

# Narratives

## Executive Summary

An estimated 501 volunteers will serve (NY-09) in the Orange County RSVP program each year from 2015-2018. The RSVP program will be administered by Orange County Office for the Aging (OCOFA). Some of the RSVP service activities will include: home delivered meals, transportation, companionship, emergency food support including food pantries and soup kitchen, distribution of access to care information, and plant establishment and removal. The primary focus area of this project is Healthy Futures. At the end of the three-year grant, it is anticipated 507,000 meals will be delivered to homebound seniors; 579 seniors will have received transportation services; 579 seniors will have received friendly visits; 7,731 people will receive emergency food support; 14,824 seniors will receive information regarding access to care; and 35 acres of park land will be improved. The CNCS federal investment of \$57,229 will be supplemented by \$144,338 in leveraged resources.

## Strengthening Communities

Orange County Office for the Aging (OCOFA) proposes to sponsor the Retired Seniors Volunteer Program (RSVP) and serve 501 volunteers each year, county-wide. Funding requested for this project (\$57,229) will address community needs that align with the RSVP National Performance Measures in the focus areas of Healthy Futures, Economic Opportunity, Environmental Stewardship and Capacity Building, with Healthy Futures being the Primary Focus Area.

OCOFA has been operating continuously since 1974, and has sponsored the RSVP for the last 40 years. The mission of OCOFA is to maintain the dignity, well-being and independence of senior citizens through a variety of programs and projects. OCOFA manages fifteen grants and provides eleven broad categories of service with multiple sub-services. These programs for seniors include case management, long-term care information and assistance, health insurance information and referral, health promotion, home-delivered and congregate meals, education and advocacy.

The County of Orange, New York is approximately 40 miles northwest of New York City in the Mid-Hudson Valley Region. The county is bordered to the east by the Hudson River and to the west by the Delaware River and the states of Pennsylvania and New Jersey. The county spans approximately 811 square miles with a mix of urban, suburban, farmland and rural areas. Orange County has been one of the fastest growing counties in the State of New York since 2000. With a 2010 Census population of 372,813, the population increased by 31,446 (9.21%) since 2000. 2013 population estimates show

## Narratives

continued growth with an estimated 375,592 county residents.

At first glance, Orange County appears to be an affluent suburban community that enjoys a median household income above the New York State average, a smaller percentage of individuals living below the poverty line, and a higher percentage of high school graduates as compared to New York State. Aggregate county data is misleading, however, and masks the disparities within the county. The urban areas of Orange County are characterized by severe socioeconomic inequities. One-third of Orange County's population living below the poverty line resides in the three cities of Newburgh, Middletown and Port Jervis.

Poverty rates exceeding 25% for families with children under 18 are found in Orange County's three cities. In contrast to the \$70,000 average median household income in Orange County, residents in Newburgh average barely half of that. In Middletown and Newburgh, over 25 percent of adults lack a high school diploma while almost 87% of Orange County adults have at least a high school diploma. Newburgh and Port Jervis have drop-out rates of almost twice the county average at 5%. The unemployment rate for the county is 6.3% as of July 2014 (New York State Department of Labor, Labor Statistics). There are an estimated 22,000 Veterans in Orange County. Data from the Orange County Veteran's Service Agency indicates that approximately 200 County Veterans are homeless.

The need for services for the elderly is increasing drastically in Orange County. According to 2010 U.S. Census Bureau, 83,032 county residents are over the age of 55. According to the NYS Office for the Aging "County Data Book" of 2011, Orange County's population of people over 60 years old will increase by 43% between 2010 and 2020.

In 2008, the Orange County Citizen's Foundation published a Quality of Life for Older Adults report which shows baseline data on areas that affect senior's quality of life, such as economics, education, health care and home care, housing, social services and transportation. The report showed that in 2006 Orange County had a slightly higher percentage (41.3%) than New York State (38.3%) of adults age 65 and over who had a disability. Those 75 and over were more likely to have disability than not (64.8%). In 2006, 40.6% of the 65 and older population in Orange County had incomes below \$25,000 and 9.2% were below the poverty level.

## Narratives

According to the American Community Resource Survey for 2012, thirty percent of households in Orange County received Social Security. The average income from Social Security was \$17,955. Based on data provided by the Orange County Department of Social Services, the Home Energy Assistance Program (HEAP) served a total of 1,171 seniors in the 2013/2014 heating season. Approximately 1,875 county residents age 65 and older have already enrolled for heating assistance for the 2014/2015 heating season.

