

Narratives

Executive Summary

The Elderly Affairs Division (EAD), Department of Community Services, City and County of Honolulu, is the incumbent sponsor for the RSVP Volunteer Program for the island of Oahu. EAD allocates federal and state funding to contracted service providers to provide Home and Community Based Services (HCBS) to seniors, which include, transportation, personal care, chore, attendant care, respite, legal assistance, housing, case management, home delivered and congregate meals. The City and County of Honolulu has the largest population of older adults 60 years and older, in the state of Hawaii.

The mission of EAD is to contribute to the development of an Oahu ohana (family) that supports older adults and individuals with disabilities in remaining in their homes and communities with independence, dignity, choice and a high quality of life for as long as possible. Ref: Elderly Affairs Division Four-Year Area Plan on Aging 2011-2015

An estimated number of 350 active RSVP volunteers will serve this project on the third year of the contract. Healthy Futures is RSVP's primary focus area. The RSVP program select the Healthy Future focus area to complement the mission and goals of EAD which is serving seniors 60 years old.

Currently, RSVP has 24 volunteer stations. 11 volunteer stations serve the elderly under Healthy Futures and Other Agency-wide Priority Measures. 13 volunteer stations serve adults, youth and children as part of Other Community Priorities to address Honolulu's community priorities not captured by CNCS focus areas.

At the end of the three-year grant, the RSVP program will show 350 active volunteers with 188 unduplicated volunteers or 54% serving under Healthy Futures, 105 unduplicated volunteers or 30% will serve under Other Community Priorities and 57 unduplicated volunteers or 16% will serve under Other Agency-Wide Priority Measures. Of the total 350 unduplicated volunteers, a minimum of 67 unduplicated volunteers or 20% will be assigned in activities that will result in outcomes.

Of the total proposed FY 2015-16 budget of \$197,641, we are requesting a CNCS federal funding of \$90,514. EAD will match \$38,792 in in-kind services and \$68,335 will come from utilizing Title III-E funds. Based on an AoA ruling, Older Americans Act (OAA) grantees have the option to use Title III-E administrative funds to meet the match requirements of certain CNCS programs. This RSVP project has received pre-approval for use of these funds. Ref:

http://www.aoa.gov/AOA_programs/OAA/resources/Faqs.aspx

Strengthening Communities

Narratives

Oahu's Demographics:

The City and County of Honolulu encompasses the entire island of Oahu in the state of Hawaii. The 2013 U.S. Census Bureau Quick Facts report estimated that Hawaii population is 1,404,054 compared to 1,360,301 in 2010 or an increase of 3.12%. Slightly over 70% or 983,429 of the people in the State of Hawaii resided on Oahu. In Honolulu County, there are 195,017+ people age 60 and above. Oahu consists of the large Honolulu metropolitan area, as well as several isolated rural communities in coastal, mountain and valley areas of the island, with a land area of 600.74 square miles. Honolulu is one of the most culturally diverse cities in the country, with 42.6% Asian alone, 23% White alone, 9.4% Native Hawaiian and Other Pacific Islander alone, 3% Black or African American alone, 22% other races or mixed races.

Honolulu County ranks among the nation's leading cities in longevity; life expectancy has risen from 47 years in 1900 to 79 years in 2000, and as of 2008, 81.6 years in Honolulu County. Due to the tremendous advancements in medicine, nutrition, and general living standards, Oahu residents reaching the age of 60 can now expect to live about 32 years longer than someone born a century ago. Based on the U.S. Census Bureau Quick Facts report, in 2013, people age 65 and over made up 15.6% of the State of Hawaii's population. The percentage of Hawaii residents aged 65 and over will reach 18.7% by 2020 and 22.3% by 2030. In addition, the percentage of Hawaii residents aged 60 and over will reach 25.1% by 2020 and 27.4% by 2030. The Elderly Affairs Division of the City and County of Oahu serve Oahu residents age 60 and over. Ref: Elderly Affairs Division, Four-Year Area Plan on Aging 2011-2015

Community Need: Healthy Futures -Health Trends in Hawaii, a profile of the health care system sponsored by the HMSA Foundation, reported that there is a greater need for service. The increasing proportion of elderly in Hawaii's population requires evaluation of the ability of existing health care resources to meet the elderly's greater needs for services, including the distribution and access of those services especially in rural areas. The increasing life expectancy and aging of the population will increase the prevalence of chronic diseases. Anticipating this increase should drive planning to assure adequate resources to address the projected increased prevalence of chronic disease. The aging of the population will result in greater utilization of hospital services. Inpatient stays for cardiology and pulmonary are associated with the elderly and are expected to escalate as the population continues to age. In regards to long term care, the growth in the elderly population will place greater demands on health care resources, while the increase in the number of long-term beds may help reduce costs by

Narratives

moving long-term care patients out of acute care setting and enhancing quality. The number of older adults in Hawaii is expected to increase dramatically over the next decade as the Baby Boomer generation reaches retirement age. In 2010, the first of Baby Boomers turned 65. (Michael Tsai, Graying of Hawaii, Honolulu Star Bulletin, Nov. 15, 2010) The aging of the Baby Boomers will have far-reaching effects on many aspects of society.

