

# Narratives

## Executive Summary

An estimated 254 RSVP volunteers will serve. Some of their activities will include Veterans and Military Families, Healthy Futures and Economic Opportunity. The primary focus area of this project is Healthy Futures. At the end of the three-year grant Homebound, older adults, or individuals with disabilities will feel increased social ties or support and be healthier.

Needed food will have been collected, and donated to those below poverty level helping with their much needed nutritional needs. The CNCS federal investment of \$31,986 will be supplemented by \$24,973.

## Strengthening Communities

The RSVP of Grundy County is located in Northwest Missouri. the county, encompasses 435 miles. It is defined by the gently rolling green hills. The 101st largest county in the state, it consists of 5 incorporated towns. Approximately 71% of the county's 10,261 residents live in one of these incorporated towns, the largest being Trenton which is the county seat. 29% of the population resides in rural, non-incorporated areas.

The economy, which consists of 248 private non-farm establishments employees 2,605 persons, the largest employment currently in the county is production with sales being the second largest employment group. The county's unemployment rate is 5.0%. Persons below poverty level is 12.6%. The median income for the county is \$37,533 with 14.8% of its residents holding a Bachelor's Degree or higher. The latest population survey reveals that 32.6% of the total population is over the age of 55. Grundy County is home to 856 veterans. Trenton is home to North Central Missouri College. Trenton is home to 24 hour emergency medical services Life Flight.

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The Northwest Area Agency on Aging reports that as the 65 and over population grows and the economic recession continues, services for this segment of our community are not growing at the rate needed to allow seniors' to remain in their own homes with the same improved quality of life.

This gathered information is what leads Grundy County RSVP to our Primary Focus Area of Healthy Futures.

Grundy County RSVP partners with the North 65 Center to fill the need of additional help in cooking, packaging and delivering hot nutritious meals to homebound residents who do not have the ability to prepare this for themselves. RSVP volunteers who will deliver hot nutritious meals to the homebound, older adults or individuals with disabilities, leads to these individuals having increased social ties/perceived social support by helping meet their nutritional needs, therefore affecting their health in a positive way and their sense of being supported by society. Meal delivery will allow this population to receive a hot nutritious meal at noon, five days a week in their home as requested.

Data will be collected from records that are maintained by the North 65 Center staff and volunteers. The number of clients who receive the Home Delivered meals will be surveyed using the Home Delivered Meals Survey to access the number of homebound, older adults and individuals with disabilities

Given the effect the economic downturn has had on the region, in conjunction with the growing senior population, the Service Categories identified with Healthy Futures Focus area of this application will greatly benefit many within the service area. The planned activities that will affect the senior demographic are particularly crucial as this particular segment of the population continues annual growth. RSVP partners with the VA Shuttle bus, VFW and American Legion to fill the needs of Veterans and Military Families. Veterans are in need of transportation to VA facilities. RSVP volunteer will provide rides to VA facilities and back, by driving

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the VA Shuttle Bus. These rides assure the veterans get to their much needed appointments thus improving their quality of life. Veterans and Military families need a variety of different supports that enhance the quality of their and the lives of their families. These supports include: assistance to access state and federal benefits and to file benefit claims, transportation to VA facilities and back and other supportive services. RSVP volunteers will drive the shuttle bus, provide free property tax credit services, assist with American Legion and its

Auxiliary the VFW and its Auxiliary. RSVP volunteers will assist veterans throughout the year as needed.

Many of these activities occur within the signature programs overseen by RSVP staff. RSVP staff will meet with key staff at those organizations that are identified in the focus areas, resulting service categories and expected outcomes. Common tools will be developed to ensure adequate and correct measurement of these activities will be performed.

