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Executive Summary

Sponsor Durham Technical Community College (Durham Tech)

Durham Tech serves over 21,000 students. Four percent of its students are age 17 and under, 43 percent are 18-25, 27 percent are 26-35, 15 percent are 36-45, and 11 percent are over 45. Durham Tech's mission is to enrich students' lives and the broader community through teaching, learning, and service. The college follows an open-door guided placement admissions policy and offers over 100 technical and occupational programs leading to an associate's degree or credential; corporate and continuing education; and adult basic skills instruction.

An estimated 120 RSVP volunteers will serve in 35 volunteer stations. Some of their activities will include Education, Economic Opportunity, Healthy Futures, and Veterans and Military Families. The primary focus area of our project is Healthy Futures, focusing on Food Delivery and Food Distribution. An estimated 25 percent of unduplicated volunteers (33 volunteers) will serve in this primary focus area which includes meal delivery to the elderly and homebound and also service at Durham Tech's Campus Harvest Food Pantry, which provides access to healthy food for the Durham Tech student community. Additional activities will focus on Education whereby 17 volunteers will tutor elementary, middle school, and pre-kindergarten (Pre-K) children in reading and/or math; Economic Opportunity, including the Volunteer Income Tax Assistance (VITA) program, wherein 24 IRS trained and certified volunteers will give free tax services to low-to-moderate income taxpayers and people 60 and over; and Veterans and Their Families. Eleven volunteers will focus on support services to Durham's VA Medical Center. 35 RSVP volunteers will serve in multiple Other Community Priorities serving with non-profit organizations, Public Institutions, and Proprietary Organizations such as local hospitals.

At the end of the three-year grant period, anticipated outcomes include the following:

Healthy Futures. 80 homebound, elderly, and disabled residents will receive meals from Meals-on-Wheels and education on health issues. 75 students will receive nonperishable food items and ready-to-eat snacks from Durham Tech's Campus Harvest Food Pantry.

Education. 70 Students (grades 1-8) tutored in reading and/or math will demonstrate increased attendance and improved classroom discipline.

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Economic Opportunity. An estimated 1,200 low-to-moderate income taxpayers and seniors will have their Federal and State income tax returns completed accurately and at no cost.

Veterans and Military Families. 751 Veterans and Military families will be served. 300 Veterans and Military families will be greeted and given general information (i.e. directions) while visiting the VA Medical Center; 150 Veterans will receive a Friendly Visit; 300 Veterans will receive help with getting their prescriptions filled; and one (1) Veteran will receive Hospice from an RSVP Volunteer).

400 people will be served in other community priorities such as Partners Against Crimes, Durham Convention and Visitors Bureau, Durham Partnership for Children, Durham Housing Authority, etc.

The CNCS federal investment of \$51,067 will be supplemented by \$22,194 from Durham Technical Community College.

Strengthening Communities

Durham County, NC is located in the northeast corner of the Central Piedmont, and at the pinnacle of the Research Triangle of Durham, Raleigh (the state capital), and Chapel Hill. Durham County is the sixth most populous county in NC. The city of Durham is the fourth largest municipality in the state.

The majority of Research Triangle Park (RTP) one of the world's largest and most successful university-related research and development parks, is located in Durham County. Durham is home to such major employers as IBM, CREE, Duke University and Health System, and GlaxoSmithKline. Durham is also home to Durham Technical Community College, Duke University, North Carolina Central University, and North Carolina School of Science and Math.

According to Commerce Economic Development demographics, in 2013 Durham's projected median household income was \$47,991; per capita personal income was \$28,214. The 2013 projected population total was 284,540. Age demographics indicated that 25.6 percent of this population were 0-19 years; 17.4 percent 20-29 years; 16.4 percent 30-39 years; 13.2 percent 40-49 years; 11.9 percent 50-59 years and 15.6 percent 60 and over.

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Survey information taken from <http://www.usa.com/durham-nc-income-and-careers--historical-poverty-level-data.htm> shows Durham's poverty level between 2008 and 2012 as being at 19.45 percent. Between 2011 and 2012, 63.6 percent of school children were enrolled in a free or reduced lunch program. Statistics from the Food Bank of Central & Eastern North Carolina indicates that in the counties served by the Durham branch, over 96,000 individuals are at risk of hunger. 30,000 of the 96,000 are children and over 6 percent are 65 years and older. A research study done in 2010 by Feeding America (FA) (Formerly America's Second Harvest) for the Food Bank of Central & Eastern North Carolina shows that about 22 percent of clients are non-Hispanic white, 65 percent are non-Hispanic black, eight percent are Hispanic, and the rest are from other racial groups. Thirty percent of these households include at least one employed adult, 74 percent have incomes below the federal poverty level (single person with an income of \$11,490 or less or a family of four with an income of \$23,550 or less annually meet the poverty criteria), and eight percent are homeless. 46 percent of client households served by Food Bank of Central & Eastern North Carolina are receiving Supplemental Nutrition Assistance Program (SNAP) benefits. Twenty eight percent of households served by Food Bank of Central & Eastern North Carolina report having at least one household member in poor health.