Hawai`i vs. U.S. Elderly Trend: Until 2000, Hawai'i's elderly population, aged 65 and older, was growing at a much faster pace than the nation's elderly population. Since 2000, Hawai'i's growth has leveled off. Ref: Health Trends Hawaii Report

* Since statehood, Hawai'i's proportion of elderly to total population has increased three-fold, from roughly 5 percent in 1960 to 15 percent in 2009. During this same period, the elderly segment of the nation's population increased by one-third, from 9 percent to 13 percent.

* Between 1990 and 2009, the number of elderly aged 75 and older increased 44 percent nationally compared to a 115 percent increase in Hawai'i.

In view of the current aging trends, the Honolulu RSVP project supports the CNCS 2011-2015 Strategic Plan and its mission to improve lives, strengthen communities, and foster civic engagement through service and volunteering. We have selected Healthy Futures as the primary focus area to address community needs in Honolulu County by providing direct services that enable seniors to remain in their own homes with the same or improved quality of life for as long as possible, with DIGNITY.

Service Activities-Healthy Futures:

AGING IN PLACE-RSVP partners with organizations that serve the needs of the local community by providing services that will maintain/improve seniors' quality of life. Many of these organizations are under-funded and rely on RSVP to provide workers and expertise to enable them to provide services to the community.

The programs addressing the needs of the community include Lanakila Pacific's Meals on Wheels program. Increasing health conditions limit one's ability to perform everyday tasks, like shopping, cooking, and getting around. Proper health and nutrition is imperative for seniors to maintain their independence and live in their own home. In addition to enhancing health and nutrition, the meal delivery provides homebound seniors the opportunity for increased social ties and social support. The Companionship and Friendly Visiting program for in-home and through telephone reassurance

Narratives

can offer needed socialization and assistance for those seniors isolated in their homes, with little or no support services. The lack of companionship can contribute to a wide variety of problems such as deterioration of mental well-being, increased susceptibility to fraud and con artists who prey on the elderly, risk of undetected health problems/diseases, poor nutrition, lack of hydration, lack of regular medical care, self-neglect or poor self-care. A survey by the end of the fiscal year will indicate that a minimum of 35 seniors or 10% of the total unduplicated volunteers will report that they:

- * have increased social ties or perceived social support (both the seniors and caregivers)
- * express greater confidence in their ability to live independently in their own homes
- * increased sense of food security

The Chore Service program through the Office for Social Ministry was started to prevent homelessness. It is targeted to seniors living in senior and/or rental housing that may be facing possible eviction if they do not pass their HUD or Section 8 inspection. Volunteers will perform household chores for seniors needing assistance due to their limited physical ability to perform this task. By providing this service, homebound seniors will express increased social ties and social support and allay their fears of eviction.

The Respite program for caregivers offers a break for the family caregiver. Respite has been shown to help sustain family caregiver health and well-being, avoid or delay out-of-home placements, and reduce the likelihood of abuse and neglect. The volunteer will provide in-home respite for caregivers by providing short term, temporary relief to the primary caregiver at least once a week. Caregivers will report that they have renewed energy to care for the senior at home and have increased social ties and social support.

Affordable and accessible transportation for seniors is lacking and continues to rate in the top ten in terms of unmet needs. The Transportation program will provide volunteer drivers who transport and escort clients to doctor appointments, hospitals, grocery stores, congregate dining sites, CDSMP workshops, senior centers and other activities associated with Healthy Aging.

Through these services, frail elderly and homebound seniors will receive assistance in order to remain independent in their homes and report increased social ties and support. The people who provide these

Narratives

in-home services also serve as a link of the senior to the other community services they may need and thus improve access to primary and preventive health care.

ACCESS TO CARE-Information and education is one of the most important functions that EAD can provide as an Area Agency on Aging. To help seniors navigate the maze of services and information, volunteers in the Information & Assistance program, will provide information on senior services, provide counseling and education for Medicare and health insurance, health care access and health benefit programs.

Plan and Infrastructure to Support Data Collection:

The RSVP program utilizes the Volunteer Reporter (VR), a volunteer software, to capture all volunteer stations and volunteer activities. The VR is instrumental in providing us accurate analysis. The RSVP staff can track the progress of each work plan through the VR and ensure volunteers are making the strongest impact in meeting critical community needs.