Seniors in our community not only want to age in place, there is a real economic need to do so. According to the New York State Department of Health, the estimated average nursing home rate in Orange County is \$366 per day or \$133,620 per year. In 2006, a survey conducted by the Orange County Citizen's Foundation showed 77% of the 460 respondents did not have long-term care insurance.

Many elderly are homebound with no outside help. They are unable to leave their homes, and unable to cook a meal for themselves. They often rely on senior dining programs to provide them with at least one meal per day. A 2013 RSVP survey polled Home Delivered Meal (HDM) recipients about what they most liked about the HDM Program, and respondents said; "When the meals come, I eat lunch. When the meals don't come, I don't eat any lunch."; "I can't shop anymore and this program allows me to stay at home. The food is generous and everyone is so nice."; "I'm reminded to eat and the food is good and good for my health. Otherwise, I snack too much or just don't eat or drink;" and "Look forward to seeing other people to talk about news and other things."

Transportation in Orange County is primarily through the use of personal automobiles with some local public transportation which is not uniform across the county. In fact, there are some areas within the county that are rural, such as the Town of Minisink, which does not have any public transportation. There are 8 Dial-a-Bus handicapped accessible providers who transport seniors within their municipality and often don't travel outside of their town or city. Transportation for medical appointments and shopping can be difficult for those who do not live within a public transportation service area, drive but can not afford fuel, or can no longer drive themselves.

According to data provided by Literacy Orange, 1 in 5 Orange County adults lack the English literacy skills to succeed as a parent, worker or citizen. Approximately 38,000 Orange County adults over the

## **Narratives**

age of 25 are without a high school diploma and 57,000 Orange County residents speak a language other than English at home. Individuals lacking English proficiency have trouble reading prescription bottles, menus, want ads, written directions, newspapers, magazines or books.

The Director of the OCOFA, Ann Marie Maglione, has made it a focus of her department to offer services, either directly or through sub-contracts, designed to maintain the quality of life of those aged 60 and over. The activities of the proposed Orange County RSVP Program have been realigned to better meet both the relevant county needs and the CNCS priority focus area of Healthy Futures, particularly under the objective of Aging in Place.

To assist seniors to remain independent and receive adequate nutrition for health maintenance, RSVP volunteers will deliver one hot meal per day to at least 650 elderly in Orange County. A minimum of 485 frail, elderly will be food secure through assistance provided by 121 RSVP volunteers in the Home Delivered Meals Program. RSVP volunteers will assist with packing the meals on an individualized basis for categories such as regular, diabetic, pureed or low-cholesterol. Volunteers will deliver the meals to the home-bound, at-risk seniors identified by the OCOFA. Volunteers will follow a set route, arrive at a set time at client homes, select the assigned meal for each home, and make a personal delivery into the hands of the clients. If there is no answer at the door, the volunteer will contact the Nutrition Program where a follow up is initiated, either with a call to the contact person listed on the client records, 9-1-1 or other professional emergency personnel. Volunteers will deliver to the same seniors week after week, allowing them to develop a personal relationship and creating a sense of consistency and trust.

Volunteers will provide local transportation to medical appointments, pharmacies, banking, barber, hairdresser, or other out-of-home needs, grocery shopping and errands, telephone reassurance, and friendly visits (companionship). Volunteers will reap the benefits of having the satisfaction of knowing they have helped make their community a better place to live, and meeting new friends who share their values of community service to others in need. Through the work of the volunteers, frail, homebound seniors will be able to overcome their sense of isolation and delay or avoid the need for institutionalization.

Twenty-eight RSVP volunteers currently serve at two food pantries and one soup kitchen to further

## **Narratives**

alleviate food insecurity in the county. RSVP volunteers will assist with the OCOFA HIIICAP Program which helps seniors obtain information on health insurance, access and benefits through the use of printed information and internet web sites for details on Medicare and the various plans. The volunteers will assist people in making a choice based on the health care needs of individuals and couples at the lowest possible cost to them.

