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Executive Summary

An estimated 179 RSVP volunteers will serve in Genesee and Shiawassee Counties. The primary focus area of this RSVP project will be Healthy Futures. Some of their activities will include Medicare counseling, telephone reassurance, home delivered meal support, in home respite services, medical transportation and food bank assistance. Volunteers will also be providing support for school readiness and academic success in the Flint School System. At the end of the three-year grant, 200 people will have reached medical appointments and maintained or improved their current health status. More than 2,000 people will have improved food security due to food distribution support by RSVP volunteers working at local food pantries. More than 300 preschoolers and elementary students will have been tutored and assisted for academic success. The CNCS federal investment of \$62,644.00 will be supplemented by \$35,177.00 in funds from community sources. RSVP of Genesee and Shiawassee Counties anticipates applying for \$20,000.00 in state funds in 2016.

Strengthening Communities

The new Retired and Senior Volunteer Program (RSVP), sponsored by Valley Area Agency on Aging, will serve and promote the well-being of the seniors in Genesee and Shiawassee Counties. The RSVP program enables senior citizens 55 and older the opportunity to participate in community activities while serving their neighbors, and the agencies and organizations that support the cities and towns in Genesee and Shiawassee Counties.

Genesee County experienced a rapid loss of manufacturing jobs in the auto industry starting in the 1980s. Automotive jobs declined from 80,000 in 1978 to 8,000 in 2006 (Business Insider, June 16, 2013). Genesee's population has shrunk by over 10,000 from the years 2000 to 2010, and is currently estimated by the US Census to have lost another 10,000 since 2010. (US Census Bureau, Annual Estimates of the Resident Population for Counties of Michigan: 2010-2013) Genesee County continues to have a high rate of poverty, at 19.9%, higher than the Michigan average at 16.6% (Ibid). Shiawassee County, which is contiguous with Genesee County on its western border, has experienced similar but less turbulent changes. The population in Shiawassee has decreased from a high of 71,687 in 2000 to 68,900 in 2013, and the poverty rate of 14.4% is below the state average (Ibid).

In terms of age, Genesee and Shiawassee Counties have a slightly higher percentage of older adults than the Michigan average of 15.0%; 15.2% of Genesee County and 15.9% of Shiawassee County are over the age of 65 (US Census: American Community Survey 2008-2012).

The primary focus area for RSVP of Genesee and Shiawassee County will be Healthy Futures, and the

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volunteer activities proposed for the project reflect this priority. Most people prefer to age in place in settings of their choice. In recent decades, policy makers and advocates have worked together to reduce institutional care and to provide supportive services in home settings. (Montgomery, R., Et. al., 2007, *Family Caregiving in the Handbook of Gerontology: Evidence-Based Approaches to Theory, Practice, and Policy* (2007) ©. J. A. Blackburn and C. N. Dulmus, Editors. John Wiley & Sons).

Needed services include home delivered meals, transportation for medical appointments, respite for caregivers, and telephone reassurance for safety checks and social connections. These services can be costly if purchased through home, and community based service providers and would be out of reach fiscally for many individuals and families. In other communities, volunteers often provide substantial support in delivering meals, telephone reassurance, and transporting people to appointments. RSVP volunteers can be trained to help their community neighbors live in the home of their choice.