RSVP also developed volunteer and client surveys for assessment purposes. Once the returned surveys are tallied and analyzed, each area of concern will be discussed with the volunteer station and find the best way to solve the problem and ensure that the needs of the client/s are being met and that volunteers are enjoying their volunteer assignment and experience. A follow-up plan will be scheduled if needed.

Healthy Futures-Aging in Place to help military veterans:

The RSVP project also signed the Share the Care program aimed at providing Healthy Futures activities for Veterans under hospice care. The program helps families rally their own support teams by bringing together relatives, friends, and volunteers to perform small tasks that provides a huge help for caregivers. RSVP volunteer activities would include companionship, running errands, mowing the lawn, laundry, light housekeeping, or providing respite to the caregiver for a much-needed break. Besides the Share the Care program, 9 of RSVP's volunteer stations can also serve veterans in need of aging in place and access to care assistance such as Lanakila Meals on Wheels for food delivery, Catholic Charities for transportation/escort, Office for Social Ministry for chores and others.

Recruitment and Development

PART II: SECTION C. RECRUITMENT AND DEVELOPMENT

Narratives

Infrastructure to Create High Quality Volunteer Assignments - EAD has developed relationships with different Service Provider Agencies that support older adults and individuals with disabilities in remaining in their homes and communities with independence, dignity, choice and a high quality of life for as long as possible. This has led to partnerships in serving as volunteer stations of the current RSVP project.

The RSVP project currently has 24 volunteer stations serving different ages of people-in-need. 11 RSVP's partners serving the elderly and offers high quality volunteer assignments include:

1. Catholic Charities Hawaii - provides a wide range of social services with dignity, compassion, social justice, and a commitment to excellence. Through programs and advocacy efforts, Catholic Charities Hawai'i serves all people, especially those with the greatest need, regardless of their faith or culture. RSVP volunteers are needed for Transportation, Friendly Visiting and Escort services.
2. Elderly Affairs Division will serve as a station, offering both administrative and event planning/staffing opportunities (e.g., senior fairs and caregiver events), and the opportunity to provide direct support services to frail elders (e.g., companionship, transportation, respite, telephone reassurance and information and assistance).
3. Executive Office on Aging (EOA) Sage PLUS program that helps seniors with Medicare issues. Sage PLUS provides one-to-one assistance to members with Medicare, their families, caregivers, and agencies throughout Hawaii. Trained certified RSVP volunteer counselors provide consultations and presentation at no charge to the public.
4. EOA SMP program that helps to prevent Medicare fraud. The SMP Hawaii' trained RSVP volunteers provide information on how to detect, prevent, and report Medicare fraud, abuse, and waste.
5. EOA Long Term Care Ombudsman -- where RSVP volunteers will help solve senior issues and concerns while living in nursing or foster homes. The LTCO with the help of RSVP volunteers, identifies, investigates, and resolves complaints that are made by, or on behalf of residents, and related to action, inaction, or decisions that may adversely affect the health, safety, welfare, and rights of residents of long term care facilities such as nursing homes, adult residential care homes, assisted living facilities, and other long-term care facilities.
6. Honolulu Habitat for Humanity that helps seniors in home modification to help seniors aged in place The Honolulu Habitat for Humanity, provides seniors with options to renovate or make minor repairs to their homes to make them accessible for wheelchair or walker access and to install grab bars

Narratives

and railings.

7. Lanakila Pacific's Meals on Wheels program --Hawaii's largest and only island-wide meal service for seniors. Each RSVP volunteers brings more than a nutritious meal but serve as a connection to other local services, helping seniors maintain their independence, in their own homes, with dignity. Volunteer opportunities include packaging and delivering meals to homebound seniors and office support.

8. Moiliili Community Center, a diverse senior center that offers a multitude of volunteer activities to serve the seniors in the community. RSVP volunteers may serve as arts and crafts instructors, outreach, thrift shop helpers, entertainers, office support and others.

9. Office for Social Ministry, Catholic Diocese of Hawaii -- Their Kupuna Kokua (Senior Help) targets the elderly living in low-income units. These seniors often need help from RSVP volunteers in cleaning their homes in order to pass regular housing inspections by federal, state or private building owners. A failed housing inspection can result in an eviction.

10. Share the Care helps military veterans and military families. The program aims at providing Healthy Futures activities for Veterans under hospice care. The program helps families rally their own support teams by bringing together relatives, friends, and RSVP volunteers to do small things that add up to big help for caregivers. The activities of the volunteers would include companionship, running errands, light housekeeping, or providing respite to caregivers.