RSVP volunteers will tutor adults one-on-one in reading and writing through the Literacy Orange station. After the volunteer tutors complete 18 hours of training, they are matched with an adult non-reader. Tutor and learner meet for two hours per week. The tutor uses individualized curricula, appropriate to the reading level of each student and geared toward achieving that individual adult student's reading goals. In addition, tutors spend 1 to 2 hours per week on lesson planning, coordinating and analyzing lessons for reporting purposes. Tutoring is year round and is scheduled by the tutor and learner at nearby libraries, churches or community centers. Tutors use various methods to help the adult non-reader accomplish reading and comprehension goals.

Trained RSVP Volunteers will assist low and middle income people over 60 in preparing and filing federal and state income tax forms distributed throughout various county locations. Electronic filing and telephone or online counseling is also offered by the program. RSVP Volunteers will also serve homebound, frail or disabled seniors in their homes. A fifty (50) hour training program in tax preparation and update of tax law as conducted by the IRS and AARP will be provided yearly to each volunteer. Senior Centers, Senior Dining sites and other public places will provide donated space. The OCOFA will provide office supplies and tax forms, and homebound seniors call the OCOFA to schedule a home visit.

The Orange County Arboretum is operated and maintained by the County Parks Department in cooperation with the advisory Friends of Orange County Arboretum, a non-profit organization. The Arboretum is located in the Thomas Bull Memorial Park. The 35 acres of rolling former pasturelands and wooded areas are an environmental resource and garden whose primary purpose is the display of tree collections. The arboretum's planting collections are organized around botanical family relationships, tree habitats and wetland characteristics. Volunteer positions include tour guides, gardeners, and greenhouse keepers. Volunteers also assist with special events, educational programs, fundraising or public relations.

## Narratives

These service activities in the Primary and Other Focus Areas will lead to outcomes as outlined by CNCS. As a result of fifty percent (50%) of OCOFA 's unduplicated RSVP volunteers, the project's anticipated outcomes for the Primary Focus Area- Healthy Futures are: Objective 1.) Aging in Place: 1,036 homebound elderly adults will receive food, transportation and other services which will enable them to live independently and postpone or avoid institutionalization and 777 shut-ins will report having increased social ties and perceived social support. Objective 2.) Obesity and Food: 2,577 Individuals will receive emergency food from food pantry and soup kitchens, and 1,930 will report increased food security. Objective 3.) Access to Care: 4,941 seniors will receive information on health insurance, access and benefits.

Twenty-five percent (25%) of unduplicated volunteers will be dedicated to Other Focus Areas as well as Capacity Building. In the other focus areas of Economic Opportunity: Objective 1.) Employment: 11 Adult non-readers will achieve literacy training, which will lead them to obtain jobs or promotions, pass the GED test, pass the US citizenship test and obtain citizenship, and meet other personal literacy goals and Objective 2.) Financial Literacy: 345 Elderly people will receive assistance in income tax preparation to assist them with filing tax returns and receiving tax refunds. In the focus area of Environmental Stewardship: Objective 1.) At-risk Ecosystems: Volunteers will serve as tour guides, gardeners, and greenhouse keepers at the Orange County Arboretum, located at the Thomas Bull Memorial Park. Volunteers will work to improve 35 acres of county park land, and assist with special events, educational programs and fundraising.

Capacity Building: The RSVP Volunteer Coordinator and Station Managers will assist in the success of the RSVP program through recruitment, retention and management of volunteers. Forty-two (42) volunteers currently serve in various stations where they actively recruit new volunteers. An estimated 95 new volunteers will be recruited and enrolled in Year 3 of the proposed RSVP program with 25 stations implementing effective volunteer management practices.

RSVP Volunteers also assist non-profits by helping the Administrator or Director by performing functions such as scheduling, database design and management, recording and filming information and data and other tasks geared toward greater efficiency. Approximately 50 volunteers will serve in this capacity at various agencies.

## Narratives

Twenty-five percent (25%) of unduplicated volunteers will be dedicated to Community Priorities. Volunteer experiences include congregate meal sites in the Towns of Blooming Grove, Cornwall, Highland Falls, Montgomery, Newburgh and Monroe, and the City of Port Jervis where seniors are served 350 meals per day and provided nutrition education and counseling, as well as referrals to other OCOFA social and health services. To fulfill other community needs, volunteers will be stationed at other locations such as Country Store Thrift Shop, Cornell Cooperative, Hospice of Orange and Sullivan, Habitat for Humanity, 2 public libraries, the Orange County Genealogical Society, Historic Society of Newburgh, People for People Fund, Hill Hold Museum, and the Humane Society of Walden.