Older residents are more likely than their younger neighbors to have medical conditions including cardiovascular disease, diabetes, cancer, and other chronic diseases that require careful ongoing monitoring from medical professionals. The Baby Boomer bubble moving into retirement age has enormous implications for local resources. "The rapidly increasing number of older Americans has far-reaching implications for our nation's public health system and will place unprecedented demands on the provision of health care and aging-related services." (Centers for Disease Control, *Implications of an Aging Society*.) Compounding the problem, some areas within Genesee and Shiawassee Counties are designated as Medically Underserved Areas (MUA), Medically Underserved Populations (MUP), and Health Professional Shortage Areas (HPSA) by the Health Resources and Services Administration (HRSA) indicating limitations in health professionals or facilities serving the counties, especially for those who have low incomes. The University of Wisconsin, in collaboration with the Robert Wood Johnson Foundation ranks all counties in the United States on health outcomes tracking death rates from chronic conditions and health factors such as access to care, poverty and other factors affecting health. While Shiawassee County hovers in the middle of the pack for health outcomes and health factor rankings (Shiawassee is ranked 44th out of 82 for health outcomes, and 29 out of 82 for Health factors), Genesee County presents a different picture. Genesee County is struggling, ranking 81st out of 82 counties for health outcomes, and 72nd out of 82 counties for health factors. (County Health Rankings 2013, Robert Wood Johnson and the University of Wisconsin.) Clearly, access to medical care is a critical issue for Genesee County residents of all ages, but particularly Genesee County seniors.

Genesee and Shiawassee citizens face public transportation challenges. Mass Transportation

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Authority (MTA) of Flint was forced to curtail public transportation services at night, and to severely limit service between 10:30 am and 2:30 pm due to budget shortfalls during the summer months of 2014. MTA "Your Ride" was available for medical appointments but there were considerable restrictions that impacted people using wheelchairs, or needing assistance to get from the house to the vehicle. (Fonger, R., MTA board approves less frequent bus stops, reduced summer hours, MLive, May 29, 2014). Public transportation within the Shiawassee Area Transportation Authority (SATA) runs in Shiawassee County and many of its cities and townships. Rides must be arranged in advance, and buses run from 6 am to 6 pm on weekdays, seniors can ride free from 9 am to 6 pm. Bus service is curb to curb by appointment. Special arrangements must be made to leave the county for medical appointments.

RSVP of Genesee and Shiawassee Counties proposes to recruit volunteers for driving seniors and people with disabilities to medical appointments who might otherwise have no transportation to appointments. In Valley Area Agency on Aging's Care Transitions Program, this is particularly important for seniors who are discharged from the hospital. It has been proven that once discharged, if the senior follows up with their primary care physician within 7 days of discharge, hospital re-admittance decreases by 50%. Senior drivers for transportation is critical for the well-being of this community. Drivers will be screened for driving records, and insurance coverage. Cars of medical drivers will be evaluated to ensure that cars are safe and reliable vehicles. All drivers will be instructed in rules and protocols for picking up patients at their homes, driving to appointments and completing paperwork including mileage, time spent on the trip, and asking people to fill out an evaluation at the completion of the trip. The evaluation will include questions suggested by CNCS national performance measures.

Older individuals need adequate nutrition to aid in healing, support cognitive functioning, and managing chronic diseases such as diabetes and cardiovascular disease. (Online nutrition screening tool helps older adults identify if they have risk factors leading to poor nutrition, Dieticians of Canada, Toronto, Canada, 2013). Home delivered meals is an important service providing both food and a social contact for largely homebound seniors in both Shiawassee and Genesee Counties. RSVP proposes to recruit volunteers to support meal delivery services to homebound seniors. Volunteers will help assemble meals at delivery sites. If volunteers become delivery drivers they will be screened for driving performance and auto insurance and trained in delivery procedures and protocols including completing paperwork. Annually, the Valley Area Agency on Aging will be asked to distribute a survey to meal recipients about their experience with home-delivered meals, the volunteers delivering

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the meals, and include questions H8 and H9 regarding support for living independently and increase in social connections due to meal delivery from the CNCS recommended outcome measures.

Volunteers will be recruited to expand and continue the Keeping Independent Seniors Safe (KISS) Program. KISS is a telephone reassurance activity where seniors receive a friendly social telephone call every day to ensure their safety and wellness. Volunteers will be trained in how to conduct the calls, engage the senior on the phone and how to proceed if the call is not answered. Volunteers will also be trained to complete paperwork for reporting outputs of service. Once a year, a short survey will be administered during the phone call including questions H8 and H9 from CNCS recommended outcome measures to indicate if the calls have supported their ability for living independently and increase their social connections.