11. Waikiki Friendly Neighbors (WFN) serving seniors in the Waikiki area. WFN is RSVP newest volunteer station. This program aimed at providing Aging in Place activities to seniors 60 years old and above living in condominiums or apartments in the Waikiki Area. Currently, Waikiki Friendly Neighbor volunteers provides companionship and socialization, shopping escort, light housekeeping including meal preparation, and telephone reassurance to keep seniors living independently in their own homes. WFN also offers Access to Care by assisting clients with referrals and providing seniors with information on how to access the different community services available

RSVP also has 12 volunteer stations where volunteers may serve in schools, youth and adult programs and share their wealth of experience and knowledge with an intergenerational framework. These volunteer stations are involve in early childhood education and adult literacy. Listed below are:

1. Ala Wai Elementary School -- RSVP volunteers help the school system in providing the student a basic foundation for learning the core subjects: to help the student learn about their environment and

Narratives

society, to help foster a student's interest in duty and responsibility within one's own community through various activities. RSVP volunteers serve as support service and serve as tutors, teacher aides/assistants, library aides, event planning, etc.

2. Family Programs Hawaii (FPH) -- is a social service agency dedicated to strengthening children and families involved in the child welfare system through high quality prevention support services. RSVP volunteers assist the program to prevent children from entering foster care, supports children and families already involved in the foster care system and assists youth in youth transitioning out of foster home.

3. Hawaii Literacy, Inc. - The Hawaii Literacy Program estimated that over 155,000 adults are functionally illiterate and 32 % of the population are in the Kalihi-Palama area, which is in Honolulu, followed by Waianae at 25%. It is estimated that 1 in 6 Hawaii adults function at the lowest level of literacy, making it difficult to do things such as read a bus schedule, complete a bank deposit slip, help children with homework, or fill out a job application (Hawaii Literacy, 2008). For many of these adults, improved literacy is a necessary first step toward becoming an active member of society and to prepare them to get better jobs and build skills to function more fully in his/her personal life. Volunteers and tutors are matched up and usually meet weekly at their own specified time and place. For mothers and fathers, improving their own literacy also increases the academic success of their children and can help end a cycle of intergenerational poverty.

4. HCAP Head Start - providing Opportunities and Inspiration to enable low-income individuals or families to achieve self-reliance. RSVP volunteers are involved in tutoring and assisting teachers to help low income children obtain early childhood education.

5. HCAP -- The HA Initiative -- Creative STEM (Science, Technology, Engineering and Math) after-school programs that RSVP volunteers were assigned to support staff while providing a high quality, free educational program for at-risk youth. The RSVP volunteers will serve as tutors, teachers' aide, etc.

6. Kamehameha Community Park -- Situated in Kalihi Valley, RSVP Volunteers teach children how to prepare nutritious snacks. This park is located near low-income public housing areas where a mixture of different race (Filipinos, Hawaiian/part Hawaiian, Micronesian, Vietnamese, Chinese, Japanese, etc. reside. This is also an area populated by new immigrants. Snack preparations are planned, taking into consideration that the area is a mixture of many cultures.

7. Koko Head Elementary School - RSVP volunteers help the school system in providing the student a basic foundation for learning the core subjects: to help the student learn about their environment and

Narratives

society, to help foster a student's interest in duty and responsibility within one's own community through various activities. RSVP volunteers serve as support service and serve as tutors, teacher aides/assistants, library aides, event planning, etc.

8. Lehua Elementary School - RSVP volunteers help the school system in providing the student a basic foundation for learning the core subjects: to help the student learn about their environment and society, to help foster a student's interest in duty and responsibility within one's own community through various activities. RSVP volunteers serve as support service and serve as tutors, teacher aides/assistants, library aides, event planning, etc.

9. Maemae Elementary School RSVP volunteers help the school system in providing the student a basic foundation for learning the core subjects: to help the student learn about their environment and society, to help foster a student's interest in duty and responsibility within one's own community through various activities. RSVP volunteers serve as support service and serve as tutors, teacher aides/assistants, library aides, event planning, etc.

10. Next Step Shelter - The Next Step Shelter is another new RSVP volunteer station that provides emergency shelter to more than 200 homeless individual and family in the community. RSVP volunteers help collect food and offer educational activities to the children at the shelter.

11. Pearl Ridge Elementary School- RSVP volunteers help the school system in providing the student a basic foundation for learning the core subjects: to help the student learn about their environment and society, to help foster a student's interest in duty and responsibility within one's own community through various activities. RSVP volunteers serve as support service and serve as tutors, teacher aides/assistants, library aides, event planning, etc.