HEALTHY FUTURES - Durham Tech has identified a plan that will encourage additional collaboration and continue to forge strong partnerships between both its Retired and Senior Volunteer Program (RSVP) and its Student Community Service Program. Durham Tech is creating special intergenerational opportunities whereby both groups of volunteers (RSVP and Durham Tech employees) will serve together on Healthy Futures projects that encompass community gardens, food collection, and other service opportunities as they are identified. Thirty-three RSVP volunteers will serve with Meals-on-Wheels and Durham Tech Campus Harvest Food Pantry. Both programs provide nutrition to individuals who cannot meet this need independently. Meals-on-Wheels' service enables the elderly and homebound to receive healthy and nutritious home delivered meals. Durham Tech Campus Harvest Food Pantry provides non-perishable food items and fresh vegetables, grown in a community garden, to students in need. Outputs and outcomes will be provided by volunteer time sheets and survey feedback from Meals-on-Wheels and Durham Tech Campus Harvest Food pantry.

EDUCATION - RSVP of Durham County will place seventeen senior volunteers within Durham Public Schools as "Reading Buddies" to tutor students reading below grade level. Reading Buddies

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serve at public schools at least one day a week to work one-on-one or in a small group with pre-kindergarten through middle school students. Reading Buddies read to pre-kindergarten students in order to help develop a love for reading. They also help elementary and middle school students improve their reading skills. RSVP Reading Buddies work with the same student(s) each week throughout the year in letter recognition, identifying words, and reading comprehension. Students who need this special tutoring have been identified via assessments by their teachers and by administrators as being below grade level in reading proficiency. RSVP's goal is to increase tutored students' attendance and improve classroom behavior. Outputs and outcomes will be provided by reports from RSVP volunteers and DPS staff and teachers who work directly with the students.

ECONOMIC OPPORTUNITY - Twenty-four RSVP volunteers will serve as RSVP/VITA Tax Preparers. They will operate out of six public sites, six days a week, providing free tax return preparation service for low-to-moderate income tax payers and people age 60 and over. RSVP/VITA Tax preparers will also devote one to two days preparing tax returns at a closed site, a sheltered workshop for persons with physical and mental disabilities. Outputs and outcomes can be measured through the tax return preparation software and volunteer timesheets.

VETERANS AND MILITARY FAMILIES - Eleven RSVP volunteers will serve Veterans and their families through RSVP's partnership with the VA Medical Center. These individuals provide support in hospice, pharmacy, and as greeters and book carts volunteers. Outputs and outcomes will be collected via volunteer timesheets and feedback from the supervising volunteer station manager.

OTHER COMMUNITY PRIORITIES - Thirty-five RSVP volunteers will serve in a variety of community service organizations to extend services that would not be possible without volunteer assistance. For example, the University of North Carolina Television (UNC-TV), a public television station licensed to the University of North Carolina, uses volunteers to serve at its fund raising festivals that are held at least four times a year. The RSVP volunteers take calls from contributors. The contributions help to sustain UNC-TV's services and programs that are available to citizens of North Carolina and beyond. The festivals would not be successful without the help of volunteers. Outputs and outcomes will come from participant statistics provided by the station's supervising volunteer coordinator.

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To ensure local input into program design and evaluation and to mobilize community resources, RSVP works with its volunteers and community leaders, from diverse age groups, genders, and professions to gather and share input from the community. RSVP's advisory board is comprised of members who work in community organizations and /or are individual community advocates, e.g., the Vice President, Institutional Advancement for Durham Technical Community College (board member); the Aging Program Coordinator for the Area Agency on Aging (board chair); a retired engineer (vice chair); a community activist (treasurer); and an international entrepreneur and community activist (secretary). Another RSVP board member and community activist served through 2013 as President of the local AARP Chapter; one is the Executive Director for the NC Extension Division in Durham County; and one is the Director, Nonprofit Management Program at Duke University. The current RSVP director attends the Transportation Advisory Committee that meets every other month to explore local community issues and develop solutions for services that include seniors. She also serves on the board of Durham Center for Senior Life and other committees that advocate for seniors, attends health fairs for recruiting purposes, and participates in public information forums for seniors.