Caregivers are at risk for stress and health decline related to the work of taking care of frail parents and family members. It can be difficult for caregivers to continue their normal social and leisure activities, or even complete necessary shopping trips and paperwork without support. RSVP will recruit volunteers who will be trained to visit homes with frail or disabled seniors to allow the caregivers an opportunity to take a break or complete necessary tasks. Once a year, a short survey will be administered during the phone call including questions H8 and H9 from CNCS recommended outcome measures to indicate if the calls have supported the social connections of both the person being visited with companionship services, and the caregiver receiving respite.

Food security is an important issue for all people as the impact of inadequate nutrition can be catastrophic. Good nutrition is also critically important for children to learn and thrive. Children who experience hunger have difficulty learning, perform poorly in school, and have difficulty forming social relationships, ("Child Nutrition and Cognitive Development -- Speaking Points," The Tufts University School of Nutrition Science and Policy: Center on Hunger, Poverty and Nutrition Policy, 1998.) Genesee and Shiawassee Counties have large numbers of households at high risk for food insecurity. Both counties have a high percentage of households in poverty, 19.9% in Genesee and 14.4% in Shiawassee County. (American Community Survey, 2008-2012). In addition, 20.9% of families with children in Genesee County, and 14.7% of families with children in Shiawassee County received Supplemental Nutrition Assistance Program (SNAP) benefits (Feeding America 2011). Another 30% of families with children in Genesee and 17.9% in Shiawassee had inadequate food supplies but they were ineligible for assistance (Feeding America 2011). Thirty RSVP volunteers will assist with the preparation and distribution of food to low income residents of Genesee and Shiawassee Counties at local food banks. Volunteers will be assigned to the food bank to prepare boxes or bags of

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nutritious food for distribution on designated days within each county. Volunteers will be instructed at individual sites regarding protocols and procedures. Volunteers will be instructed to complete paperwork documenting hours, and number of individuals and families served during their shifts in order to document CNCS national performance measure requirements.

A secondary focus area for RSVP of Genesee and Shiawassee County is education. Many factors have been associated with poor school performance including poverty, unemployment or underemployment of parents, poor nutrition, and low educational attainment of parents to name a few. There are interventions that have been helpful in mediating family, poverty, and environmental factors, (Morris, P., Et. al. 2013; Raver, C.C., Et. al. 2013). In Genesee and Shiawassee Counties, MI School Data indicates that as a whole, students are near the State averages for reading proficiency at 3rd grade (70%) and math and reading proficiency from 3-8 grades (38.5%). (Michigan Dept. of Technology, Management, and Budget Center for Educational Performance Information (School Year 2012-2013). However when you look more closely at school system data in cities within the counties, it paints a less rosy picture. In Flint Schools, the rate of reading proficiency after 3rd grade is 41.6% and math and reading proficiency in grades 3-8 is 13.6%. In Owosso Schools located in Shiawassee County, 3rd grade reading proficiency is at 62.1% and math and science proficiency for grades for grades 3-8 is at 26.1%. Also, 86.3% of students in Flint Schools and 61.6% of students in Owosso Schools are designated as economically disadvantaged.

RSVP volunteers will be recruited to work under the direction of school administrators and teachers to help identified students improve reading, school performance and attendance. Volunteers working with pre-school children will work on pre-reading, pre-math, and reinforce behavioral goals.

Volunteers working with elementary and middle school students will work on reading, writing, math and behavioral goals as identified for each student. Volunteers recruited for working with students will be trained by RSVP and by the school system to work effectively with students. Prospective volunteers will comply with all school policies and procedures including additional background checks and fingerprinting if required. Volunteers will record their time records when working with students and teachers will be asked to complete evaluations of student improvement for the students that are tutored by volunteers. Evaluation measures will include ED 2, 5, 21, 24, 25, and 27, CNCS priority measures for school improvement in reading, literacy, math and school attendance to be measured annually. Time engaged and volunteer sessions per week will be negotiated between RSVP and the school system at the beginning of the school year.

