee 25.9%, Canyon 24.3%, Washington 17.3%, Elmore 15.8%, and Payette 15.5%.

Owyhee County contains part of the Shoshone-Paiute Indian Reservation, which straddles the Nevada/Idaho border in a very remote area. Thus, the county's Native American population is 4.6%, higher than the rest of the service area.

Elmore County has a U.S. Air Force base. It's Black and Asian populations are slightly higher at 2.8% each.

Idaho has two refugee resettlement communities, the primary one -- Boise -- is located in our service area in Ada County. Over the past five years, nearly 2,500 refugees have resettled in Boise, and an estimated additional 750 are projected to arrive in the coming year. Over 72% of refugee arrivals have come from Bhutan, Iraq, Congo, and Burma. The other arrivals represent 13 additional countries, primarily in Africa, Southern Asia, and Central Asia.

Hispanic volunteer recruitment efforts are targeted in counties with large Hispanic and/or bilingual populations. These counties include Canyon (main RSVP office is located in Canyon County),

## Narratives

Owyhee, Washington, Elmore and Payette. RSVP also partners with refugee resettlement agencies to utilize refugee RSVP volunteers to reach out to other refugees. (Several of these refugee service agencies, as well as the state's refugee office, are a part of Mountain States Group, the organizational home of RSVP.) RSVP also partners with the Foster Grandparent Program and Legacy Corps for outreach and recruitment efforts.

RSVP makes sure that our volunteers are recognized for their many hours of community service. This is done through two annual recognition events, which are well attended by local government and business leaders; an annual health fair; newsletter articles focusing on individual volunteers; and feature stories in the local media. Most of our agency placement sites also recognize their RSVP volunteers through their own internal events, awards, newsletters, and other initiatives.

The recognition events are held in two different geographical locations due to the large and rural aspects of our service area. The West Ada School District and its Renaissance High School partner with RSVP to provide meeting space and a luncheon crafted by the culinary students as recognition for the volunteers during the month of October. The City of Caldwell donates space, staff and a sound system to support a recognition event for RSVP volunteers in the Western part of the service area. Boise State University School of Nursing provides RSVP volunteers with a health fair that includes free flu shots, blood sugar testing, blood pressure testing and healthy habits stations. Recognition and event partners donate much needed in-kind support which helps our program with our required 30% match.

### Program Management

RSVP carefully selects volunteer stations that are actively addressing CNCS's strategic plan focus areas. (Healthy Futures, Disaster Services, and Veterans and Military Families). Our planning partners are very useful in providing guidance on potential stations. Volunteer stations must demonstrate the capability and commitment to offer RSVP volunteers a meaningful placement experience. Each volunteer station is interviewed before volunteers are placed, and then enters into a Memorandum of Understanding with RSVP on its role in providing volunteer training, supervision, and service work. Each volunteer station receives a RSVP of the Treasure Valley Handbook, which includes program policies. Our program contacts each station two times per year, or more often as needed, on the status and their satisfaction with the assigned volunteers. RSVP staff annually review volunteer and volunteer station records to assure they are in compliance with RSVP program

## **Narratives**

regulations and that RSVP volunteers are performing their assigned service activities. Written and verbal communication is documented in either the volunteers' personal files or in the volunteer management data base, Volgistics.

RSVP ensures that each volunteer receives a RSVP Handbook that includes program policies and a volunteer service description that outlines the duties associated with their service. New volunteers are encouraged to attend orientation training, held two times per year, for training on timesheets, mileage reimbursement and prohibited activities. Due to the rural nature of our service area, RSVP staff will create an electronic screen shot training module for both volunteers and volunteer station staff. RSVP staff will visit Healthy Futures volunteer stations in person once per year and conduct phone interviews with other volunteer station staff to ensure volunteers are performing their assigned duties and stations are in compliance with CNCS mandates.

Over the past 18 months, RSVP has successfully graduated 120 volunteer stations that do not fit under CNCS focus areas. RSVP staff has also cleaned up internal records to reflect only active and eligible senior volunteers. To date, we have respectfully graduated 580 volunteers. Many of the volunteers graduated had not served or reported volunteer hours for over one year. Disruption to volunteer stations was minimal, due to our policy to continue to refer senior volunteers to agencies who are not affiliated with RSVP.

The current Treasure Valley RSVP Director, Kristen Tracy, has also directed the Treasure Valley Foster Grandparent Program (FGP) for over 18 years (within Mountain States Group). FGP has mandated impact based reporting/measurement for approximately 16 years. Kristen Tracy has served on several CNCS workgroups to create Programming for Impact modules and Performance Measurement tools and has extensive experience working in e-Grants. The concepts utilized for creating meaningful and effective Education Performance Measurements translate directly to Healthy Futures Performance Measurements. RSVP staff have developed strong relationships with partnering agencies to ensure that reporting of Performance Measurement data will be easily and accurately obtained.

RSVP of the Treasure Valley is sponsored by Mountain State Group (MSG), a 501(c)(3) nonprofit organization. MSG is governed by a Board of Directors which works with the Executive Director and the RSVP Program Director to ensure programmatic and fiscal oversight is performed. The Senior

## **Narratives**

Corps Community Council also provides guidance and input regarding community priorities. The RSVP director and staff participate in the Senior Corps Virtual Conference, attend Serve Idaho (AmeriCorps) training, and also attend CNCS-sponsored cluster conferences when offered and allowed by budget. Staff members utilize CNCS's Knowledge Network for best practices and the most up-to-date information regarding federal regulation interpretation and questions regarding program compliance.