12. Waialae Elementary Schools- RSVP volunteers help the school system in providing the student a basic foundation for learning the core subjects: to help the student learn about their environment and society, to help foster a student's interest in duty and responsibility within one's own community through various activities. RSVP volunteers serve as support service and serve as tutors, teacher aides/assistants, library aides, event planning, etc.

13. YMCA Honolulu Camp H. R. Erdman- RSVP volunteers will serve by assisting staff with outdoor education and recreation options and provide positive, life changing experiences for individuals, groups and families through programs that focus on teaching values, developing life skills and building character in a safe, fun and multicultural outdoor setting.

All 24 volunteer stations provide high quality opportunities to enrich the volunteer's physical and

Narratives

mental health as well as a higher quality of life experience while sharing their skills to improve their communities. The project works with the volunteer stations to create and develop positions and activities to challenge volunteers who want to apply their education, experience and acquired skills. There are also opportunities for volunteers who want to acquire new skills. The RSVP volunteers will be involved in the island's community activities that involves all ages of people-in-need.

RSVP volunteers and all volunteer stations will also be encouraged to participate in CNCS sponsored annual service projects for the 9/11 Day of Service and Remembrance, Martin Luther King Day, and other community special projects, to provide variety to their service, opportunities to share in new volunteer activities, and to engage with different volunteers and project participants.

RSVP staff provided presentations to groups of military veterans and families. As a result, six military veterans/spouses were recruited as RSVP volunteers. They perform an array of diverse activities such as meal delivery, companionship, transportation services among numerous activities within the 24 volunteer stations.

RSVP's presence and services are already well integrated in the activities of other community programs; this proves to be even more the case as Baby Boomers increasingly require senior services and/or become caregivers for an elder. By collaborating with community organizations and developing volunteer stations, the RSVP project adds to the capacity building of these agencies through the provision of volunteers. Ultimately, the volunteer's experiences, skills and abilities will help to improve the communities they reside in.

Volunteer Recruitment Process --

Demographics of the Community We Serve and RSVP Volunteers:

Oahu is home to 70% of the state's population with 195,017+ adults age 60 and above. Honolulu is one of the most culturally diverse cities in the country, with 43% Asian, 22% White, 21% with two or more races, and 9% Native Hawaiian and Other Pacific Islander. Ref: 2012 U.S. Census Bureau Quick Facts report

This percentage reflects both Honolulu's population and RSVP volunteers as well. RSVP volunteers are a mixture of different races: Asian, White, Native Hawaiian and other Pacific Islanders, Hispanic

Narratives

origin, and others. RSVP gave volunteer opportunities to everybody complies with Title VII of the Civil Rights Act of 1964.

Recruits complete an application with their required information and describe their skills, abilities, experiences, and areas of volunteer interest. Each volunteer goes through a two-hour orientation of the RSVP program that includes the benefits of the program, the responsibilities of a volunteer, and the Code of Conduct to sign and adhere to. The Code of Conduct details prohibited activities and are stressed in the orientation for preventive measures and clarification to the volunteer's acceptable service. They receive an overview of the program, its partner agencies and the different placement opportunities in each. They are provided with a Volunteer Handbook detailing the program and volunteer responsibilities, along with brochures and other pertinent documents for their file. During the orientation session, the volunteers are encouraged to introduce themselves, provide a brief background of themselves, any previous work experience, and their interest in volunteering. From the application and the introductions, the RSVP staff will help to guide and match them to an appropriate placement in a volunteer station of their choice.

Upon placement to their new station assignment, the volunteer is provided with an intensive orientation and training specific to the program by the station manager or agency staff. This orientation and training ensures an avenue of good communication, job knowledge and safety, and possible future leadership assignments available to the volunteer. The volunteer will then be ready to start his volunteer activity with the volunteer station. All volunteer information will be recorded in the programs data base through the Volunteer Reporter (VR), a volunteer software.

The RSVP program complies with Title VII of the Civil Rights Act of 1964 and with Section 504 of the Rehabilitation Act of 1973 and Age Discrimination Act of 1975. The program assures it will not discriminate against volunteers or in the operation of its program based on race/ethnicity, age, national origin, gender, religion, political affiliation, disability, or sexual orientation. In addition, RSVP will record all new enrolled veteran volunteers through the registration application.

All gathered information are captured by RSVP's program software called The Volunteer Reporter (VR).

Narratives

Military Veterans and Families - There is a continuing effort to recruit military veterans and families 55 years and older as RSVP volunteers. Military veterans/families perform activities such as meal delivering, companionship and transportation services. Data on military veterans and families were recorded in the program's Volunteer Reporter (VR), a volunteer software.