Each Station Manager will collect data from both the volunteers serving in the station and the recipients of service including time sheets, activity logs and surveys. That data will be shared with the RSVP Coordinator who will monitor progress and track the data through the Volunteer Reporter. Data will be shared with both the RSVP Advisory Council and the OFA Advisory Council for program evaluation to establish any need for change. National Performance Measure output and outcome reporting will be completed by the RSVP Coordinator and reported to Corporation for National Community Service, as required.

Design and evaluation of the program will be on-going with the semi-monthly meetings of the RSVP Advisory Council and the Office for the Aging (OFA) Advisory Council. Volunteers will provide feedback regarding the challenges and successes of the program through surveys, personal contact and participation on the RSVP and OCOFA Advisory Councils. Other Orange County Government departments, the Orange County United Way, the Orange County Community Foundation and the Orange County Partnership (Office of Economic Development) provide input to the OCOFA Advisory Council on programming including the RSVP to ensure local feedback and input. Community partners and interested individuals participate in the annual Public Hearing, part of the evaluation process for OCOFA and RSVP.

Veterans and/or military families have received services from RSVP volunteers under this program including home delivered meals and emergency food support in food pantries. An estimated 228 Veterans receive home delivered meals on an annual basis.

# Narratives

## Recruitment and Development

RSVP is heavily involved in the Orange County community through its relationships with approximately 35 non-profit agencies which serve as volunteer stations. Community partners are selected on the basis of their mission to serve unmet needs in the community, their ability to solve community problems, and their track record of operating an effective volunteer program. CNCS focus areas are taken into consideration when taking on new partners and retiring previous stations. Current community partners range from Jewish Family Services, AARP, Cornell Cooperative Extension, Hands On! The Hudson Valley, a Humane Society, a Thrift Shop, food pantries and a soup kitchen, historical sites and literacy programs.

High quality volunteer assignments keep volunteers engaged, make them feel like they are making a difference, and make them want to continue offering their services. To ensure volunteers receive high quality volunteer assignments, RSVP utilizes an enrollment form to assess volunteer's education and experience and match jobs with their strengths and interests. Volunteers are interviewed by the RSVP Coordinator and/or the Station Manager to ensure a successful match to a meaningful assignment.

For volunteers who find meaning in one-on-one personal contact with homebound elderly, the Jewish Family Service Independent Living program offers the chance to get to know individuals and help them with much needed services such as transportation, light chores and companionship. For those volunteers who like more active work, as well as the chance to do something for shut-ins, the Home Delivered Meals program offers driving and delivering meals to a set route of the same people day after day, leading to the development of a personal relationship and the satisfaction that can be gained from that contact. Volunteers who enjoy leading groups and teaching can become literacy tutors and health conscious volunteers can lead exercise classes. Orange County RSVP also offers volunteers work which involves the outdoors, animals, or work with the disabled and hospice. There are roughly 60 different jobs being offered to volunteers with the hope that they will find something that will be meaningful, satisfying, fulfilling and challenging.

RSVP program staff will work with the volunteer station coordinators to ensure that they enhance the quality of the volunteer's lives by demonstrating appreciation for the work of the volunteers and respect for the volunteers' opinions and suggestions. A process for volunteers to discuss any difficulties or problems they may experience related to their volunteer work is outlined in the RSVP Volunteer

## **Narratives**

Handbook which they are provided upon enrollment.

A volunteer survey administered by RSVP will ensure that program staff are aware of volunteer satisfaction and receive feedback on what aspects of the program need improvement. The survey measures the volunteers' overall satisfaction as well as information about their experience in professional, educational or civic growth through their service, and any health benefits of volunteering.

Training is an ongoing practice for the RSVP Program from the RSVP Coordinator and Advisory Council to Station Managers and Station Supervisors and the volunteers themselves. The RSVP Coordinator attends and participates in ongoing training which includes CNCS national training; quarterly regional consortium meetings; direct contact with the state program specialist; conferences; review of CNCS generated and suggested learning materials provided through the Knowledge Network; and webinars. New RSVP Advisory Council Members receive orientation along with an orientation packet. On-going in-service training of Council members continues at meetings throughout the year.

Volunteer Station Managers receive technical assistance through site visits by the RSVP Coordinator and Advisory Council members. Managing volunteer stations also receive stations orientation and a Station Handbook. A Memorandum of Understanding (MOU) is executed to ensure that the manager of each station is aware of the responsibilities of the volunteer station.