### **Organizational Capability**

Mountain States Group has extensive experience managing and overseeing complex federal grants. Due to this experience we have clear policies and procedures in place to guarantee that we fulfill all grant requirements. According to internal policy and procedures, RSVP staff conducts an annual review to confirm Memorandums of Understanding are valid with correct dates and signatures, volunteers are performing assigned services activities, and written volunteer service plans are disseminated to all active RSVP volunteers to ensure programmatic compliance and non-violation of prohibited volunteer service. RSVP's Volunteer Handbook, RSVP Volunteer Station Handbook, and travel and mileage assistance policies are reviewed each year by program staff and the Senior Corps Community Council to assure compliance with CNCS standards. The roles and responsibilities of program staff are clearly defined in job descriptions. Staff members are cross-trained to ensure that the project's knowledge and skill base is transferrable and that federal funds are used in the most prudent manner.

The RSVP Project Director reviews monthly budget statements prepared by the MSG fiscal office. Qualified accountants provide the RSVP Director monthly 'budget versus actual' financial statements for review and approval and to assist with spending projections, reforecasts and required reporting. The RSVP Director and fiscal staff discuss any variances in expenditures versus planned budget amount and refine expenditures or budget as needed to stay within grant funding.

The MSG fiscal office follows federal accounting regulations regarding the calculation of program match, and tracks the status of match pending, match received, and match needed. The RSVP Director ensures that all match is documented by sending records and forms to the fiscal office.

All accounting functions are computerized using Blackbaud Not-for-Profit Accounting software. This fund accounting type software allows for the separate accounting of the CNCS grant award, RSVP

## Narratives

program expenditures, cash match, and in-kind contributions using a unique, four-digit project code. This ensures a clear audit trail and to identify the sources and uses of funds. More on Mountain States Group's fiscal oversight is discussed in the Organizational Capacity section below.

MSG has a strong internal control environment that ensures safeguarding of each program's assets. These include the segregation of duties for cash receipts and disbursements; the preparation and input to project budgets by a team consisting of the Project Director, the fiscal office and Grant Writer, the authorization of all program expenditures by the Project Director; the approval of all expenditures over \$500 by the Executive Director and the review and approval of all fiscal office functions by MSG's Chief Financial Officer.

MSG's fiscal office has primary responsibility for preparing and maintaining appropriate accounting records and internal controls to support RSVP's program activities and the specific financial requirements of CNCS. The fiscal office works in partnership with the RSVP Project Director to ensure appropriate use of funds for each award.

MSG's complete financial policies and procedures can be provided, upon request, and are based upon meeting compliance requirements of 2 CFR Part 215, Uniform Administrative Requirements for Grants and Agreements with Institutions to Higher Education, Hospitals and other Nonprofit Organizations (OMB Circular A-110). MSG is subject to an annual independent audit in accordance with the Single Audit Act Amendments of 1996 and revised OMB Circular A-133 "Audits of States, Local Governments, and Non-Profit Organizations."

MSG has written fiscal policies addressing the management of its facilities, equipment and supplies. The policies provide direction on insurance coverage; use of property, equipment, and supplies acquired with federal funds; equipment/supply inventories and lists; asset tracking; and provision of equipment/supply information for annual audits and annual Idaho state property tax declaration.

Mountain States Group's current annual operating budget is \$13.4 million. A significant portion of the budget includes federal grant awards. Each award comes with its unique record-keeping, reporting, and compliance requirements for financial management. For example, through the

## Narratives

Federal Office of Refugee Resettlement, the fiscal office manages a significant revolving loan fund that provides small loans to refugee and other low-income entrepreneurs, and separate cash assistance distributions to over 500 refugees monthly. Mountain States Group's fiscal office also calculates and issues monthly meal reimbursement payments to over 170 child care businesses through its Nutrition Works program. Other federal fund awards, such as those from the U.S. Department of Agriculture, U.S. Small Business Administration, and Administration for Children and Families Early Head Start Office require diligent documentation of federal, nonfederal cash and in-kind match sources. Incorporated in 1974, MSG has managed federal grants for 40 years.

The program has established staff positions with well-defined roles. All staff are accessible by telephone, voice mail, and email. Staff computers are networked, allowing for dependable and timely internal communications. All staff electronically code and submit their actual work hours twice per month, which are then processed by the MSG fiscal office. RSVP positions include:

1. Program Director, Kristen Tracy at 50% FTE, has a Bachelor of Arts in Social Work and a Master's of Science in Gerontology. Kristen has served as the RSVP program director for over two years and as the Foster Grandparent Program director for 18 years. Kristen is responsible for managing federal and local grants, preparing program and financial reports and supervising project staff.
2. Volunteer Coordinator, Alex McNish at 90% FTE, has served with the program for 1.5 years. McNish has a Bachelor of Arts in Communication. She is responsible for the recruitment, placement and retention of RSVP volunteers. McNish ensures volunteers are eligible to serve as RSVP volunteers and also ensures volunteer stations are in compliance with RSVP program regulations. She records and performs data entry into Volgistics and also is the editor of the quarterly newsletter. McNish takes the lead on large scale recognition events and training events for RSVP.
3. Volunteer Coordinator, Beth Ultis at 20% FTE, has served with RSVP for two years. Ultis has a Bachelor of Arts degree in Communication. Ultis is responsible for updating volunteer opportunities on the RSVP webpage. She also helps create outreach materials for volunteer recruitment. Ultis supports McNish in the day-to-day activities related to RSVP.

### Other

N/A

## Narratives

**PNS Amendment (if applicable)**

N/A