In order to recruit volunteers, public awareness on volunteer needs to assist the seniors in their own homes are done EAD/ADRC website, local newspapers and newsletters in multiple languages, senior fairs, PSAs on local TV and radio channels, flyers and mailers to targeted areas of need through the US Postal Service, outreach and presentations to retired employee groups, senior clubs, faith-based organizations, and community service clubs, websites and newsletters of other Service Provider Agencies and other agencies/programs such as AARP, University of Hawaii Center on Aging, the State of Hawaii Executive Office on Aging, Kapi'olani Community College gerontology program, First Hawaii Bank, American Savings Bank, Longs Drugs and others.

Take-Care of Your-Own-Church-Member - RSVP plans to undertake a new project to recruit volunteers this year. RSVP will reach out to more than 250 denominational and non-denominational churches in the island.

Tell-A-Friend recruitment program for existing RSVP volunteers to recruit friends and/or family to join the ranks.

Graduate student interns recruitment macro project

Retaining Volunteers: The RSVP program has proven in the past that investment in significant time, resources and training of volunteers, perfect matching of volunteer/client, combined with meaningful recognition, is the best method to ensure volunteer satisfaction and retention. RSVP staff always provide training and on-going support to its volunteers to keep their passion about RSVP cause. We believed that the more supported they feel, the more efficient and effective their work will be. The RSVP staff use modern technology to let the volunteers know how they make a difference in the community through e-mails or phone call to thank volunteers. Updates about RSVP projects and local and nationwide events are circulated via e-mail and mails.

Training- the RSVP program will be administratively located in the EAD I & A program office and the

Narratives

project staff will benefit from the same training and supervision that the rest of the staff receives. RSVP volunteers will be able to take advantage of training opportunities in the I & A section, utilize the resources of EAD and in ensure that volunteers will be able to enhance their education, skills and experience or learn and develop new skills that interest them.

The project has developed a training program by providing appropriate sessions to volunteers both as part of their initial orientation and as part of ongoing volunteer development activities. We will have regularly scheduled volunteer meetings in which there will be discussion of, and supervision on, situations and issues the volunteers are encountering in their stations. We will also develop new trainings specifically focused on the needs of volunteers, such as how to handle challenging situations when there is no supervisor present, and the protocol for accessing other County services, such as Police, Fire, EMS, Emergency Management and Disaster Preparedness. We will seek input and suggestions from volunteers on a continuous basis as a way of learning what they identify as their own training needs.

The EAD Volunteer Station has developed a new and exciting training program for home and community based services, for Companionship, Telephone Reassurance, Transportation, Respite, and Information and Assistance programs. If the volunteer is interested in the EAD volunteer program, they are registered for training that covers the program guidelines, job knowledge and safety. Before placement in a client's home, the volunteer's preferences in a client are determined before a match meeting is scheduled. The match meeting is scheduled where the volunteer and client meet, along with EAD / RSVP staff to prepare a care plan of services, based on the senior's need and that the volunteer agrees to perform. A Letter of Agreement is also signed by all parties authorizing the volunteer to receive permission to enter the home of the volunteer to perform the volunteer activity.

Volunteer Recognition: The volunteers that serve for 50 or more hours in a year qualify for the Volunteer Recognition. This is usually a breakfast or lunch function and celebrates volunteers' services in the community. The program rewards the milestone year volunteers with special recognition, with a service pin, an award, and a lei. These awards are presented by the Mayor, elected public officials and/or Department Heads. The attendees are treated to a delicious meal, entertainment, games, and prizes. It is a fun and enjoyable event for all who attend including the volunteers, station managers, and the RSVP and EAD staff.

Narratives

RSVP is involved in a statewide recognition that celebrates all senior volunteers. One male and one female were chosen as the outstanding Oahu RSVP volunteers of the year and represent the City & County of Honolulu in the State of Hawaii's Older Americans' Month celebration.

Presidential Volunteer Service Award (PVSA): RSVP volunteers who served 4,000 or more lifetime hours of service are recognized will be presented with a pin, certificate and a commendation letter signed by the current US President. Fifteen RSVP volunteers were awarded the PVSA this year. All these data are captured by the program's volunteer software called The Volunteer Reporter (VR).

Program Management

Ensuring compliance of Volunteer Stations: The RSVP program regulations and applicable laws are overseen by the RSVP Project Director with the assistance of the RSVP Volunteer Coordinator and the Information and Assistance (I&A) Volunteer Coordinator. All Volunteer Stations signed a Memorandum of Understanding (MOU). RSVP staff discussed all the program requirements with the Volunteer Station Manager including the Code of Ethics which identify all prohibited activities.

