

Narratives

Executive Summary

Lincoln Hills Development Corporation (LHDC) has served as the sponsor organization of the Crawford, Perry, and Spencer Counties RSVP Program since 1977 and thousands of loyal and dedicated volunteers have contributed greatly to improving the quality of life in Southern Indiana during that time.

LHDC was incorporated as a private, not-for-profit Community Action Agency in 1965, and serves primarily Crawford, Perry, and Spencer Counties in Southern Indiana. The agency is governed by a 15 member volunteer board of directors, and is led by a talented, dynamic senior executive team. It is the philosophy of the board and staff that improving the life of one person does, in fact, improve the lives of all people, and that philosophy is carried out daily as the board and staff strives to meet the agency vision:

"We believe in a society where all persons have the opportunity to be adequately fed, housed, educated, employed and in good health. We believe that all people should have the opportunity to improve their lives in an environment of economic and social justice without regard to the color of a person's skin, the nature of a person's religious or political beliefs, a person's gender, age or sexual orientation, the sound of a person's name or language, or the nation in which anyone was born or lives."

The primary purposes of LHDC are to provide the facilities, programs, services, and activities in southern Indiana that enable and empower some of society's most vulnerable and disadvantaged citizens to improve the quality of their lives. Services provided include: Head Start and Early Head Start preschool services, Healthy Families home visiting services, energy assistance, housing rehabilitation, weatherization assistance, housing counseling, rental assistance, affordable housing apartments and rental assistance, community services, and volunteer opportunities.

A minimum of 160 RSVP volunteers will serve through LHDC's sponsorship of the program. However, historically LHDC has maintained an active roster of 220 active and dedicated volunteers contributing over 21,000 hours of service annually supporting older adults who require assistance to live independently, serving and mentoring children of all ages, backgrounds, and economic status, serving at blood drives, and a multitude of other vital services. Vital opportunities for volunteer participants will continue and will focus on the various Focus Areas of the Corporation as described in LHDC's Work Plans. LHDC's primary focus area will be Healthy Futures and is described at length in LHDC's Work Plans. The CNCS federal investment of \$45,401 will be supplemented by \$19,458 of local in kind support.

Narratives

Strengthening Communities

The Lincoln Hills Development Corporation Retired and Senior Volunteer Program will serve the three Southern Indiana counties of Crawford, Perry, and Spencer. The three county area estimated population is 51,083. This three county area is extremely rural in nature and covers approximately 1,086 square miles. According to the U.S. Census Bureau, American Community Survey, 2011 Data Release, December 2012, the population profile of race demographics for the white population was 97.13%, the black population represented 1.29%, and other races combined were 0.81%. Persons identifying themselves as mixed race made up 0.77% of the population. Further, the percent of veterans age 65 and older is 3.53%.

Lincoln Hills Development Corporation's RSVP program will implement volunteer opportunities that support the Corporation for National and Community Service (CNCS) Focus Areas in conjunction with meeting the community needs of Crawford, Perry, and Spencer Counties. Lincoln Hills Development Corporation's RSVP program has addressed the following:

Healthy Futures: Obesity and Food, Access to Care, and Aging in Place

Education: School Readiness, Other Education

Environmental Stewardship: At Risk Ecosystems

Capacity Building: Capacity Building and Leverage

Veterans and Military Families: Veterans and Families Served

Other Community Priorities

RSVP supports the CNCS Focus Area of Healthy Futures as its Primary Focus Area. The objectives addressed under this Focus Area are Obesity and Food, Access to Care, and Aging in Place. RSVP volunteers will provide their skills, talents and experience to support the Healthy Futures-Obesity and Food objective by providing services through local food banks: Perry County Council of Agencies, St. Martin's Cloak, and Christian Resource Center. Volunteers will provide information to food bank recipients on services offered through area organizations and agencies, while providing free nutritional food in order to help individuals/households become food secure and prevent long term hunger.