RSVP of Genesee and Shiawassee Counties will be meeting other community needs through their

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partnerships with senior centers. RSVP volunteers will provide assistance for people coming into the centers, directing people to the center services, providing support for evidence-based wellness programming, and supporting recreational activities for seniors. Additional volunteer stations may be added in the future but will never exceed 30% of volunteer service outputs.

Veterans are an important service population for RSVP. More than 15 volunteers under the previous contract for RSVP were veterans. Many of those served with medical transportation were veterans of service in World War II, and the Korean and Vietnam Wars. The RSVP program will routinely collect information on veteran status for all people served in the priority area of Healthy Futures.

It is very important to document how the service of RSVP volunteers benefits the community, and how the individuals who provide the service are impacted in a positive way. RSVP will comply with all CNCS requirements regarding data collection, data reporting and record keeping. It is also important to demonstrate impact to all funders supporting the activities of the RSVP.

RSVP of Genesee and Shiawassee Counties will ask prospective volunteers if they are veterans; RSVP will ensure that this question is answered routinely on all new volunteer applications in support of measurement V2: Number of veterans engaged in service opportunities.

Recruitment and Development

RSVP of Genesee and Shiawassee Counties, and its sponsor, Valley Area Agency on Aging, through our 40-year history of serving the community, and the experience of managing Medicare and Medicaid Assistance Program (MMAP) volunteer experiences, understands that volunteerism helps the community and helps the volunteer. A recent meta-analysis of 40 articles researching the benefits of volunteerism has shown positive effects on depression, life satisfaction, and wellbeing (Jenkinson, C.F, et.al. 2013). Michigan has a history of evaluating the senior volunteer programs and results indicate that volunteers enjoy giving back to their communities, believe their time is used wisely, and have increased their social contacts as a volunteer (State of Michigan Senior Volunteer Program Evaluation, RSVP of Genesee and Shiawassee Counties 2011). RSVP volunteers are able to serve in a variety of settings as mentioned previously. Volunteer service assignments are geared to the preferences of the volunteer and their strengths. If volunteers prefer volunteering with others, that can be accommodated and supported.

Volunteer recruitment will be accomplished using multiple methods including local newspapers, radio, area newsletters, and local volunteer sites. Past experience demonstrates that one of the most effective recruitment strategies is word of mouth from current volunteers to their peers. Valley AAA will be contacting volunteers from the previous RSVP program to invite them to volunteer with the new

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RSVP Program. RSVP of Genesee and Shiawassee Counties will work to ensure that volunteers have a rewarding and enriching experience and hopefully recruit friends into volunteer service. Continuous quality improvement is a goal so volunteers will be surveyed annually to evaluate their experience, and results of the survey are used to plan future activities. Volunteers will be reimbursed for their mileage when driving for medical appointments, so no volunteer has to pay out of pocket to serve their communities.

Valley AAA's process of working with more than 30 different non-profit, private, faith-based and governmental agencies will help tremendously with RSVP outreach. The RSVP Director, as a staff member of Valley AAA, will be able to connect with Community Collaboratives, Chambers of Commerce and other organizations in Genesee, Shiawassee and Lapeer Counties to stay abreast of emerging needs. RSVP will also reach out to area businesses and corporations to connect with workers who may be near retirement to provide information about volunteer opportunities with RSVP.

RSVP has a strict non-discrimination policy regarding volunteer recruitment, no person will be turned away based on age, gender, race, religion, ethnicity or sexual identification. Currently, RSVP will be funded to recruit 179 volunteers. Genesee is a diverse community, 75.2% of residents identify as White, 20.8% as Black or African/American, 1% as Asian and almost 1% as Native American or American Indian (US Census: American Community Survey 2008-2012). Just over 3% (3.2) indicate their ethnicity as Hispanic/Latino. Shiawassee has much less racial diversity with 97% of its population identifying as White, and less than 1% of residents identifying as Black or African-American, Asian or Native American. Over 2.7% indicate their ethnicity is Hispanic (Ibid). Outreach recruitment strategies will strive for diversity in the ranks of volunteers and the staff who administer the project.