Upon enrollment, volunteers receive a welcome packet with an OCOFA RSVP handbook which outlines the rules of the program. Training of the volunteers normally takes place at the station where volunteering will take place, as the station is best suited to train for specific volunteer assignments. For example, volunteers working in the Home Delivered Meals program are educated by meal site managers in proper food handling and temperature maintenance in accordance with Board of Health standards. Volunteers are also trained to recognize visible changes in client's mental or physical condition, and receive training for the procedure for reporting any changes or health emergencies to proper channels. The sites provide the volunteers with route sheets, maps and client lists.

Two, two-hour, training programs are provided by the staff of Jewish Family Services (JFS) in topics

## Narratives

such as understanding the elderly, the model friendly visit, the frailties of the elderly, suicide prevention among seniors, and dealing with emergencies. JFS will screen both volunteers and "clients", including conducting a background check on all volunteers. Jewish Family Service staff will continue to monitor the work of the volunteers and be available to intercede if problems arise or a situation is beyond the capabilities of the volunteer.

The literacy volunteer program provides an 18-hour training workshop in basic reading, and periodic in-service training. A fifty (50) hour training program in tax preparation and update of tax law as conducted by the IRS and AARP will be provided yearly to each volunteer in the AARP Tax Aide Program. Arboretum horticulturists will provide volunteers with valuable training to assist with the daily needs of the Arboretum.

RSVP is a county-wide program serving all of Orange County, and every effort is made to recruit volunteers directly from the communities that we serve. Recruiting efforts to expand and maintain volunteers is multi-faceted. One focus is on the "Baby Boomer" generation coming of age now. Presentations will be made by the RSVP Coordinator to clubs such as Kiwanis, Rotary, Retired Teachers' Associations and Retired Police Officers' Associations. Orange County RSVP project brochures as well as CNCS pamphlets will be available at locations known to have high senior traffic such as libraries and town halls. Information will also be available at various local festivals such as the Onion Harvest Festival in Pine Island, General Montgomery Day in Montgomery, the Great American Weekend in Goshen and the Seniors Games. Volunteer recruiting will be done through the Orange County government website, and volunteer needs will be posted on databases such as the national VolunteerMatch.org and the New Yorkers Volunteer website. These on-line recruiting venues are more likely to attract the baby boomers.

Another facet of recruitment efforts will be to develop more volunteer opportunities that are short term and flexible at stations such as Habitat for Humanity and the Food Pantry in order to respond to the changing dynamic of the volunteer pool. According to the Boomnet Report, Capturing the Baby Boomer Volunteers- A Research Project into Baby Boomers and Volunteering, by Judy Esmond, Ph.D., "Baby boomers feel they do not have enough time to volunteer. They are increasingly unlikely to commit for the long term. Organizations need to develop a range of volunteering opportunities that are short term, specific and flexible." Once a month or weekend projects such as those offered by

## Narratives

Habitat are more appealing.

RSVP will also continue to utilize more traditional venues of the local news media to generate interest throughout the community. The Seniors Matter, an OCOFA monthly newsletter, is included in an area-wide publication called the Senior Gazette, with a circulation well over 10,000. News articles about the accomplishments of RSVP volunteers are featured in nearly every issue of Seniors Matter. Volunteer Station newsletters are also a source for disseminating program information.

RSVP volunteers themselves are active in recruiting and managing volunteers. In the Home Delivered Meals Program, route coordinators are volunteers who recruit and manage other volunteers. The Country Kids Food Pantry and the County Store Thrift Shop are both managed by volunteers, who also recruit for these stations. Jewish Family Service and Hometown Helpers volunteers provide friendly visiting, chores and transportation, and volunteers recruit more volunteers in their neighborhoods as well as manage the day-to-day operation of the program.

The 2013 Census QuickFacts estimate indicates 82.2% of the Orange County population is White, 11.6% African American, and 2.7% Asian. Hispanics or Latinos make up 19.2% of the county population. Although OCOFA RSVP participation reflects these population statistics in general, there is a larger percentage of whites in RSVP than in the general population and a smaller percentage of Hispanic/Latino senior volunteers. According to a research poll conducted by the United Way of Santa Clara, California, minorities cited some of the reasons for not volunteering as, "...Do not feel connected to the mainstream community, lack of identification with agencies serving minority clients, lack of knowledge about volunteer opportunities, uncertainty about the benefits of involvement and economic hardship."

