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Executive Summary

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The Retired Senior Volunteer Program (RSVP) of Douglas, Sarpy, Cass, Dodge and Washington counties is sponsored by Eastern Nebraska Office on Aging (ENOA) which was officially incorporated July, 1974. ENOA sponsors three Senior Corps. Programs including RSVP, Senior Companion Program (SCP) and Foster Grandparent Program (FGP) which all utilize senior volunteers as integral parts of their operation. Hundreds of volunteer opportunities are available to seniors. ENOA mission is to help older Nebraskans live independently and remain for as long as possible in their own homes. It assess the needs of older individuals and their families and to provide services to meet those needs, by creating unique programs that fill gaps in service. An estimated 733 RSVP Volunteers will serve seniors, veterans, children and the frail elderly. They will assist with: registering donors for blood drives for local American Red Cross, adding names to a tribute wall to honor veterans, assist with class room assignments, assist at a local volunteer operated recycling organization, provide transportation to frail seniors in rural Nebraska, and access food through nutritional services and receiving education to help alleviate low food security.

Through a network of 55 volunteer stations such as: Museums, Thrift Shops, Disaster Services, Food Pantries, Hospitals, Libraries, Police Department, Recycling Center, Senior Assistance, Transportation Projects, Elementary Schools, American Red Cross, Nursing Homes/Rehab, Chamber of Commerce, State Lake, Disaster Preparedness, Salvation Army, Veterans Seniors Assistance, Community Theatre and Big Brothers and Big Sisters Association. The primary focus area that RSVP will address is Healthy Futures which will meet the needs within our five county area including: aging in place transportation, and increasing access to nutritious food. At the end of the three-year grant performance period, the expected results of performance measures will be to tell a story about this work to help understand, manage, and improve the program. Effective performance measures can let us: monitor performance to judge how well we are doing, know if we are meeting our goals and if the volunteers and stations are satisfied, and take action to affect performance or improve efficiency if improvements are necessary. To accomplish community engagement and social responsibility by analyzing and articulating experiences with responsiveness from /at the volunteer stations and demonstrate knowledge about the social issues concerning the community organizations in which the RSVP volunteers serves. The accomplishments will be measured through evaluations and questionnaires to report the results. The CNCS federal investment of \$66,746 will be supplemented by \$73,123 of non-federal funding level from county funds.

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Strengthening Communities

Strengthening Communities

The service area is a mixture of urban and rural populations, including Omaha, the largest metropolitan area in Nebraska. The Retired and Senior Volunteer Program (RSVP) has volunteers serving in the Eastern Nebraska Office on Aging's (ENOA's) five counties of Douglas, Sarpy, Cass, Dodge and Washington. ENOA is the largest Area Agency on Aging (AAA) in Nebraska in terms of population and the smallest in terms of geographic area covered. According to the US Census for 2013, there are approximately 788,869 Nebraskans living in our five-county area. Of this total population, 71% are over age sixty. The largest number of Nebraska's minorities 55 years or older live in Douglas and Sarpy counties. ENOA is one of 600 AAA's nationwide that were created by Congress in 1974 under the Older Americans Act to help older adults and their caregivers live quality lives with independence and dignity. ENOA's role is to ensure that older adults within its region have access to a continuum of services that enables them to remain active, independent, and in their own homes as long as possible.

One of the crucial community needs that will be identified in the primary focus area of Healthy Futures is providing transportation to elderly and disabled individuals and providing access to food and meals. This will help us accomplish improve community engagement and social responsibility addressing transportation and low food security issues. According to Rural Transportation Center (RAC) 2013 it states, "Transportation is also a pivotal factor in determining whether the disabled and aged populations are able to remain in their homes and their communities. Enhancing transportation opportunities for a rural community can improve economic growth and community development that will ensure quality of life for residents in rural communities". In Fremont and Blair Nebraska the RSVP volunteers support those areas by providing transportation services for older and frail adults, through the RSVP Car Go Transportation Program. It is an important resource to help make transportation of a loved one less of a struggle and more of a positive experience. This service addresses a problem that is faced daily by so many older adults in our community: finding transportation for visits to the doctor and trips to the pharmacy and grocery stores in rural Nebraska. Many of these seniors live alone on a fix incomes and have no transportation available to them. They no longer own cars and there is little to no public transportation available in Dodge or Washington counties in Nebraska. While there is a cab service available in Dodge County, this service is not affordable to those on fixed incomes. The RSVP Car GO Transportation Project only provides a one-on

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one escorted ride to the seniors in these counties that cannot afford any other form of transportation to medical appointments, pharmacies, or grocery stores.

