

Narratives

Executive Summary

Mission: Area II Agency on Aging assists older citizens to maintain freedom, independence and free exercise of individual initiative necessary for the planning and management of their own lives through the coordination of the delivery of needed services and volunteer opportunities. Area II Agency on Aging has sponsored Senior Corps - RSVP for 22 years. Since 1975 Area II Agency on Aging serves 11 counties and two Indian reservations. South Central MT RSVP has 17 years experience providing successful programs and services centered on impact-based programming.

An estimated 240 volunteers will serve in the five counties of Musselshell, Golden Valley, Petroleum, Fergus and Judith Basin located in South Central Montana. Some of their activities will include meal delivery to homebound seniors, transportation for homebound or older adults and individuals with disabilities, promoting food collection, distributing food, food drives, recycling plastic waste materials, other community priorities, and volunteers recruiting volunteers. The primary focus area of this project is Healthy Futures. At the end of the three year grant 240 volunteers will have been recruited and 358 individuals with disabilities including veterans having increased social support through meal delivery and transportation. 700 individuals with increased food security in the five county area of Musselshell, Golden Valley, Petroleum, Fergus and Judith Basin. Eight tons of plastic waste will have been collected and recycled in Fergus County. The CNCS federal investment of \$69755 will be supplemented by the anticipated level of non-federal resources of \$51170.

Strengthening Communities

South Central RSVP of Montana serves residents of Musselshell, Golden Valley, Fergus, Judith Basin and Petroleum Counties. All five counties encompass a total of 10926 square miles, larger than the state of Massachusetts located in South Central Montana and extremely rural, and a very limited access to resources. The person per square mile is 1.5 vs. the state average of 6.8 per person. South Central MT RSVP Office is in Musselshell County located in the city of Roundup. These five counties have combined population of 19444 (2011 census estimates). This is 2.0% of the entire state population. 4110 or 21% of the residents are age 65 or older vs. 15.2% of the states entire population above 65. Low wage jobs dominate the economy and the average of the five county poverty rates is 20%. These counties are predominantly farming and ranching, they are seeing the younger generation leaving these areas for higher paying jobs, thus leaving the communities to an aging population. The Primary Focus Areas of transportation and meal delivery are two vital components needed to keep this population healthy and in their own homes according to Fergus and Musselshell County Council on

Narratives

Aging Directors. Senior Meal sites are located in the ten rural communities South Central Montana RSVP serves. COA Directors also tell us they could not serve these areas if they did not have RSVP volunteers assisting them. Veterans as well as community volunteers are recruited to assist other veterans in both the transportation and meal delivery need in all communities. Volunteers assist in the Veterans Affairs office located in Lewistown.

Recruitment and Development

To ensure RSVP volunteers needs are met the RSVP staff will make full use of the leadership skills and broad experience of volunteers. Discuss/document volunteer's individual preferences, experiences and skills during a one hour interview and orientation process. A high quality volunteer experience is generated through team building (as applicable and needed) based on individual interests and skills. Service learning methodology will continue into volunteer assignments. RSVP and workstations will promote the sharing of experiences and provide the opportunity for volunteers to reflect on their service and their own lives. Ensure that the volunteers feel valued and know that they are making a significant and meaningful contribution to the community, volunteers have the opportunity to meet with RSVP staff and workstations staff to discuss yearly outcomes.

Building a corps of volunteers

Volunteer recruitment will be an ongoing process.

a. Recruit 35 to 55 RSVP volunteers, with special emphasis on engaging the baby boomer generation, recent retirees and veterans. Depending on the job, these volunteers may or may not be placed on a team with other non-RSVP volunteers. Recruitment efforts will include but not be limited to: Senior Centers, civic organizations, businesses, schools, faith-based organizations and senior housing complexes.

RSVP has developed local marketing materials to distribute. RSVP incorporates a variety of methods including one to one communication with prospective volunteers, newspaper, radio, website, Facebook and TV public service announcements will be used.

Volunteers will be asked to recruit at least one new volunteer per year to serve.

b. Retain 240 volunteers by ensuring supervisor/volunteer/client satisfaction. Make sure we have the projected number of unduplicated volunteers.