The cities of Newburgh and Middletown are home to the majority of African American and Latino populations in Orange County. OCOFA will implement strategies that have worked in other urban areas such as: utilizing program materials printed in Spanish at information booths at minority events such as street fairs, music festivals, block parties and historical celebrations; use minority media; enlist the help of barber shops, beauty shops, doctors and dentists offices to distribute brochures; enlist the support of minority role models within the community; and display posters at delicatessens, convenience stores, drug stores, dry cleaners, and fast-food restaurants (Source: Office of Juvenile

## **Narratives**

Justice and Delinquency Prevention- Court Appointed Special Advocates (CASA) volunteer programs). Program information will also be placed at Literacy Orange which serves a large number of Spanish speaking clientele. In addition, an effort will be made to communicate the benefits of volunteering through the RSVP program, such as the insurance coverage, transportation and meals to help alleviate the economic concerns.

The existing Advisory Council consists of community professionals who work and provide services for the aging population. They represent a cross-section of ages, ethnic groups and genders, as closely as possible. To increase minority participation in the RSVP program, the Advisory Council will invite minority leaders, not currently represented, to serve on the Advisory Council to provide suggestions for recruitment strategies. To provide a more formalized structure to the Advisory Council, officers will be elected to carry out leadership functions.

Currently there are 71 veteran volunteers in the RSVP. Brochures and information packets will be placed at the Orange County Veteran's Service Agency Posts, American Legion Posts and numerous faith-based and not-for profit veteran's organizations. The RSVP Coordinator will speak at Veteran Agency events. RSVP will partner with Shop Rite Supermarket of Montgomery. A Veterans food pantry operates out of this store on a weekly basis to provide food for homebound and needy veterans. RSVP will add this as a new work station. Volunteers for this site will; sort, pack and deliver food to Veterans and their families.

Providing for openness and a supportive environment where volunteers are truly valued will contribute to volunteer retention. Volunteers are given regular opportunities for evaluation and feedback via the RSVP Coordinator, the Station Managers and Station Supervisors through meetings, surveys and site visits.

Volunteers are given the opportunity to reflect on the meaning of service in recognition events. RSVP hosts a large volunteer function, usually a brunch, in which volunteers are treated to a catered meal, entertainment and a small gift. Individual stations also hold recognition events, as well as show appreciation daily in many small personal ways, such as sending birthday cards and thank-you notes, sharing photos and updates on the organization's successes.

## **Program Management**

## **Narratives**

Compliance with RSVP Program regulations is primarily the responsibility of the RSVP Coordinator and the Station Managers.

The RSVP Coordinator provides support to the volunteers and stations by coordination of volunteer assignments, appropriate trainings, and activities, including special events, in cooperation with appropriate volunteer staff. She also recruits, screens, trains and places volunteers at non-profit organizations as tutors, volunteer drivers, companions, friendly visitors and in other positions to meet program goals and community needs. Station Managers and Station Supervisors will report any problems with compliance or prohibited activities directly to the RSVP Coordinator. Each instance is handled on a case-by-case basis. She is responsible for the collection and analysis of data and reports program outcomes to the Corporation for National Service.

The role of each Station Manager and Station Supervisor is to manage the volunteers at their individual stations; collect timesheets, activity logs and surveys; keep records; and prepare reports of outputs and outcomes to further the mission and goals of RSVP. In managing volunteers, the station will provide RSVP volunteers with orientation and training, equipment and resources required to carry out their assignment, supervision while working, and safety while on duty. Supervision includes providing periodic feedback and recognition for volunteers. Station Managers and Station Supervisors evaluate volunteer performance and provide the RSVP Coordinator with updates and accomplishments related to the volunteer's progress. Station Managers and Station Supervisors are responsible for ensuring compliance with RSVP regulations, including identifying and prevention of prohibited activities, and reporting directly to the RSVP Coordinator if there are any compliance concerns.

Volunteer hours are entered into Volunteer Reporter, the recommended CNCS software, to record volunteer and station information, track hours and meals, and classify hours in appropriate service categories. The OCOFA Director and the Advisory Council review and monitor this information on a monthly basis. Stations will also provide client service logs, activity logs and survey results for use in progress reporting. Stations are held accountable to these requirements as they are basic provisions of the MOU they enter into with OCOFA RSVP.