Secondly, the objective of Access to Care is addressed by RSVP volunteers through free vision screenings for low-income pre-schoolers; the planning and conducting of community health fairs; and by providing food assistance and education through the Senior Farmers' Market Nutrition Program (SFMNP), which offers vouchers for seniors to purchase fresh produce at the farmers' markets and nutrition education to help alleviate long-term hunger. The Lincoln Hills Development Corporation/Retired and Senior Volunteer Program is the sponsoring organization for the SFMNP, in

Narratives

partnership with the Tell City Farmers' Market, Crawford County Farmers' Markets, Perry County Visitors and Convention Bureau, and the Indiana State Department of Health. The program is designed to improve the health of seniors by providing simple and affordable access to fresh fruits and vegetables. It is also designed to increase domestic consumption of agricultural commodities and help support local farmers' markets.

Finally, the objective of Aging in Place is addressed by the RSVP volunteers by providing a social connectedness to seniors, and the homebound and disabled. The RSVP will provide companionship services such as transportation, friendly visitation, telephone reassurance, bereavement outreach, peer support, counseling, writing letters, active listening, reading, and discussing subjects which ease the feelings of isolation and loneliness.

The Primary Focus Area of Healthy Futures is to provide support and services for the most vulnerable of the population of the three county area. Obesity and Food will serve very low income households that are food insecure, and households experiencing unemployment. According to the U.S. Census Bureau, American Community Survey, 2011 Data Release, December 2012, Crawford, Perry and Spencer Counties had a combined total of 1,974 (or 9.92%) households receiving food stamps. The households receiving food stamps that fall below the poverty level is 1,126. In June 2014, the U.S. Department of Labor reports the unemployment rate varies from 4.8% in Spencer County, Indiana to 6.7% in Crawford County, Indiana, with Perry County, Indiana at 5.2%. Overall, the report area experienced an average of 5.5% unemployment rate.

The objective of Access to Care will serve seniors, homebound, disabled, and low-income pre-schoolers. In the three county area there are 7,435 seniors over the age of 65. The American Community Survey reports that 804 of these seniors live in poverty. The Department of Health and Human Services reported that a total of 9,046 persons are receiving Medicare benefits in the three county service area. The people included in this figure are seniors over the age of 65 and disabled persons in the three county area.

Additionally Healthy Futures/Access to Care objective includes Prevent Blindness Activities as follows: Statistics from Prevent Blindness Indiana show that one in twenty children has a vision problem. Unresolved vision deficits can impair the child's ability to respond appropriately to educational instruction and unable to perform to the best of their ability, thus affecting their future success in life. Unfortunately, only an estimated 14% of children receive comprehensive vision examinations before entering school, due in part to either lack of family resources or the parent/caregiver not being aware of the importance of early detection. The U.S. Census Bureau

Narratives

estimates that 19.5% of household in Crawford County, Indiana, 13.54% of households in Perry County, Indiana, and 10.7% of households in Spencer County, Indiana are below the poverty level. The poverty rate for children under the age of five for the three county area is 24%. The RSVP volunteers will conduct free vision screenings for approximately 175 low-income pre-schoolers enrolled in Head Start. RSVP volunteers will also distribute information on the importance of early and regular eye examinations.

Through the objective of Aging in Place, RSVP volunteers will serve seniors, homebound and the disabled as described in the above narrative. RSVP volunteers will provide services to this population through companionship, transportation, nutrition service and education, and health care information through a health fair.

The RSVP program works closely with station supervisors to ensure they understand the CNCS Focus Area, that they know the expected outcomes and outputs, and that the correct data is being collected. The RSVP program will design the forms that will need to be used to track outcomes. The station will report the data collections to the RSVP program. The RSVP program will maintain record keeping and reporting.

RSVP supports the CNCS Focus Area of Education. The objectives addressed under this Focus Area are School Readiness and Other Education. RSVP volunteers will provide their services to the Head Start classrooms in the three county area of Crawford, Perry, and Spencer. RSVP volunteers will assist in Head Start classrooms by reading books and helping students with activities. RSVP volunteers will provide assistance as needed and as determined by each classroom teacher. Under the objective of Other Education, the RSVP volunteers will be helping young mothers through the Healthy Families Program. The RSVP volunteers will assemble a newsletter four times per year consisting of health and safety education/information. RSVP volunteers will assist staff and families at program social events. RSVP volunteers will assist the Healthy Families Program as needed to meet the needs of their clients.