When a new volunteer enrolls in RSVP, they will be asked to fill out an application that includes contact information, demographic information and their past experience with employment, military service, and volunteerism. A background check is performed using the Michigan State Police ICHAT system before assigning a volunteer to any site. If a background check comes back with a history of misdemeanors or felonies, RSVP will determine, on a case-by-case basis, if the criminal history is relevant to volunteer service. The type of crime, the number of convictions, and the time that has passed since the conviction(s) without further convictions will all be taken into consideration.

When prospective volunteers successfully pass their background check, they are asked to participate in an interview and orientation. The interview is a tool to learn more about the volunteer and the type of activities and service he/she is interested in providing. A volunteer manual guides the orientation

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process and is provided to the volunteer to take home. New volunteers are instructed in RSVP policies and procedures that involve training, the volunteer role, the RSVP infrastructure, stations and sites, mileage reimbursement and insurance. Volunteers are also informed that some sites may involve more intense background check procedures, including taking fingerprints.

Depending on availability, an attempt will be made to engage new volunteers in service soon after their initial orientation. Often the first volunteer opportunities will be located close to their place of residence as they acclimate to the program.

Certain assignments will involve additional information and more training geared toward the requirements of the service. Those recruited for medical driving will provide additional information about their driving record, insurance, and must pass the safe driver course provided by RSVP. Medical drivers will also have their car inspected prior to beginning medical driving. Medical drivers are instructed how to navigate within their driving area, timing for ride pickups, responsibilities when they have a medical rider in their vehicle, drop off procedures at an area medical provider, and return trips. Volunteers are counseled on maintaining confidentiality of their rider's medical trip information.

Those volunteers working in the preschool and school setting may need additional background checks, and specialized training depending on their volunteer role. Those working with children will be supervised by school personnel when working with children. The school personnel, in consultation with the RSVP Director, will discuss and develop the activities of the volunteers when working individually and in groups with young, school age children in elementary and middle school.

Valley AAA, and by extension the RSVP project, shares a strong belief that all people, regardless of disability, have something to give. RSVP will provide many different types of volunteer activities that can include everyone. For those with mobility challenges, they can serve at the RSVP office or Valley AAA in a job that can be accomplished while sitting. Volunteers with mobility challenges can also work well with children in mentoring and tutoring roles.

An important activity in volunteer management is recognition for volunteers based on service to the community. RSVP will hold a recognition event every year. Invitations will be extended to all volunteers and representatives from governmental and partner organizations. Special recognition will also be provided based on hours of service to the community. Volunteers will receive a certificate after their first 1000 hours of service, followed by pins and plaques at additional amounts of volunteer hours. Each year, a Volunteer of the Year will be selected. Each agency using RSVP volunteers will be asked to contribute for recognition of their volunteers.

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Program Management

Our mission of serving the community with quality volunteer service is supported by our commitment to work collaboratively with community organizations to develop high quality volunteer assignments that meet community needs and provide interesting volunteer opportunities for seniors. This collaborative relationship starts with the director and coordinator participating in human services, along with community and business meetings in Genesee and Shiawassee Counties. RSVP staff members will also monitor local newspapers and other media to ensure we are keeping current with local events and community needs. RSVP needs to be constantly reflecting how RSVP volunteers can be part of the solution for community needs.

The basis for all our work with local agencies starts with a signed Memorandum of Understanding (MOU). When a new site requests help from RSVP, the RSVP Director/Coordinator (Please see the Organizational Capability section for a description of the Director/Coordinator) talks with the station's administrator to find out what they need in volunteer service. At this meeting, the RSVP Director/Coordinator evaluates whether the project fits into the CNCS six priority areas where RSVP volunteers can serve and if it serves a community need that has measurable outcomes. If there is good fit between priority needs and the volunteer program, then the discussion goes into more detail about RSVP. The station is informed of what RSVP can provide in the way of volunteers, and what steps need to be taken, including signing an MOU that lists the responsibilities of each party and who will oversee the volunteers while serving at the station.