The next important community need to be addressed is access to food and meals under the primary focus area Healthy Future. In Douglas, Sarpy, Cass, Dodge and Washington counties in Nebraska. RSVP volunteers assist individuals receiving support services, education, and/ or referrals to alleviate long term hunger through various food programs in the community. Families and individuals who receive support struggle to put food on the table and often make choices between buying enough food and paying for utilities. According to a survey conducted by the "National Energy Assistance Directors Association", nearly one-third of families receiving LIHEAP assistance reported that they went without food during the last five years as a result of high home energy costs. Similarly, many client households served by Feeding America food banks report that their household incomes are inadequate to cover their basic household expenses. In fact, 46% of client households served reported having to choose between paying for utilities or heating fuel and food. For seniors, protecting oneself from long term hunger is more difficult than for the general population. The elderly, families and individuals are using essential resources to alleviate food insecurity. The Supplemental Nutrition Assistance Program (SNAP), previously known as food stamps, helps over 47 million low-income Americans put food on the table by providing benefits that are timely, targeted, and temporary. SNAP responds quickly to changes in need, growing in response to increases in poverty and unemployment. The program is targeted to the most vulnerable citizens, predominantly serving households with children, elderly, and disabled individuals. SNAP benefits phase out as participants get back on their feet, with the average household staying on the program less than a year. SNAP is not only effective at reaching those in need but is also a highly efficient program, boasting one of the highest payment accuracy rates in delivering the appropriate benefit levels for participants with low administrative overhead. The Commodity Supplemental Food Program (CSFP) serves about 595,000 low-income people each month, and is the only USDA nutrition program that provides monthly food assistance specially targeted at low-income seniors. The Emergency Food Assistance Program (TEFAP) is a means-tested federal program that provides food commodities at no cost to Americans in need of short-term hunger relief through emergency food providers like food banks, pantries, soup kitchens, and shelters. In FY2012, TEFAP provided approximately \$585 million pounds worth of nutrition food commodities. The Summer Food Service Program (SFSP) provides free meals and snacks to low-income children during the summer months and long school vacations. Child food insecurity continues to be a significant problem, with over 16 million children in America at risk of hunger. While child hunger is

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a problem year round, it is of special concern during the summer and over long school breaks when children are unable to access school meals. The SFSP works to reach children in need through sites operated by schools, government agencies, summer camps, day camps, churches, or community organizations. RSVP volunteer will meet community needs through engagement a various placements that will provide support services, education and life skills to those that are facing low food security.

The service activities in the primary focus area Healthy Futures covers providing services to individual who live in their homes rather than in an assisted living facility, nursing home or group home to remain independent and to assist individuals who seek support, services, education and life skills to alleviate food insecurity. Access to rural transportation for the elderly to medical and other personal appointment and access to community food programs will alleviate long- term hunger will meet national performance measures outputs and outcomes. Transportation is one of the programs crucial need that will assist the older population to medical appointments, pharmacies, grocery shopping and other personal appointments for those that have no other transportation alternatives. No mass transportation is available, in rural Dodge and Washing Counties. People are living longer and seniors will likely face many health changes as they aged. According to Rural Transportation Center (RAC) 2013 it states, "Transportation is also a pivotal factor in determining whether the disabled and aged populations are able to remain in their homes and their communities. Enhancing transportation opportunities for a rural community can improve economic growth and community development that will ensure quality of life for residents in rural communities". The need for mobility in order to stay independent and remain at home is desirable. In response to this need RSVP has developed two Car Go projects, which utilize volunteer drivers who use their own vehicles to assist their communities disable and frail older adults with free transportation to medical, pharmacies, and other personal appointments to combat rural transportations problems. The outcome will be that it is more cost effective to allow the independent elderly to live at home by providing reliable transportation assistance to those aging in place from RSVP volunteers. RSVP volunteers have been contributing to rural transportation needs for nearly 20 years by providing over 700 rides yearly. Planning and evaluation by project staff will define what will be produced, implemented, provided, or developed. Another critical need for people in the community is receiving support services, referrals and education to alleviate long term hunger from programs that assist others who are experiencing low food security such as Currently, the federally funded Commodity Supplemental Food Program (CSFP)