In furthering the goals of National Service and RSVP, the station is to document and report

## Narratives

measurable outputs and outcomes. If targeted outputs or outcomes are not being met, it will be the responsibility of the RSVP Coordinator to evaluate each station to ensure assigned service activities are performed and decide if changes need to be made. The RSVP Advisory Council assesses the overall performance of the individual stations at their semi-monthly meetings.

OCOFA regularly evaluates changing community needs through countywide needs assessments and integrates the results into its planning procedures. A Public Hearing on the "Four Year Plan for the Older Americans Act" is publicized and held each year to receive input from the community about the needs of seniors in Orange County and to review the Plan. Programs of the OCOFA are updated or revised as a result of input from the community. The OCOFA Advisory Council reviews and evaluates the work of the office at its quarterly meetings. The RSVP Advisory Council conducts an annual assessment of the accomplishments and impact of the RSVP project on the identified needs of the people served by RSVP Volunteers. Advisory Council visits to volunteer stations, interviews with the volunteer coordinators and the volunteers also help to identify the existing needs and evaluate the effectiveness of the volunteer program. Changes are made based on the information received which may include recruiting new volunteer stations or phasing out stations that no longer produce the desired measurable impact in the community.

The Retired and Seniors Volunteer Program (RSVP) has been administered by the Orange County Office for the Aging (OCOFA) for 40 years. A significant portion of the RSVP program has been focused on the Healthy Futures priority area which includes home delivered meals, transportation, companionship (friendly visits), emergency food support, and access to care. The OCOFA has been managing the Senior Dining Program for 40 years and serves approximately 650 home delivered meals to homebound seniors per day and 350 meals at senior congregate sites per day. Jewish Family Services (JFS) has been partnering with the RSVP program for 25 years to provide transportation and companionship to seniors. Hometown Helpers also provides transportation and companionship to seniors and has been working with the RSVP for 7 years. Between both JFS and Hometown Helpers, they provide these services to approximately 1,100 individuals per month. The St. Patrick's Soup Kitchen in Newburgh, NY serves approximately 1,000 meals per week to individuals in need or emergency food support. The Country Kids Food Pantry provides emergency food to approximately 1,920 individuals per year, and they have been working with RSVP since 2010. The Hudson Valley Christian Church Food Pantry provides emergency food to approximately 640 individuals, and they

## **Narratives**

have been working with RSVP since 1990.

The RSVP program at OCOFA is a well established program with an existing RSVP Advisory Council and approximately 35 volunteer stations with signed MOUs. The RSVP Advisory Council consists of 15 people who are knowledgeable about human and social needs of the community, competent in the field of community service and volunteerism and capable of helping the sponsor stations meet their program responsibilities. Advisory Council members include the RSVP Coordinator, a soon-to-be elected chairperson, the OCOFA Director, volunteers from the program, and station administrators/directors from the Pine Bush Library, Mulberry House, Hometown Helpers, the Blooming Grove Dining site and the Arboretum. If any new stations are brought into the program, a MOU will be executed before any volunteers are assigned to that station. The RSVP Program utilizes an enrollment form and interviews volunteers prior to their first assignment. A copy of the driver's license will be made to ensure all volunteers are eligible to serve in RSVP.

### **Organizational Capability**

OCOFA is committed to meeting the special service needs of Orange County's senior population, their families, and others who care for them. OCOFA offers assistance, including the RSVP services, either directly or through sub-contracts, designed to maintain the quality of life of those aged 60 and over. The primary goal of the OCOFA is maintaining the dignity, well-being and independence of senior citizens through the Office's distinctive role as advocate and community partner.

OCOFA is also the "New York Connects" representative for Orange County, a one-stop information and referral network for senior citizens and their caregivers. In the course of a year, OCOFA interfaces with over 8,000 clients. OCOFA has operated impact based programming over its existence, while being accountable to Federal, State and local funding sources for successful grant management and implementation.

The OCOFA has a staff of 50 employees with the main office located in Middletown, New York which houses the administrative office, fiscal department, direct services division, the RSVP program the health and education program division and the management division of the senior dining program. In addition to the RSVP program, OCOFA manages several other programs including the Federal Older Americans Act Grants, Title III-B, Title III-C-1, Title III-C-2, Title III-D, Title III-E, HIIICAP/MIPPA, and the Home Energy Assistance Program. OCOFA manages state funded

## **Narratives**

programs including Community Services for the Elderly, Expanded In-Home Services, Congregate Services Initiative, Retired and Senior Volunteer Program (State), Community Living Program and Wellness in Nutrition. In total, OCOFA oversees an annual operating budget of \$6,649,338 and undergoes an annual independent audit.