The MOUs are the agreements between RSVP and the station. The station supervisor is asked to complete the following on the front of our MOU: Public Agency, Private Non-Profit Organization, Proprietary Healthcare Facility, or Faith-based. There is a listing for RSVP Station Responsibilities: The station (1) Makes the final decision on assignment of volunteers, (2) Implements orientation, in-service instruction or special training of volunteers, (3) Furnishes volunteers with any materials or transportation required for assignments, (4) Provides for adequate safety of volunteers, (5) Signs and validates appropriate volunteer reports for submission to RSVP, (6) Investigates and reports accidents and injuries involving volunteers to RSVP (7) Discusses assignments with individual volunteers referred to RSVP and provides written assignment to volunteers, with a copy to the RSVP Program, (8) Provides supervision of volunteers on assignments, (9) Provides public liability and automobile liability insurance, as appropriate, (10) Supplies in-kind vouchers to RSVP to verify support when meals, recognition, transportation or training have been provided to volunteers, (11) Validates (signs) monthly volunteer timesheets submitted by RSVP volunteers to verify hours of volunteer service

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(monthly timesheets are due in the RSVP office by the 10th of the following month), (12) Provides Accessibility and Reasonable Accommodation. (The Volunteer Station will maintain the programs and activities to which RSVP volunteers are assigned accessible to persons with disabilities (including mobility, hearing, vision, mental, and cognitive impairments or addictions and diseases) and/or limited English language proficiency and provide reasonable accommodation to allow persons with disabilities to participate in programs and activities.), (13) Observe and enforce Prohibition of Discrimination: The volunteer station will not discriminate against RSVP volunteers or in the operation of its program on the basis of race; color; national origin, including limited English proficiency; sex; age; political affiliation; sexual orientation; religion; or on the basis of disability, if the volunteer is a qualified individual with a disability.

The volunteer station may request the removal of a senior volunteer at any time. The RSVP volunteer may withdraw from service at the volunteer station or from the RSVP program at any time.

Discussion of the individual's separation will occur among RSVP staff, volunteer station staff, and the volunteer to clarify the reasons, resolve the conflicts or take remedial action, including placement with another volunteer station. The station will include with the MOU a written assignment for the volunteer. The station supervisor will sign the front page of the MOU, sending the original to RSVP and keeping a copy for their agency.

The MOU is renewable, by Federal mandate, every three years except when there is a change of station supervisor; a new MOU must be updated and signed at the time of a change. The Job Description sheet allows for updating this original form at any time. The Request Form is an ongoing document submitted to RSVP for daily/weekly/monthly requests. The RSVP program will continue to recruit and manage volunteer stations that address specified unmet community needs that are not included in our Primary Focus Area.

Once the MOU is signed detailing the items mentioned above, the Director/Coordinator will implement the process of recruiting volunteers for the placement. This will be done with the information on the volunteer registration form that each volunteer fills out. The registration form will give a brief overview of the volunteer skills, work history, preferences and physical limits.

The Director/Coordinator will make personal calls to volunteers who expressed an interest in this type of assignment on their registration form. If the request calls for a certain skill that is not available in our volunteer membership, a community outreach appeal will be sent to current volunteers and a public service announcement will be written for local media requesting people with the set of skills needed. The RSVP Director/Coordinator will also attempt to connect with potential volunteers

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through community presentations. The Advisory Council is also a valuable resource when trying to get the word out in the community for volunteer recruitment.

The Director/Coordinator will keep in touch with both the volunteers and site to see that everything is going well. She/he can make adjustments, if the assignment doesn't fit the volunteer. The Director/Coordinator has regular contact with volunteers and will informally ask for feedback about the assignment. The volunteer coordinator also has frequent, informal communication with the station related to additional needs, potential issues, and other topics related to placement and service of volunteers.