RSVP supports the CNCS Focus Area of Environmental Stewardship. The objective addressed under this Focus Area is At-Risk Ecosystems. The RSVP volunteers will collect and donate reusable textiles such as clothes, purses, belts, shoes, and linens. RSVP volunteers will work at charitable thrift stores where they will sort, stock, and sell items. By reusing these textiles, the environment is helped in several ways; there will be less waste in the landfill, less CO₂ polluting the atmosphere, thousands of gallons of water will be saved, and the avoidance of the dispersal of a significant quantity of insecticides.

Narratives

RSVP supports the CNCS Focus Area of Capacity Building. The objective of Capacity Building-Capacity Building and Leverage is addressed by the RSVP volunteers in two volunteer endeavors. The RSVP volunteers will provide capacity support and assistance at the local American Red Cross Blood Drives. The RSVP volunteers will assist with blood drives by setting up registration tables, greeting donors, helping donors with the registration process, setting up refreshment tables, providing snacks to the donors, observing the donors for adverse effects after their blood donation, and thanking the donors for participating in the blood drive.

RSVP volunteers will also assist the United Way of Perry County with their annual bulk mailing fundraising campaign. RSVP volunteers will review and update address labels, separate target groups, stuff, label, seal envelopes, and sort mailings according to zip codes.

RSVP supports the CNCS Focus Area of Veterans and Military Families. Through various projects, the RSVP volunteers acknowledge our veterans and let them know that they are thought of and their service to our country has been appreciated and not forgotten or dismissed. Older veterans particularly need to feel remembered, especially during the holidays when they may feel lonely or isolated. The RSVP volunteers prepare Christmas greeting cards to veterans and will include a special note of thanks. The cards are then given to local Veterans organizations to be mailed to the veterans. A popular local project that an RSVP volunteer, who also is a veteran, undertakes is a leadership role in presenting The Avenue of Flags. The Avenue of Flags is a tribute to the fallen veterans who gave the ultimate price during combat. It honors the fallen of the U.S. Civil War, Spanish-American War, World War I, World War II, Korean Conflict, Vietnam War, Persian Gulf Wars, and the war in Afghanistan. The Avenue of Flags consists of white crosses with the American Flag positioned atop each cross. Each cross gives the name of the fallen and the war. The crosses are staked in the ground for display, and set up at various locations three times per year: Memorial Day, Independence Day, and Veterans' Day. They are prominently placed in public areas for the community to visit, pay respect, give a moment of silence, and most importantly remember our fallen veterans. RSVP volunteers will also host a Pancake Breakfast for local veterans. The breakfast will give area agencies and organization that serve veterans an opportunity to greet and meet the veterans and give information about their services. The RSVP volunteers will develop a quarterly newsletter and educational materials to be given to local veterans in coordination with the local Department of Veteran's Affairs.

The Focus Area of Other Community Priorities will be addressed by RSVP volunteers in a wide range of volunteer assignments including serving on community boards and committees, at special

Narratives

events, and in daily operations of various volunteer stations consisting of public agencies, secular or faith-based private non-profit organization, or proprietary health care organization that accepts the responsibility for assignment and supervision of RSVP volunteers in health, education, social service or related settings such as multi-purpose centers, home health care agencies, or similar establishments. RSVP volunteers assist with fundraisers, as well as short and long-term assignments. RSVP volunteers will provide clerical services, such as informational packet assembly, answering phone calls, preparing meeting minutes, filing, greeting clients, and other office duties. RSVP volunteers will assist during one-day community initiatives, such as the annual "Walk for the Cause" which support Alzheimer's research and awareness and "United Way Day of Caring" which serves local non-profits and agencies with clean-up efforts and small handyman jobs which may include painting and landscaping, and community celebrations, such as a community fall fest celebration where RSVP volunteers assist with craft activities for children. RSVP volunteers will assist with activities and visitation at long-term health care facilities, senior centers, and with congregate meals.

Recruitment and Development

Effective recruitment and retention of volunteers is critical to the program's success. Lincoln Hills Development Corporation/Retired and Senior Volunteer Program (RSVP) is dedicated to providing a quality program for volunteers and workstations. The RSVP program uses a variety of recruitment strategies; open house events during National Senior Corps Week, RSVP Director making appearances and giving presentations at National Volunteer Week events and other community senior events, the RSVP quarterly newsletters, the RSVP Advisory Council members, placing promotional materials throughout the service areas, and the RSVP volunteers recruiting family, friends, and neighbors. RSVP assesses the skills and interests of the volunteers and places them in volunteer positions that utilize their skills and help them develop new skills. Successful volunteer and workstation matches have resulted in high volunteer satisfaction and happiness, and reduced volunteer turnover.