Many new community partners learn about RSVP through word of mouth. RSVP selects community partners based on identified crucial needs within the local community, and has become a reliable resource for many organizations. Crucial needs are identified at public information forums, health fairs, and by listening to public feedback. RSVP gathers as much information as possible about prospective partners, their vision and mission statements, and visits the prospective volunteer site. Going forward, the RSVP director will continue to explore new and additional volunteer service opportunities that focus on Healthy Futures such as food security, congregate meals, health education, tax return preparation for low to-moderate income taxpayers, tutoring for elementary and middle school students, and serving Veterans and Military Families.

Recruitment and Development

RSVP of Durham County has thirty-eight years of demonstrated success with volunteer recruitment and development. In seeking to reach a diverse population, RSVP volunteers are recruited through a variety of methods including weekly public service announcements in the local newspaper; listings in monthly publications targeting residents 55-plus; listings of opportunities on Durham Tech's website; direct mailings and broadcast email distribution; participation in senior programs and health fairs; networking with community groups and organizations; one-on-one conversations; and speaking

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engagements by the RSVP director.

To reach the "baby boomers," RSVP targets publications for people age 50-plus. RSVP offers a high-quality experience, placing volunteers with nonprofit and public agencies that provide them with opportunities to use their skills and life experiences while also developing new skills and leadership potential. The volunteers' career histories, hobbies, and special interests are used to match them with the most appropriate and mutually rewarding opportunities.

Volunteer recruitment and retention are ongoing priorities of the RSVP director and partnering stations. Together, they continually seek ways to meet the motivational needs of the volunteers by ensuring that the opportunities match volunteer expectations, skills, and interest preferences, as well as time limitations. RSVP encourages volunteers to participate on its advisory board to benefit from and further develop their leadership skills. Volunteers are also trained to teach RSVP's Volunteer Income Tax Assistance (VITA) classes and to serve as VITA Site Coordinators.

Volunteer recognition is both formal and informal. Formally, the annual Volunteer Recognition Luncheon recognizes all RSVP volunteers; they are feted by each other, the Durham Tech president, the RSVP director, RSVP advisory board members, personnel from their volunteer stations, and community leaders. The press is invited to cover the luncheon. Informally, the director sends birthday, get well, sympathy, and miss you cards; visits their stations; sends "hello" email messages; and makes personal contact.

Training for new stations partnering with RSVP involves a face-to-face orientation about the program. One of the RSVP director's ongoing responsibilities includes contacting partnering stations in order to maintain open dialogue with supervisory staff regarding updating MOUs, advising on process for collecting timesheets, and renewing Annual Assessment Forms. Each year at the annual Volunteer Recognition Reception, the president of Durham Tech gives volunteers and attending station supervisors an update on the state of RSVP. Volunteers participate in orientation and training activities through partnering agencies and receive orientation information and volunteer guidelines from RSVP staff. RSVP advisory board members are updated on program activities, rules, and regulations at bi-monthly board meetings. They participate in an annual board retreat where strategic plans for RSVP are mapped out. Durham Tech also offers each full-time staff member the

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opportunity to enroll in a credit or non-credit course each semester with tuition waived. In addition, the college offers numerous free workshops and seminars for full-time and part-time Durham Tech employees and the public. The State Office holds monthly conference calls for CNCS directors in order to educate, discuss issues, and answer questions. The RSVP director also has access to the State Program staff as a resource throughout the year. RSVP strives to serve as a conduit to keep its volunteers informed about topics of interest to seniors and retired residents and frequently partners with other area nonprofits to offer information sessions on retiree and senior issues including disaster preparedness, identity theft, health and wellness, and Medicare. RSVP collaborates with its partnering stations on health fairs. Durham County and the surrounding area offer an array of opportunities for enrichment in the arts as well as health and human services.

Program Management

RSVP only places volunteers with nonprofit and public agencies in Durham County that provide job descriptions for meaningful opportunities for seniors and retired individuals. The partnering station's mission must meet a defined community need. The Memorandum of Understanding that each station signs with RSVP sets the standard of expectation for both the station and the RSVP office. This standard identifies what activities RSVP volunteers can and cannot participate in. The RSVP director maintains contact with partnering agencies through site visits as well as through telephone and email contacts. She also requests RSVP volunteers to send in updates on the activities they are involved in at their particular stations. Time sheets also requires volunteers to list their assignment(s).

Throughout this funding period RSVP will continue to concentrate its efforts on high-impact activities, specifically addressing food security, congregate meals, health education, tax refund preparation assistance for low-to-moderate income individuals, tutoring elementary and middle school students, and Veterans and Military Families. To achieve this goal, RSVP and its eight member advisory board will continue to meet bi-monthly in order to reassess each of its current stations and identify those stations whose service categories do not address these more focused needs. A letter of volunteer service termination will be sent to each station identified as not being within the high-impact service categories. Letters will also be sent to active volunteers at these specific stations indicating that the station is no longer an RSVP partner. Each volunteer serving at graduating stations will be given the option to remain at that station as a non-RSVP volunteer or be reassigned to another opportunity with an RSVP high-impact partnering station.