A schedule is established and documented and follow up of all deadlines and reports are reviewed by the Director. Annual meetings are planned to review the station's compliance with program regulations, volunteer needs assessment, streamlining coordination processes, and maintaining current MOU status. Changes and updates to the RSVP program are discussed and opportunities for engagement of volunteers and stations in special projects are encouraged. All data are captured by the programs Volunteer Reporter (VR), a volunteer software.

Monitoring Volunteer Stations Ensure that Volunteers performed their assigned service activities: RSVP staff will continue to monitor volunteer timesheets and other reports to make sure volunteers perform their assigned service activities.

All volunteers are given copies of the program's requirements and expectations including the Code of Ethics. Requirements and expectations including the Code of Ethics during the orientation training and volunteers signed their copies and is on file.

Meeting Community Needs -Due to the "right-sizing" of our project, we are heavily weighted on developing partnerships and performance measurements based on the Primary Focus Area. The RSVP staff are continuously developing surveys to better capture the outcomes and performance of the volunteers' efforts. By utilizing EAD's social work interns as part of their practicum to work on a

Narratives

mezzo project for survey development and implementation. These surveys will assess the program outcomes for the senior, the volunteer experience, and the project effectiveness. The results of these surveys will provide needed feedback for program assessment and modifications.

RSVP volunteer stations were strongly encouraged to evaluate their programs to ensure the limited resources are in place to meet the utmost critical needs, in order to demonstrate the strongest impact to the community. The RSVP program followed the advice and have "right-sized" our project to retain volunteer stations that are addressing identified, priority needs in the community, and the work plans for those volunteers would fall in the category of impact-based activities. The RSVP program encouraged the existing volunteers to continue in their volunteer efforts, and was given an opportunity to sign up with other approved RSVP volunteer stations. This affords us the opportunity to target specific areas (rural) of the island where there is a great need for volunteers, to appeal to Baby Boomers as the new influx of volunteer recruits, and to reach out to veterans for engagement and assistance.

RSVP's Track Records: Some service activities and their successes are as follows:

Healthy Futures --

1. Aging in Place -- Food Delivery: The volunteers in the Lanakila Pacific's Meals on Wheels program prepared and/or packaged approximately 94,693 meals and served 732 seniors. An additional 55 seniors were served by volunteer drivers and 2,652 meals were delivered.
2. Aging in Place - Companionship (Chore Service): The newly developed program, the Office for Social Ministry's 24 volunteers served 17 seniors through home visits for a total of 669 hours of service. Because of these efforts, seniors passed their HUD or Section 8 home inspections and resulted in these seniors to independently remain in their homes.
3. Access to Care: Through the EOA-SMP program, 9,091 people were reached through community outreach (fairs and presentations) to educate beneficiaries, family members, and caregivers on how to protect, detect and report healthcare scams, fraud, abuse, and billing errors
4. Economic Opportunity -- Adult Literacy: The 17 RSVP volunteers tutored 11 adults and reported their student having better confidence, comprehension and independence. 10 tutors reported their student using reading for life skills (paying bills, reading Rx, etc.). 5 tutors reported their student read for pleasure. 3 tutors reported their student taking high education or getting GED/C-BASE. 2 tutors reported their student was able to find information online.

Narratives

Federal Compliance-The RSVP Advisory Council was established in Year 2 of the project and is in the continuing development of its responsibilities and guidance. The Project Director is responsible to holding these council meetings on a quarterly basis or based on the needs of the project. The RSVP program are adding and developing a well-rounded group to represent the different interests and demographics in the community, and varied skill sets of the individuals comprising the group. Through the Advisory Council, we are hoping to initiate the process for a nonprofit organization status to allow fund raising opportunities.

RSVP performs all volunteer orientations and place each volunteer in a volunteer station with an existing MOU. All MOU's are reviewed and renewed yearly. Data on all MOU's were recorded in the program's Volunteer Reporter (VR), a volunteer software.

Organizational Capability

EAD was established in 1973 under a mandate from the Older Americans Act that designated Area Agencies on Aging to carry out the act's mission at the local level.

EAD is an agency charged with serving individuals age 60 and above. And is deeply integrated into the community over three decades and the RSVP program is intimately familiar with the myriad senior needs in the community, the gaps and overlaps in service, the areas in which there are gaping holes in the social safety net, the types of services and programming provided by the hundred or so community agencies we work with, the eligibility requirements and sources of funding, the legislative and policy trends, how they affect the target population and our ability to serve community needs.

The Department of Community Services management team including EAD's County Executive on Aging, EAD's Budget Analyst, Information and Assistance Coordination, City and County's Department of Community Services Fiscal Officers and Human Resources staff and other employees work with federal grants and is very familiar with all the funding regulations, guidelines and requirements. The team are always available to help RSVP's daily operation and ensure compliance with RSVP program requirements that includes statutes, regulations and applicable Office of Management and Budget (OMB) circulars.