### **Recruitment and Development**

RSVP will partner with others in the community to develop a variety of volunteers assignments that will utilize the volunteers skills, while allowing them to develop new skills and addressing the needs of the community. Some RSVP volunteers will have a lifetime of leadership skills and other seasoned RSVP volunteers will have developed leadership potential and if desired the RSVP staff and work stations will provide further leadership training. As possible new opportunities arise, the Director will contact work station staff, offering the possibility of providing volunteers to assist, as well as the work stations will contact the RSVP office when in need of volunteers. RSVP work stations will provide training for each of their volunteer jobs, before the volunteer begins serving. New volunteer stations will be given a Volunteer station handbook that gives them training about working with the RSVP Sponsor, Staff and Volunteers as well as a verbal overview of what is expected of them.

RSVP staff will publish a newsletter 6 times per year. The newsletter will contain volunteer opportunities from around the community. Volunteers will be given the opportunity to reflect on the meaning of their service to the community by the following methods: Annual recognition event recognizing every volunteer for their years of service and cumulative hours.

The RSVP staff will provide oral orientation to its volunteers, who will also be given a information packet including the Grundy County Volunteer Handbook and a pamphlet on the volunteer insurance.

Recruitment will be achieved through PSA's, the Director is available to give presentations to community groups about the benefits of RSVP in the community, word of mouth from volunteers to

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potential volunteers, RSVP Advisory Board will assist staff by advising them of possible recruitment ideas, passing along information to those 55 and over with whom they come into contact. Grundy County RSVP does not discriminate because of diverse race, ethnicities, sexual orientations, degrees of English language proficiency, persons with disabilities and or Veterans and military family members. Once it is determined that the potential volunteer is 55 or older they are then enrolled and placed in a volunteer position befitting their expertise. RSVP will print their newsletter in Spanish and place them in strategic places around the county. RSVP does have a Spanish interpreter ready and willing to assist. Work stations will be encouraged to promote volunteers from within. Project visibility and recruitment will continue by working with the local newspaper to publish articles throughout the year about the impact the RSVP has in the community, and how the efforts of the volunteers help meet priority community needs. The local radio station will also be contacted with news about what RSVP volunteers are doing in the community. New volunteers and their recruiter are invited to a semi-annual luncheon, where new volunteers receive orientation and both new volunteers and the recruiters receive recognition. Brochures are made available in such settings as service club meetings, Chamber of Commerce, United Way, Senior Center and Library. City, county, state and federal officials receive copies of our newsletters and invitations to our annual banquet.

Volunteer retainage will be encouraged through opportunities to be recognized for their service to their community by the following methods: Annual Volunteer Recognition Event with each volunteer receiving a certificate for their number of hours for the year and years of service. Awards will be given for each 5 years of service and there is a male and female volunteer of the year-chosen by other RSVP volunteers. Recognition events of a trip to a Dinner Theater annually, birthday cards sent and birthday announced on the radio. Retainage will also be encouraged through a variety of outcome based volunteer assignments.

Articles will be written in each Newsletter, listing the names of Work Stations and what job opportunities they have. Volunteers are encouraged to submit articles about their volunteer experiences for publication in the newsletters.

Demographics of the community we serve from ([quickfacts.census.gov](http://quickfacts.census.gov)) include: % of the people in Grundy County are living below the poverty level. Median household income was \$37,533 , and per capita was \$19,470. Persons below poverty level 12.6%. Number of Veterans 856. Racial groups include: White 97%, Black .8%, Asian.6%, American Indian .5%, Hispanic 1.9%, two or more races 1.1%. Main types of employment are Retail/Wholesale trade 31.15%, Construction 8.2%, Government 29.85%, Manufacturing 66%

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## Program Management

The Grundy County RSVP staff will manage 254 volunteers, will continually communicate with volunteer stations about their volunteer needs, and will attend and take an active role in priority community needs meetings. Staff will make every attempt to ensure a high quality volunteer experience for a diverse population of senior volunteers, and make full use of the leadership skills and broad experience of senior volunteers. As the Director communicates with volunteer stations, attends community needs meetings and becomes aware of meaningful jobs for volunteers, she will talk with the person in charge to ask if they are interested in having RSVP volunteers serve in that capacity. If so, then she will ask for a job description, give the prospect a RSVP "Volunteer Station Handbook", and ask for a Memorandum of Understanding, which identifies prohibited volunteer activities, to be signed. All of this is then reported to the Grundy County Council on Aging for approval.