As volunteers are recruited, the RSVP Director requests the volunteer complete a written application and then meets personally with the volunteer, holding an informal but in-depth interview with the volunteer to determine his/her primary interests and current skills. The RSVP Director provides information to the volunteers regarding the Focus Areas (i.e. Education, Healthy Futures, Veterans and Military Families, Environmental Stewardship, Economic Opportunity and Disaster Services) of the Corporation for National and Community Service (CNCS). The RSVP Director then reviews the current volunteer assignments with the volunteer and determines an appropriate

Narratives

assignment for the volunteer. The RSVP Director schedules a date and time for the volunteer and the station supervisor to meet. The station supervisor will train the volunteer on the duties of the volunteer assignment. The RSVP director will follow up with both the volunteer and the volunteer station supervisor within two weeks of the initial meeting to ensure it is a proper match. LHDC believes that placing volunteers in positions of personal interest will provide the volunteer with a foundation for enhancing current skills, building new skills, self confidence, and a healthier lifestyle which will enhance the volunteer's quality of living.

RSVP volunteers build new skills and develop leadership qualities by actively participating in various developmental aspects of the program including the development of new and innovative volunteer assignments, identifying community needs and partnerships, and recruiting appropriate volunteer work stations. RSVP has found that volunteers develop leadership qualities by actively serving on various committees and advisory boards, assisting in special events, and helping to coordinate other important program activities and functions. Areas of leadership responsibility include: arranging proper scheduling for appropriate volunteer coverage at volunteer work stations, coordinating and preparing necessary training for events/activities identified throughout the progression of the program, securing and setting up necessary training, assuring proper equipment and personnel are available as needed at various events, assuring the availability of adequate supplies and determining proper reporting procedures of each activity identified. RSVP recognizes the importance of providing proper training and orientation to ensure that everyone has a clear understanding of what is expected of them and what they should expect from others. Therefore, the RSVP Director meets with new volunteers and explains the program to them including: volunteer opportunities, volunteer assignments, completion of required paperwork, volunteer station expectations, station supervisor, fellow volunteers, RSVP Director, and LHDC. Additionally, the RSVP Director meets with station supervisors to orient them to the RSVP Program. The Memorandum of Understanding (MOU) is the primary tool used to train and orient station supervisors as this document covers all aspects of the RSVP Program. The RSVP Director regularly meets with community groups in order to assess and evaluate community needs, and implements programming as necessary to meet identified needs.

All three counties are rural in nature and racial diversity is limited. The three county area is primarily white with 97.13% of the 51,083 population. The next highest race is black with only 1.29%. The two other categories reported on the U.S. Census were other races and mixed race, each one reported less than one percent. The three county area has 4,391 veterans which is 11% of the

Narratives

population. Of the 4,391 veterans, 3.53% are over the age of 65. The educational attainment for the three county area was calculated for persons over age 25, and was averaged for the period from 2007 to 2011 and reported from the U.S. Census Bureau, American Community Survey, 2011 Data Release, December 2012. Those that did not receive a high school diploma were 16.64%, High school only 46%, some college 17.1%, associates 7.9%, bachelors 6.8%, graduate or professional 5.5%. The RSVP program welcomes volunteers age 55 and older with diverse educational levels, cultural backgrounds, skills and ability levels. RSVP provides a wide range of volunteer assignments for all volunteers. Through the RSVP program, volunteer stations and community partners, volunteers are able to use their individual and unique qualifications to help meet the needs of the diverse citizens of their communities. Although diversity in race is limited, RSVP volunteers have served numerous Hispanic and African-American children through vision screenings for the Head Start Program. Volunteers have also served diverse donors through American Red Cross Blood Drives and families through food pantry services.