Provide initial orientation and ensure on-the-job training for new volunteers. First informal assessment made via telephone call to station supervisor two weeks after placement.

c. Recognize all volunteers for their service, accomplishments and contributions. Encourage volunteer station supervisors to provide recognition for RSVP volunteers, particularly for birthdays and during

Narratives

National and Senior Corps Volunteer week. The RSVP will arrange recognitions as budget dictates during this twelve month period. This will be done by splitting the counties as follows Fergus and Judith Basin Counties together and Musselshell, Golden Valley and Petroleum counties together.

Provide training and technical assistance

a.) Project Staff

Project staff is encouraged to take advantage of all training/technical assistance opportunities available through the program, the sponsor and in the community. Project staff is trained in assessing volunteer needs in the community.

As sponsoring agency, Area II Agency on Aging encourages the RSVP Director and staff to take advantage of intra-agency workshops and in-service training opportunities.

RSVP staff provides training and technical assistance related to volunteer recruitment and management to other community organizations as requested by workstation leaders.

b.) Volunteers

RSVP staff works with station supervisors to ensure that all new volunteers receive necessary training and orientation before beginning service.

Volunteers are aware of opportunities for training/technical assistance through the program or in the community through the RSVP volunteer orientation session and notices posted on agency bulletin boards. Community resources are utilized to conduct trainings in areas that are pertinent to their assignment. Topics include: communication skills, confidentiality, safe food handling, safety issues, allowable practices, emergency procedures, ethical and legal guidelines, the aging process, and procedures related to volunteering with RSVP.

c.) Volunteer Station Supervisors

Workstations develop and provide written position descriptions, assign and supervise volunteers and provide them with pre-service orientations and in-service training and materials needed to do their job.

d.) Advisory Council

RSVP staff provides and facilitates advisory council training/orientation Each council member is provided a copy of methods of operation, by-laws and roles and responsibilities of being a member of the council.

Program Management

a.) Developing and Managing Volunteer Stations and Volunteer Assignments

Address specified community needs -- supporting older adults who require assistance to live

Narratives

independently, mobilizing more volunteers, food pantry, supporting environmental projects, support to veterans and military families and assist the communities with other economic opportunities. The priority community needs will be met as described in RSVP Performance Measure Requirements measured in unduplicated volunteers. Primary Focus Area, other Focus areas and Capacity building and other Community Priorities. And by continuing to place volunteers in such a way as to most effectively and demonstrably impact Primary Focus Areas. Station supervisors will be contacted at least quarterly; annual evaluations and assessments will be conducted to assist with program planning to ensure meaningful placements for volunteers.

b.) Assessing Project Performance.

240 active volunteers measured in unduplicated volunteers by 3/31/16.

Conduct annual assessments of project's accomplishments and impact on priority community needs. We will work with workstations to minimize disruption to current volunteers as we graduate stations out.

Identification and collection of relevant data and records to support assessment, such as track the number of seniors receiving home-delivered meals, transportation. Monthly signed timesheets are collected from workstations, kept on file, and entered into RSVP Reporter to support reports.

A current volunteer assignment/job description is provided to each volunteer by the workstation with a copy kept in file.

At least 25% of volunteers working in Primary Focus Area.

Conduct annual five counties overall project assessment.

Managing information and Data

a.) Ensure that Station Supervisors and Program Manager coordinate their efforts to gather necessary data to measure unduplicated RSVP volunteers.

b.) RSVP Reporter software/database is used and software updated yearly.

c.) Program files for all aspects of the program are maintained continually as needed.

d.) Project staff cross trained to minimize any disruptions.

e.) Quick Books financial software is used to track all cash and in-kind contributions monthly.

All in-kind/cash contributions are documented and signed by contributor and on file.

f.) Provide at least 30% in non-federal matching funds, cash at least \$6,500 and in-kind at least \$38,000 by 3/30/016.

g.) Research funding opportunities in Fergus County.

Organizational Capability

Narratives

Area II Agency on Aging, one of ten in Montana, is located in the city of Roundup and serves eleven counties and two Indian reservations in South Central Montana. Area II Agency on Aging sponsors a variety of programs geared to people 60 years of age and older. Area II maintains the integrity of the system as a whole by providing central administrative services such as bookkeeping, fiscal accountability, and payroll management.