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For 38 years, RSVP has helped residents aged 55 and older find volunteer service opportunities in the community. RSVP volunteers serve from a few hours up to 40 hours a week. From February 1 to April 15, 2014, RSVP's VITA program helped to return over \$1,038,950 in tax refunds back to the local community; a large sum of money for RSVP's small tax preparation program. Volunteers also serve in Healthy Futures activities such as Meals-on-Wheels and Durham Tech Campus Harvest Food Pantry. They also tutor students in the Durham Public School system through the Reading Buddy Program. Through these efforts, RSVP is meeting needs that many strained local public and nonprofit agency budgets cannot afford. RSVP is well respected in the Durham community and beyond. We hear this through word-of-mouth feedback and from people in Durham County and from beyond Durham County who contact our RSVP office for volunteer opportunities and service.

RSVP uses Volunteer Reporter Software that is designed to serve as the major depository of RSVP volunteer information, volunteer station information, and statistical data. Reports generated by this software present information in a variety of ways to address the various requirements of the Corporation for National and Community Service. Accurate and timely data entry is important to maintaining correct and useful data, and is a priority of the RSVP director. The data is used to track Memorandum of Understanding renewals, volunteer service hours, lapse in volunteer service, number of active volunteers and stations, service areas that need additional recruiting efforts, as well as volunteer birthdays, the annual recognition reception planning, survey dissemination, and for developing impact-based work plans, etc.

Durham Tech, the local sponsor of RSVP through funding support from Durham County government, is responsible for all fiscal aspects of the project. The RSVP director receives periodic financial statements from the college's Business Office that enable her and the appointed Business Office staff member to review expenditures and receipts to ensure fiscal accountability and timely reporting compliance.

Durham Tech provides RSVP with a 30 percent annual match through cash funding and in-kind administrative support from college and Business Office staff; facilities and parking; printing services and postage; water, gas, electricity, computer and phone services; security and facility services; and storage space, that enables RSVP to operate the program. Friends of Durham County RSVP, a 501(c)(3) organization, also supports RSVP's mission. This advisory board seeks ways for RSVP to secure

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additional funds and in-kind resources for the program. Board members also make cash and in-kind donations to support the volunteer services and work of RSVP. Each year, RSVP receives (through the Friends of Durham County RSVP account) contributions from individuals and donations ranging from \$500 to \$2,000 from organizations and groups in Durham County to support and recognize the volunteer services RSVP provides.

Organizational Capability

Durham Tech has been the sponsor of RSVP of Durham County since 1976. The vice president, Institutional Advancement and Support is the immediate supervisor of the RSVP staff. This highly qualified individual has been at Durham Tech for nearly 22 years and has also served as executive dean of Student Development. He is a member of the Friends of Durham County RSVP's advisory board. The RSVP director, who has directed the program for nearly eight years is well qualified with 15 years of experience building and managing a Human Resources Department. She holds a Bachelor's degree in Sociology, an Associate in Applied Science in Accounting, and a Master's degree in Organizational Management.

Durham Tech is a member of the North Carolina Community College System and is governed by the college's 15-member Board of Trustees. RSVP's financial accounts are run through Durham Tech's Business Office. The accounting system developed by the North Carolina Community College System was designed with internal controls in accordance with state and federal regulations and ensures that RSVP program funds are properly utilized and accounted for. The RSVP director can access RSVP's budget at any point within the financial cycle. Purchase orders and invoices are scanned into the system. This allows for easy retrieval if needed. The college's financial accounts and operations are an integral part of the State of North Carolina's reporting entity represented in the State's Comprehensive Annual Financial Report (CAFR) and the State's Single Audit Report.

To continue moving in a productive direction for evaluations, best practices, and continuous improvement, RSVP seeks constructive feedback from its volunteers, volunteer station coordinators, advisory board members, Durham Tech staff, members of the local community, and fellow RSVP directors throughout the state. As an example, in 2010 all VITA volunteers (new and returning) took the tax law and tax software training class at the same time. The RSVP director received feedback that new volunteers were being overwhelmed by questions being asked by returning volunteers. This initiated a change for the 2011 class. Two days at the beginning of the training week were set aside for

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new volunteers only. The remaining three days of training included both new and returning volunteers. For the 2014 training week, three days were set aside for new volunteers and the remaining two days included all volunteers. Subsequent feedback substantiates that this rescheduling works well, and it will be continued.

Other

N/A

PNS Amendment (if applicable)

N/A