RSVP recognizes that volunteers serve best when they feel their efforts are appreciated; therefore, RSVP honors the volunteers by holding recognition events and social gatherings. Special recognition events honoring the senior volunteers are scheduled throughout the year. At least two (2) recognition events in each of the three counties are held with the main recognition event held in the Fall. RSVP Program hosts summer Ice Cream Socials, one for each county. The Ice Cream Social is a picnic style lunch followed by ice cream and games. This is a casual event that gives the volunteers recognition for their volunteer work. It is also a time for the volunteers to network and share experiences and stories. The recognition that is held in the fall is more formal. The volunteers are served a catered dinner and are given a gift bag as a token of "Thank You". There is a program activity during this event, and the RSVP Program invites guest speakers that may offer a new volunteer adventure or a new health program that may be helpful to seniors. The volunteer stations also provide recognition to the volunteers during National Volunteer Week. The RSVP Director attends these celebrations as a way to say thank you to all the volunteers that volunteer at that station and to say thank you to the volunteer station. Promoting RSVP and the volunteers is vital to the success of the program. Newspaper articles, presentations, recognition events, and LHDC's Annual Meeting assist in promoting awareness of the program. The RSVP Director also encourages volunteers and volunteer workstations to promote the program and to refer volunteers to the RSVP Director.

LHDC will ensure that the RSVP Director will participate in all trainings deemed necessary by the Corporation of National and Community Service. During 2013, the RSVP Director participated in the

Narratives

Indiana Senior Corps Directors Association Conference, participated in the CNCS Virtual Conference, and many webinars and technical assistance calls. In 2014, the RSVP Director has participated in the CNCS Virtual Conference, webinars and technical assistance calls. The RSVP Director has saved the date and will attend the 2014 Indiana Senior Corps Directors Association Conference in November. The RSVP Director attends quarterly meetings held by the Indiana Senior Corps Directors Association and attends the Indiana Southern Mini-Cluster meetings eight times per year. During the eleven years of tenure, the RSVP Director has attended the National Conference on Volunteering and Service three times: 2008 Atlanta, GA; 2010 New York, NY; 2011 New Orleans, LA.

Program Management

The senior management of Lincoln Hills Development Corporation is responsible for establishing and maintaining effective control over compliance with requirements of laws, regulations, contracts, and grants applicable to federal programs. Audits of LHDC's fiscal obligations are completed annually to assure the aforementioned is satisfactory. The RSVP Director has full-time responsibility for the development and day-to-day operation of the RSVP Project and continually reviews and seeks out meaningful volunteer opportunities. The RSVP Director and the Volunteer Coordinator are supervised by the Community Services Director who reports directly to the Chief Operating Officer. The Community Services Director will maintain on-going supervision and support for the RSVP Director. Additionally, the RSVP Director and Community Services Director will meet monthly or more often if needed to ensure LHDC/RSVP is fulfilling the goals of the work plans.

The Director visits with each volunteer station bi-monthly or more often to ensure the volunteer is continuing to enjoy and fulfill the responsibilities of the position while also providing meaningful and valuable resources to the volunteer station and the community. During the visit, the RSVP Director converses with the volunteer(s), volunteer supervisor, agency director/manager, and other staff as needed. The RSVP Director offers support, reviews program requirements, policies, and Memorandum of Understanding (MOU), and assists in alleviating any concerns. The RSVP Director continues to evaluate volunteer stations to ensure the community need is being met by that volunteer station.

The RSVP Director ensures that all RSVP volunteers are at least 55 years of age before enrolling them as an RSVP volunteer. Each volunteer is required to present their government issued photo identification displaying their date of birth. If the potential volunteer is not at least 55 years of age upon the interview, the RSVP Director will give them information about volunteering and invite them to join the RSVP program upon their 55th birthday.

The RSVP program supports the CNCS Focus Areas and is committed to collaborate with current

Narratives

volunteer stations and future volunteer stations that recognize the need in the community for volunteer service in these areas. The RSVP program will graduate volunteer stations that do not align with the Focus Areas and have less than five volunteers and/or only use volunteers once or twice per year. The RSVP program does not want to disrupt current volunteers who are currently providing their services to these volunteer stations. The RSVP program will identify those volunteers that provide services at other volunteer stations and maintain those activities. The volunteers who do not volunteer elsewhere will be encouraged to take on a new assignment. In cases where an RSVP volunteer is determined to stay with a volunteer station out of loyalty for the years they have invested, then the RSVP program will continue the MOU with this station until the volunteer no longer is able to volunteer.