Program finances are governed by the fiscal system of Orange County and must operate within that system. All expenditures are subject to approval according to the Orange County Procurement Policy pursuant to General Municipal Law and will follow Corporation for National & Community Service guidelines in order to accomplish proposed objectives. An Associate Account Clerk II at OCOFA will be the fiscal manager for the grant and will be responsible for coordinating with the County Departments of Finance, General Services, and Law, which assure compliance with the requirements of each grant contract.

OCOFA has successfully administered the RSVP Program continuously for the last 40 years with sound programmatic and fiscal oversight. At present, Orange County RSVP manages 501 volunteers in approximately 35 partner agency stations, and over the course of its history has managed over 4,000 volunteers. Staff accountable for the RSVP project include: the Director of OCOFA, the Senior Citizen Program Coordinator, an Associate Account Clerk II in OCOFA and the RSVP Coordinator.

The OCOFA Director, Ann Marie Maglione, has fifteen years of programmatic experience and background related work with the senior population and has worked for OCOFA since 2009. She will provide general oversight and guidance to ensure the accomplishment of the RSVP program objectives. She will participate in both the RSVP Advisory Council and the OCOFA Advisory Council.

Prior to her work for OCOFA, AnnMarie Maglione worked ten years at the Orange County Mental Health Association (MHA) as Director of Public Affairs and Events Coordinator. At MHA, she was actively involved in community and public relations and in charge of special events and fundraising.

She left MHA in 2003 to become part of Orange County Executive, Edward Diana's, cabinet. As his assistant, she served as the advocate for the nonprofit community. She was also the liaison to many county departments, including Office for the Aging, where she worked closely with the former Director to create programs and expand services.

## Narratives

The Senior Citizen Program Coordinator (SCPC), Anne M. Coon, works in tangent with the RSVP Coordinator, assisting with volunteer recruiting and the volunteer recognition event. The SCPC supports the activities of the RSVP Coordinator by coordinating programs and large group activities such as the Senior Games. She also organizes and supervises the Tax Assistance Program, and provides educational and health promotion programs at the senior dining program sites and senior citizen centers, both of which rely heavily on volunteer support.

Ms. Coon has been the SCPC at the OCOFA since 1997. She holds a B.A. from Montclair State College and an MBA from Long Island University in Marketing. She has over 40 years of programming experience and has served as the Executive Director of two non-profit agencies, as Marketing and Public Relations Consultant, and a Senior Center Director. All of these settings involved extensive volunteer recruitment and utilization. Anne is very involved as a volunteer in her private life and serves on the Board and as the volunteer Curator at a museum in her community.

The primary responsibility for program implementation rests with the RSVP Coordinator. The role of the RSVP Coordinator includes formulating plans; determining priorities; providing for recruitment, orientation and placement of over 500 volunteers; providing continuous contact and assistance to volunteer stations and station managers; planning and implementing a media strategy; maintaining required records; preparing narrative and statistical reports; and oversees adherence to Federal standards for the Corporation for National and Community Service. Work is closely monitored by the OCOFA Director and Assistant Director and the RSVP Advisory Council.

The current RSVP Coordinator, Allison Johannessen, has worked for OCOFA for 14 years. Previously, as an Aging Service Specialist, she was responsible for initial intake information and referral for Home Delivered Meals clients, and she provided information and assistance for NY Connects, the HEAP Program, Food Stamp applications, and referral to support agencies. Other work experience includes working as Recreational Director for 6 years in a 120 bed Nursing Facility in Bergen County, New Jersey and volunteering for Ivy Rock Farms in New Windsor, New York as customer liaison and Therapeutic Walker for disabled persons.

The OCOFA is a department within the County of Orange. The 2014 County of Orange adopted

## **Narratives**

budget of \$762,754,017 includes approximately 25% of federal and state grants including those listed for the Office for Aging. The County of Orange has separate departments that manage risk, finances, personnel, purchasing, facilities, equipment and supplies. Orange County utilizes an Oracle accounting system which was customized to address the needs of a large municipal government to manage accounting and time keeping functions.

### **Other**

N/A

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

N/A