Over time, there may be occasions when stations must be deactivated. Reasons for deactivation can be varied and may relate to changing community needs, stations or sites misusing, mismanaging volunteers or not following protocols established in the MOUs. The Director/Coordinator will communicate project requirements and if the project can no longer provide volunteers the RSVP Director/Coordinator will communicate directly with station administrators about the decision to stop sending volunteers. If the site's request for RSVP volunteers is unmet, then the director will suggest other places to get help for volunteers including service clubs, local colleges and faith-based organizations that have volunteer groups. The RSVP and Valley Area Agency on Aging Advisory Councils will be kept informed about new stations and requests for volunteers. If there is a problem, then the Advisory Councils can also offer suggestions on possible solutions.

This effort to meet community needs is one reason why RSVP of Genesee and Shiawassee Counties' primary focus will be on Healthy Futures. Through interaction with the Valley AAA Advisory Council, representatives from the health care community and transportation resources, the desperate need for access to health care transportation for older residents in Genesee and Shiawassee Counties was revealed. As the population ages over time, the need for medical transport and access to medical services will only grow. Information on all transportation clients will be collected and aggregated.

RSVP will prominently be serving those over the age of 70. Information will be collected on veteran status, and outcomes including if the person has access to other transportation sources and whether the ride to medical appointments allows the person to maintain or improve their current health status.

For all people served through services allowing them to stay in their home, they will be asked if the service has increased their social opportunities as well.

RSVP will also collect information from stations on a regular basis to ensure that we are meeting needs and that our volunteers are well trained and monitored. Every year a survey will be sent to all stations to gather information about how the RSVP program and its volunteers are doing. We will

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also solicit information about current unmet needs with this survey. RSVP will collect emails and utilize web-based systems to collect evaluation information.

All data related to volunteers, stations, sites and locations will be tracked in the Volunteer Information System (VIS) maintained by the Michigan Office of Services to the Aging. RSVP staff will be trained in procedures to accurately enter data and generate reports. VIS allows the RSVP staff to download reports detailing the number of hours and volunteers serving at each site. Data from volunteer time sheets will be entered into VIS each month. Reports will be generated as needed to report to Federal, State and Local funders. Records based on volunteer mileage will also be entered into VIS to track reimbursement costs.

Organizational Capability

Established in 1974, the Valley Area Agency on Aging is the federally designated point for planning and coordinating services on behalf of person 60 years of age and older. Valley AAA's mission: "Valley Area Agency on Aging provides action, advocacy and answers on care for the elderly and disabled adults of Genesee, Lapeer and Shiawassee Counties, by enhancing lives, empowering choice, sustaining independence and supporting caregivers and families". Their Core Values include: Leadership, Trust/Integrity, Advocacy, and Commitment to Excellence. The proposed funding sources for the RSVP project are as follows: CNSC pays a portion of \$62,644 and community sources will pay \$35,177.

The community contributions are disbursed and accounted for regularly on a continuous weekly, monthly, quarterly, annual and semi-annual basis. All grant requirements for state and federal programs will be met. RSVP will work to ensure programmatic effectiveness, access and availability for seniors in Genesee and Shiawassee Counties. The RSVP office will be centrally located in the city of Flint in Genesee County in an accessible space for persons with disabilities. Planning and allocation of resources within the volunteer program are handled in house by the Director/Coordinator and other program staff.

All bookkeeping and paperwork related to funding and expenses will be handled in the office by Valley AAA staff including payroll, expenditures, disbursements and grants processing and submission using computer software. The Valley AAA Advisory Council members and Finance sub-committee are independent of the RSVP program, and they will monitor expenditures, disbursements of funds and project performance for the Retired and Senior Volunteer Program.

The Valley Area Agency on Aging (VAAA) Advisory Council's membership consists of 23 members, twelve (12) of which include seniors who are 60 years of age and older. Senior representatives are

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appointed to serve by elected officials from the counties in which the senior resides. Currently, seniors represent Genesee, Lapeer and Shiawassee Counties. The seniors serve a two-year term and therefore must be reappointed every two years.