The RSVP Advisory Council is very active and supportive and meets on a bi-monthly basis. The Advisory Council consists of representatives from long-term health care facilities including Miller's Merry Manor, Golden Living Center-Lincoln Hills, Oakwood Health Campus, Spencer County Council on Aging, AseraCare Hospice and RSVP volunteers. The Advisory Council also has five (5) committees as follows: Nominating Committee, Fundraising Committee, Recruitment Committee, Evaluation Committee, and Recognition Event Committee. As indicated by their names, each committee has distinct responsibilities and obligations. The Nominating Committee is made up of three Advisory Council members who recommend various individuals to participate on the Advisory Council. The Fundraising Committee is made up of two Advisory Council members and they determine fundraising activities that will be pursued during the year. The Recruitment Committee is made up of two Advisory Council members and the Recruitment Committee plans and organizes new and innovative methods to attract new RSVP Volunteers to the program. The Evaluation Committee is made up of four Advisory Council members. The Evaluation Committee meets twice annually and evaluates the overall performance of the program and makes appropriate recommendations for improvement. Finally, the Recognition Event Committee is made up of three Advisory Council members and meets prior to recognition events to plan and organize the events.

The RSVP Director requests continual feedback/suggestions from the Advisory Council, develops annual reports, attends the Indiana Senior Corps State Association meetings, Indiana Senior Corps Southern Mini-Cluster meetings, and shares concerns/ideas/suggestions with Senior Corps Directors throughout the state. Work plan performance is addressed monthly by the Community Services Director and the RSVP Project Director. Each work plan is analyzed to determine its implementation and its effectiveness. If modifications are necessary, the RSVP Project Director takes appropriate

Narratives

action. These combined efforts ensure all goals and performance measures are achieved or modified on a timely basis.

Official records addressing performance measures are gathered, maintained and kept up-to-date. Each performance measure holds documented evidence of progress. The impact of each performance measure will be determined by its value in terms of what the performance measure accomplished, what it has done for families or the community, and how it has strengthened the community.

Organizational Capability

Lincoln Hills Development Corporation (LHDC) is a non-profit community action agency founded in 1965 to serve the citizens of Southern Indiana, primarily Crawford, Harrison, Perry, and Spencer Counties. The agency is funded through a combination of federal, state, and local resources. The primary mission of LHDC is to engage people "in making life better by providing opportunities, which empower people to improve the quality of life and address the causes and effects of poverty in Southern Indiana".

The senior management of LHDC is responsible for establishing and maintaining effective controls to assure compliance with laws, regulations, contracts, and grant conditions applicable to federal programs. Audits of LHDC's fiscal obligations are completed annually to assure the aforementioned is satisfactory. LHDC is determined to be a low-risk auditee.

LHDC has an accounting manual that documents the financial operations and practices of the organization. Its primary purpose is to formalize accounting policies and selected procedures for the accounting staff and to document internal controls. The contents of the manual were approved as official policy of Lincoln Hills Development Corporation by the Executive Director and Fiscal Manager and reviewed and approved by the Board of Directors. All LHDC staff are bound by the policies. In accordance with OMB Circular A-110, Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations, LHDC maintains a financial management system that provides for the following:

1. Accurate, current, and complete disclosure of the financial results of each Federally-sponsored project or program in accordance with the reporting requirements of A-110 and/or the award.
2. Records that identify adequately the source and application of funds for Federally-sponsored activities. These records shall contain information pertaining to Federal awards, authorizations, obligations, un-obligated balances, assets, outlays, income, and interest.
3. Effective control over and accountability for all funds, property, and other assets. LHDC shall adequately safeguard all such assets and assure they are used solely for authorized purposes.

Narratives

4. Comparison of outlays with budget amounts for each award. Whenever possible, financial information shall be related to performance and unit cost data.
5. Written procedures to minimize the time elapsing between the transfer of funds to LHDC from the U.S. Treasury and the issuance or redemption of checks, warrants, or payments by other means for program purposes by the recipient.
6. Written procedures for determining the reasonableness, allocability and allowability of costs in accordance with the provisions of the applicable Federal cost principles and the terms and conditions of the award.
7. Accounting records including cost accounting records that are supported by source documentation.