The Area II Agency on Aging has sponsored the Musselshell County RSVP for the past 22 years. RSVP has 41 years of experience in managing senior volunteers in Musselshell/Golden Valley County's. Since July of 1997 RSVP placed volunteers in service opportunities for Programming for Impact (PFI) thus meeting the goal of 50% of the volunteers engaged in PFI by the end of year 2000, two years ahead of the goal (year 2002) set by CNCS.

- a.) Musselshell County RSVP successfully collaborated with community members to establish a Community Watch program in 1997 in Musselshell County and is still in operation.
- b.) Musselshell County RSVP successfully fulfilled the requirements of a PNS America Reads Grant for Musselshell and Golden Valley Counties that is still sustained in the four rural schools and expanded to four schools in Fergus and Judith Basin Counties. Partially as a result of RSV's tutoring in the county schools, the schools have met the standards set in the No Child Left Behind.
- c.) Musselshell/Golden Valley County RSVP received a PNS Homeland Security Grant in 2002 to expand to Fergus County. 10 Volunteers were also (2007) trained in Disaster Preparedness and Response in the Musselshell County CERT Program.
- d.) South Central MT RSVP expanded to Petroleum County, one new work site and 24 new volunteers recruited to work with independent seniors.
- e.) In 2012 a new worksite came on board in Judith Basin County with the Stanford Senior Center and 2 new volunteers were recruited to work with independent Seniors.

The Area II Agency has in place an organizational infrastructure, which includes:

- a.) Personnel Management and Fiscal Systems Management
- b.) All staff members have written job descriptions, sick/personal and vacation leave including a travel policy. RSVP staff are required to be fingerprinted and a background check.
- c.) Advertising and staff training and technical assistance opportunities
- d.) Public Relations and other miscellaneous services.

RSVP continues to work with all community based organizations including faith-based and secular as best we can in extreme rural communities.

RSVP Project Director has had the principle responsibility for program management and

Narratives

administration of this five county program for 27 years. She is responsible for fiscal operations, supervision, orientation and support to volunteer supervisors and volunteers, as well as outreach, community networks, and coordinating the various volunteer stations. She networks and coordinate services with the many and extremely varied workstations. Project Director reports to the Administrator for Area II Agency on Aging. 1.34% of Project Director's time is spent assisting RSVP Advisory Board and volunteers with fundraising, budget reflects she is paid with excess funds. Musselshell and Golden Valley and Petroleum County Program Coordinator (22 hours/week). Her responsibilities include coordinating and recruiting volunteers for the Primary Focus Area -Healthy Futures, transportation and meal delivery, Food Pantry support, Other Focus Areas of collecting and recycling plastic waste and Capacity building, along with community priorities as outlined in the work plan of this proposal.

Data entry, recognition events, and marketing. Assists with 1% of her time to local fundraising efforts, budget reflects she is paid with excess funds when fundraising.

Fergus and Judith Basin County Program Coordinator (23 hours/week). Her responsibilities include coordinating and recruiting volunteers for the Primary Focus Area -Healthy Futures, transportation and meal delivery, Food Pantry support, Other Focus Areas of collecting and recycling plastic waste and Capacity building, along with community priorities as outlined in the work plan of this proposal. Data entry, recognition events, and marketing. Assists with 1% of her time to local fundraising efforts, budget reflects she is paid with excess funds when fundraising.

The Area II Agency on Aging and the RSVP Advisory Board conducts yearly assessments and evaluations/surveys to gather information from workstations, volunteers and the community at large in the five counties. The information gleaned from these assessments, evaluations/surveys is used to assure continuous improvements and this information is used to make up the yearly RSVP work plan. The RSVP Project Director collaborates with local agencies to seek out what the priority needs are of the community and how RSVP can contribute and make a difference. RSVP will continue to seek out diverse sources of revenue, as it has had to do to be sustainable. Present funding includes receipt of cash, and/or in-kind support from local businesses, worksites, State/sponsor, community and national foundations.

Other

NA

PNS Amendment (if applicable)

Narratives

NA