Eleven members include agencies or organizations that provide services to older persons. Some of the agencies/organizations include: Department of Human Services, Social Security, Veterans, Medicaid/Medicare Assistance Program, home delivered/congregate meal program provider, transportation provider, home care provider, faith community, Center for Independent Living, and the 2-1-1 Representative.

The VAAA Advisory Council By-Laws are reviewed and updated periodically. RSVP membership on the Advisory Council is possible. Additionally, VAAA plans to establish a separate RSVP Advisory Council specific to people who are RSVP volunteers that represent Genesee and Shiawassee Counties, as well as some of the community agencies or organizations represented on the VAAA Advisory Council. This meeting will commence after the VAAA Advisory Council adjourns.

The RSVP Director/Coordinator and staff will complete a programmatic assessment on compliance with funding requirements on an annual basis. Results of assessments will be on file in the project office, in accordance with accepted practice. RSVP also maintains documentation of cooperative planning and sharing of resources with existing governmental and private agencies. The program will collaborate to plan activities and services, and to secure funding for multiple partners engaged in implementing community wide plans. Results of assessments and collaborative plans will be shared with Valley AAA and RSVP Advisory Council members; as well as community partners and stakeholders.

Valley AAA will provide management support for program operations. RSVP financial activities will be audited each year by an agency accountant. During the initial period of project development when RSVP staff are minimal, Valley AAA will ensure that a staff member will be available to support the Director/Coordinator with duties such as answering the phone when staff are out of the office.

Office procedures will follow documented protocols and policies reflective of CNCS and State of Michigan requirements. Valley Area Agency on Aging policies will detail the handling of cash, checks received, deposits, bill payment, ordering supplies, fundraising, appointments, refunds, staff travel, reimbursements, payroll tax withholding, and insurance policies.

An RSVP Advisory Council will be formed and function to assist RSVP staff by reviewing plans and policies, providing advice on recruitment, fundraising, and recognition. The RSVP Advisory Council will include a group of senior volunteers, agency representatives and other stakeholders from Genesee

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and Shiawassee Counties. The RSVP Advisory Council will meet a minimum of six times a year. The Valley AAA Executive Director will oversee the annual evaluation process including surveys distributed and collected from current volunteers and representatives from volunteer stations. Results will be used to determine volunteer impact and outcomes; and to support future planning for the program.

The Valley AAA Advisory Council and The RSVP Advisory Council will provide input on training, program expansion, policies and procedures based on federal, state and local requirements. Grievances and appeal procedures will be developed and clearly defined. Liability and accident insurance for council members, volunteer and office staff is required.

The RSVP program within Valley AAA has the infrastructure for successful implementation of sound fiscal and programmatic policies and procedures. The Director/Coordinator will have responsibility for the development and day-to-day operation of the RSVP Program. A search for a full time Director/Coordinator will commence immediately if the grant is awarded. Requirements for the Director/Coordinator will include: a college degree or equivalent experience, background in community outreach, networking, planning, grant writing. Candidates must be organized and have the ability to prepare and submit reports in a timely manner.

Duties of the Director/Coordinator include: assess community needs for volunteer service, plan and operate project operation in compliance with CNCS and VAAA policies, recruit, orient and place volunteers, maintain fiscal and program records, develop and maintain coordination with volunteer stations, staff advisory council and keep council informed of pertinent issues, provide support and information to volunteers, assess volunteer performance, and develop financial resources for the project through grant writing.

When the program has fully developed volunteer stations and recruited a full enrollment of volunteers, it may be necessary to secure a project assistant who can relieve the Director/Coordinator of some duties. Tasks which could be accomplished by a project assistant include: serving as a receptionist for the program, answering questions from prospective volunteers and station representatives, entering data into VIS and other management software tools, take requests for new volunteer services, coordinate volunteers with assignments, maintain service records and generate VIS reports as requested, and assist the Director with the preparation of reports.

RSVP Staff positions would be sustained by Federal dollars and are reflected in the Budget/Budget Narrative. Additional funds may be possible from State funds after the first year of the grant.

Other

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N/A

PNS Amendment (if applicable)

N/A