LHDC is overseen by a volunteer Board of Directors comprised of representatives of the low-income, representatives of the private sector, and public officials. The Executive Director implements the policy decisions and goals as outlined by the LHDC Board of Directors. He directly supervises the Chief Operating Officer (COO) and Human Resources and fiscal operations of the agency. The COO directly supervises three program directors, one of whom is the Community Services Director under whose responsibility the RSVP Program falls.

Policy and advisory councils made up of local volunteers help guide the various programs administered by LHDC. LHDC administers a variety of programs, as follows: Community Services, Utility/Fuel Assistance, Weatherization, Healthy Families, Head Start, Early Head Start, Individual Development Accounts, Elderly/Handicapped Housing, Housing Counseling, Affordable Family Housing, Housing Choice Vouchers, special projects as needed, and the Retired and Senior Volunteer Program. Further, LHDC is the fiscal agent for the Perry County, Indiana Habitat for Humanity. LHDC is also a state certified Community Housing Development Organization (CHDO) and a HUD-Certified Housing Counseling Agency.

LHDC complies with generally accepted accounting standards and the provisions of the Office of Management and Budget. LHDC's Fiscal Manager is supervised by the COO and has been employed with LHDC for over thirty-eight years. LHDC has managed multiple federal grant funds and is audited annually. Additionally, grants are also monitored regularly throughout the duration of the grant by the applicable funding source.

LHDC has administered the Crawford, Perry, and Spencer County RSVP Program for over thirty-six years and strongly desires to continue in that capacity. The RSVP Program emphasizes the Focus Areas of the Corporation for National and Community Service. The RSVP Program identifies local community needs in these CNCS Focus Areas. The RSVP Program makes contact with potential

Narratives

volunteer stations and offers the skills, experience, and abilities of the RSVP volunteers to serve and help meet these needs. The RSVP Program Director has been employed with LHDC since 2003 and has an Associate of Applied Science Degree in Office Administration. Prior to employment with the RSVP Program, the RSVP Director was the Administrative Assistant to the Coordinator of the Perry/Spencer StepAhead Program. While in that position, she served as the volunteer station supervisor for the RSVP Program. The RSVP Director will participate in all training deemed necessary by the Corporation for National and Community Service. During November 2013, the Director participated in the Indiana Senior Corps Directors Association Conference. In August 2014, the RSVP Director participated in the virtual conference held by the Corporation for National and Community Service. The RSVP Director is making plans to attend trainings that become available during the upcoming program year. In addition to the conference trainings, the RSVP Director attends the Indiana Senior Corps Directors Association meetings, Indiana Senior Corps Directors Southern Mini-Cluster meetings, and participates in training webinars.

The RSVP Director is responsible for the effective implementation of the RSVP Program. The RSVP Director formulates a plan and implements recruitment, orientation, and placement of volunteers, develops and maintains cooperative working relations with a variety of community organizations and agencies, provides recognition of the RSVP volunteers, prepares and issues reports to accommodate the administrative and program needs, and evaluates the effectiveness of operational procedures and program activities. The Volunteer Coordinator will develop the RSVP newsletters, provide clerical duties, and assist as needed. The Community Services Director will maintain on-going supervision of and support for the RSVP Director. The RSVP Director and Community Services Director meet regularly to evaluate the progress of the RSVP Program in achieving the goals of the work plan. LHDC's administrative office is located in Tell City, Perry County, with outreach offices in Rockport, Spencer County and English, Crawford County. All facilities are handicapped accessible, and have adequate meeting rooms and offices. LHDC staff complies with a cost allocation plan and the Program Director approves purchases and invoices. Invoices are then forwarded to the Fiscal Manager for appropriate payment.

Annually, LHDC's Board of Directors reviews the Agency's Personnel Policies to make changes as appropriate. All Staff are evaluated annually with pay increases, if granted, generally taking effect in January. LHDC participates in the statewide Community Needs Assessment process which is coordinated by the Indiana Community Action Network. An assessment of community needs in Crawford, Perry, and Spencer Counties is utilized to further assist in the identification of the needs of

Narratives

families and children and to guide the direction and implementation of program services. The evaluation committee of the RSVP Advisory Council also completes an annual assessment of the program accomplishments. Additionally, the RSVP Director develops annual reports to monitor and assure success of the RSVP project.

Other

N/A

PNS Amendment (if applicable)

N/A