EAD's County Executive on Aging has been working closely with the Department of Community Services Director to secure the funding and in-kind resources necessary to stabilize, grow and sustain

Narratives

the program over time. In costing out the program over the three-year grant period, they were able to assure the continuation of adequate funding and in-kind supports at the 30% match level for each year. In being fiscally conservative and planning for the maximum program costs for all three years of the grant, they were able to pursue sponsorship of the program with confidence that the County can meet and exceed its obligations each year of the grant.

Current Staffing - EAD's current staff positions are listed below by program area.

County Executive on Aging (Assigned to the Project --For match purposes): Responsible for general administration of EAD and responsible for overall program administration and planning, including the RSVP project, policy development and program implementation, advocacy for the interests of older people in the public and private agencies, and program maintenance of coordinated services for older people in the planning and service areas.

I&A Coordinator (Assigned to the Project -- For match purposes): Responsible for the EAD-I&A general administration, program planning with agencies and organizations, advocacy and facilitates community awareness and outreach efforts, and systems development of services to the community through coordination with other programs. Provides guidance, promotion, and program planning and outreach efforts for the RSVP program.

RSVP Project Director (Full time staff): Provides administrative oversight to the overall operations of the RSVP Volunteer Program by developing RSVP policies and procedures, ensuring fiscal management, assessing program needs and plans appropriately, monitoring program's operations, planning meetings with the RSVP Advisory Council, and maintaining positive public relations with collaborated partners. The Director will also be actively involved in the grant writing of new and continuing grant applications, progress and compliance reports. With the assistance of the RSVP Volunteer Services Coordinator and the I&A Volunteer Services Coordinator, the RSVP Project Director monitors and tracks all records and data of all volunteer stations and volunteers using RSVP's volunteer software called The Volunteer Reporter (VR).

RSVP Volunteer Services Coordinator (Full time staff): Provides volunteer recruitment and support to the RSVP Project Director by providing information and outreach to the community, develop volunteer training materials, provide volunteer trainings, coordinates and places volunteers, providing

Narratives

support services to Volunteer Stations, compiling reports and data collection tables, and planning the annual RSVP Volunteer Recognition event.

I&A Volunteer Services Coordinator (Part time staff): Provides volunteer recruitment and support to the RSVP Project Director by providing information and outreach to the community, coordinates and places volunteers, providing support services to Volunteer Stations, compiling reports and data collection tables, and assist in planning the annual RSVP Volunteer Recognition event.

All Other EAD Staff: Though not directly related to the RSVP Volunteer Program, will be available to assist when the opportunity arises.

Management of Federal Grants: The Elderly Affairs Division is under the management of the city and county's Department of Community Services (DCS) and already has a built in infrastructure to provide sound programmatic and fiscal oversight. The DCS Fiscal Officer, who specialize in helping RSVP with federal grants, works closely with designated staff at the City and county's Budget and Fiscal Services. The DCS Fiscal Officer receives guidance on all aspects of financial management, including those related to the RSVP federal grants in order to manage and monitor all expenditures through budget and fiscal management tools, using discrete account codes for the program and provides monthly report to the RSVP Project Director, and monitors to keep the program on track financially. The Fiscal Officer also plans, tracks and accounts for every dollar and in-kind contribution and how it is used.

This is not only required by our federal and state grants, but is mandated by our municipal laws and the internal policies and procedures of our Budget and Fiscal Services Department. The Fiscal Officer also prepares the Federal Financial Reports (FFR) to ensure fiscal compliance with the grant program. The RSVP program is monitored by the County's Finance Department and is subject to yearly audits to ensure fiscal compliance and accountability. The City & County of Honolulu provides match funds for use of facilities, support staff, and miscellaneous office equipment and supplies, with management oversight through the Fiscal Officer.

RSVP also receives guidance from EAD's four full-time grants managers who has years of experience in performing all aspects of federal grant management, from writing and publishing RFPs, to proposal

Narratives

analysis and decision-making, to making the awards, to negotiation and contracting, to monitoring sub-recipient draw-downs and units of service provided, to ensuring compliance with reporting requirements. We also have designated grants managers at the State Unit on Aging, the Executive Office on Aging, with whom EAD grants managers work closely.

The material covered in the foregoing sections should convey an accurate sense of EAD's record of accomplishment over the last 31 years in serving Oahu residents age 60 and above and their caregivers. This material has been largely retrospective in nature, bringing us up to the present and EAD's current and ongoing activities as a leader and key member of the island's Aging Network.

Other

N/A

PNS Amendment (if applicable)

N/A