When a Work Station is no longer giving volunteers a meaningful place to serve, it becomes obvious by the fewer volunteer hours that are reported for that station. The Director will then talk with the Station Supervisor to see if anything can be changed to improve the situation to help get the volunteers to perform their assigned service activities. If not, our program will graduate the station with the agreement that it can be reinstated if future meaningful volunteer positions are developed. Volunteers of the graduating station will be offered roles in similar jobs as well as all other volunteer opportunities matching their interests and skills.

To avoid disruption to current volunteers as we update our focus areas, we have placed almost all our existing volunteers into performance measure categories in our proposed project that will meet the new requirements and percentages of unduplicated volunteers by offering similar new assignments to a small group of our volunteers whose station will be graduated.

Our program's tracking record in the area of Aging in Place (Meal Delivery and for older adults, homebound individuals and persons with disabilities) will consist of Data collection from records that are maintained by RSVP Mobile Meals volunteers on computer spreadsheets here at the RSVP office, and by the North 65 Center staff and volunteers. The number of clients who receive Meals on Wheels will be surveyed using the Home Delivered Meals Survey to access the number of homebound, older adults and individuals with disabilities who report having increased social/ties perceived social support. The Volunteer Mobile Meal Coordinator and the RSVP Advisory Board will survey the recipients, including measuring performance in the Primary Focus Area, twice a year and will turn the results into the RSVP office. Our current plan for being in compliance with the RSVP federal regulations involves several checks and balances. The Sponsor will support the Director in their efforts

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to attend any conferences, trainings, workshop sessions that may be beneficial to program management. The Sponsoring board, the RSVP Advisory Council and the Staff will work together to assess project performance to assure all goals and objectives are met and that these result in a high quality project.

An Advisory Group will be maintained that is broadly representative of the community, and committees will be formed to advise and assist the RSVP staff. The evaluation committee of the Advisory Group will conduct an annual evaluation, beginning each April, and will collect relevant data to support the assessment from stations, members of the community, volunteers, or RSVP office records. The Committee will then report and make any recommendations to the Advisory Group at its next regular meeting. the recommendations will then be reported to the Sponsoring board at its next monthly meeting.

The Director provides orientation and training annually to new Advisory Group members, before the first meeting of the fiscal year including: Information from the Operations Handbook, Information about the Sponsor, Workstations and volunteers.

RSVP Staff will continually collect data and information from volunteers and stations. Accurate records of such will be kept on the computer, using Volunteer Reporter. Reports will be made as needed to demonstrate the concrete impacts of the project and its volunteers.

It is the policy if the Board of Directors that the program will have procedures to meet all state and federal requirements regarding fiscal management in order to provide necessary fiscal information to the Corporation for National and Community Service and other grantors. The Sponsoring board formulates financial policies, delegates administration of the financial policies to the RSVP Director, and reviews operations and activities.

New RSVP Volunteers are required to fill out an enrollment form to check for eligibility, the enrollment form includes their date of birth, therefore verifying their eligibility to serve in RSVP. When we collect volunteer time reports, we verify any unfamiliar volunteers to be sure they are currently enrolled in our RSVP program as we enter data into Volunteer Reporter.

### **Organizational Capability**

Grundy County RSVP demonstrates its capability to operate the RSVP project in numerous ways including measuring performance in the Primary Focus Area twice a year. Responsibilities will be separated so that no one employee has sole control over cash receipts, disbursements, payrolls, reconciliation of bank accounts, etc. Bank accounts and books will be maintained as required by funding source regulations.

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To ensure observance of limitations and restrictions placed on the use of resources available to the Organization, the accounts of the Organization will be maintained on the cash basis of accounting and in accordance with the principles of fund accounting. All resources will be classified into funds established according to Federal, Non-federal and Excess. The agency is currently using QuickBooks. All entries, adjustments, payments and cash receipts are recorded within the QuickBooks program. Project resources, both financial and in-kind will be managed to ensure accountability and efficient and effective use. They will be monitored by project staff, sponsoring board the advisory group which is made up of members of the community and volunteers.

To secure financial resources-RSVP stations, business, professionals, organizations, and individuals will be contacted for donations; and grants applications will be made.

The principal staff for the RSVP project is as follows:

Director - Edna Foster - has held this position since April, 2001. Before becoming director, she had 9 years experience as secretary/billing clerk at the local hospital. 3 years experience at the local Sheriffs Department as dispatcher/jailer.

Administrative Assistant - Tracy Wheeler - has held this position since 2010. Before becoming Administrative Assistant she was Data Collection for Cross mark; Office manager for Jag, Inc; and work for the Green Hills Women's Shelter.

Staff positions are clearly defined in our job descriptions. The Director has full-time responsibility for the development and day-to-day operation of the local RSVP project to ensure compliance with RSVP program requirements in coordination with the Sponsor and the RSVP Advisory Group. The Director is the Chief Financial Officer of the RSVP project.

The Administrative Assistant answers the phone and greets visitors, develops and maintains computer forms and enters data as needed, maintains a current database of the volunteers and makes financial transactions. Maintains the MOU's and works with the Work Stations, helps recruit volunteers and helps place them in specific volunteer jobs.

For 26 years the Grundy County Council on Aging has successfully managed the federal grants from Corporation for National and Community Service to keep the RSVP project. Financial management and recording keeping management has proven itself for 26 years. Over the past 26 years all area of the Corporation for Community Service grants management have been met and documented by the Grundy County Council on Aging. Grundy County Council on Aging has updated, at requests by Corporation for National and Community Service, grant requirements to keep the RSVP project in Grundy County. The Grundy County Council on Aging, Inc was incorporated as a non-profit

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organization in March, 1976. It has for the past 38 years served this community as an enabling organization for federal and local funds to be channeled to meet priority community needs. As its history testifies, Grundy County Council on Aging has demonstrated its successful financial managements systems and experience managing federal grant funds.

In 1976 the Grundy County Council on Aging, Inc started the Grundy County Senior Center through the Area Agency on Aging to become the sponsor of a congregate meal program in the county, and in 1988 became the Sponsor for the Grundy County RSVP project.

As its history indicates, Grundy County Council on Aging, Inc. has for many years been a responsible sponsor for meeting community needs, and plans are for it to continue to for years to come.

Since 1988, Grundy County Council on Aging has made sure that RSVP has had adequate facilities, equipment and supplies. They have a RSVP Fiscal Management Policy and have seen to it that the staff has an accounting system that is capable to accurately accounting for and safeguarding federal funds. They have a Personnel Policy and job descriptions for staff, Volunteer Hour Collection Policy, and an Equal Opportunity Policy Statement. All policies are updated as needed. Staff keeps detailed and accurate time sheets, which are checked and signed by the Sponsor supervisor. The sponsor has a travel policy for staff, which includes local and long distance travel.

All Program Directors, under Grundy County Council on Aging, are required to attend a monthly meeting to give written Program Management reports, statistical and financial reports to the sponsoring board. At the end of the program year the Grundy County Council on Aging studies reports to be sure that they have met their goals and made positive impacts in the areas of the identified community needs.

The Advisory Group reports to the Sponsoring Board, after each of their meetings. Employee Evaluations are done annually. Budgets and Grant Applications are reviewed and approved by the Sponsor before submission. Board members are expected to continually look for ways to improve the programs they sponsor and report their findings at the board meetings. Special called meetings can also be requested, when needed. In summary, our organization, Grundy County Council on Aging, Inc has a proven successful capacity to operate the RSVP project of Grundy County.

### **Other**

N/A

### **PNS Amendment (if applicable)**

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N/A