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which works with the local community programs in Eastern Nebraska providing a free supplemental food package to almost 4,000 individuals, senior citizens and families each month. Participants must meet certain program income eligibility standards and must live in Dodge, Douglas, Sarpy, or Washington county Nebraska. This is an excellent food program to assist those families and individuals below the poverty line. Many working class individuals work to make ends meet with low paying jobs, which to counties also falling below the state average in median family income and per capita income. According to the Nebraska Quick Facts for the U.S. Census Bureau, the service areas percentages for individuals living below the poverty level are 14% in Douglas, 6.6% in Sarpy County, 5.6% in Cass County, 11.7% in Dodge County and 6.3% in Washington County in Eastern Nebraska. This is an excellent food project to assist those families and individuals below the poverty line. It is very important for the growing older population in rural Dodge and Washington Counties to have accessible transportation to medical and other important appointment to sustain independence, and the low income population to have accessible availability to nutritional support services, education and resources to help those who are experiencing low food security in their households for all of our counties. Volunteers work with area churches organizations, agencies, and individuals to address unmet needs in this area.

The Retired and Senior Volunteer Program staff will manage information and collect data for the project and the volunteers by:

*Timesheets (submitted monthly)

*Surveys

*Volunteer Reporter that will allow Project Director and staff easy input of volunteer hours and access to other volunteer and station information

*Renewal of Memorandums of Understandings every three years

*Provide orientation to new volunteer station personnel to assist them in understanding their responsibilities of the program.

Each station is provided with:

1. Basic RSVP Fact sheet (put together by RSVP coordinator in Omaha, Nebraska)
2. Retired and Senior Volunteer Station Handbook
3. Impact statement packet (example of impact statement, programming for impact worksheet, impact planning grid with examples, and blank impact form for planning grid.)
4. Job Description /Volunteer Assignment Form

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5. Accessibility Self Evaluation Certification Form

The Retired and Senior Volunteer Program will assure project performances and quality of the program. All stations are reviewed once a year or as needed by RSVP staff and surveys are done to help identify their needs and goals. The advisory council is involved in the following committees to help identify needs and implement an action plan as needed:

- * Program planning and evaluation
- * Marketing and Volunteer recruitment
- * Recognition events for volunteers
- * Transportation activities
- * Intergenerational programming

The local RSVP ensures program design and evaluation through assessing whether or not the program objectives have been met, and identifies the impacts the program will have on volunteers and volunteer stations. We evaluate the level of impact to determine if needs are being met and revise or make other program decisions based on evaluation results. RSVP offers an array of opportunities for people age 55 and older who are looking for a new challenge and want to participate more fully in their communities through significant volunteer services. RSVP works with interested prospective volunteers who use their area of professional expertise to serve the community effectively. RSVP has a strong collaboration and a stable working relationship in the community with Low Income Ministries, RSVP Car Go Projects, and ENOA's Congregate Meals programs and other agencies and health institutions.

Activity in service in areas regarding veteran's benefits include RSVP volunteers volunteering through the VA Medical Center in Omaha, Nebraska. In collaboration with Disabled Veterans Program (DAV) we assist veterans with transportation to medical appointments. According to DAV they operate a fleet of vehicles around the country to provide free transportation to VA medical facilities for injured and ill veterans. DAV stepped in to help veterans get the care they need when the federal government terminated its program that helped many of them pay for transportation to and from medical facilities. The vans are driven by volunteers, and the rides are coordinated by almost 200 Hospital Service Coordinators around the country. DAV purchased 2,496 vehicles, worth nearly \$53 million, that have been donated to Department of Veterans Affairs Medical Centers nationwide since the

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program began in 1987 to ensure that injured or ill veterans are able to get to their medical appointments. The DAV Transportation Network is staffed by volunteers; therefore, it is unable to cover every community. RSVP volunteers drive for the Disable Veteran Services in Omaha Nebraska to pick up and escort individuals to hospital appointments and back home if needed. Another focus area/capacity building of veteran,s activity service is the Veterans Tribute Wall in rural Nebraska. A service organization that creates a database by collecting the names on discharge records at the court house, obituary files, newspaper articles, cemetery records and word of mouth. Additional names added each fall by Veterans Day. The project is ongoing, as generations go into active duties, changes made if requested. The names of those who died while in service are engraved in Gold. An RSVP volunteer participate in updating the database of names of the local veterans.

Recruitment and Development

Recruitment and Development

Our plan and infrastructure to create high quality volunteer assignments is to offer a variety of creative volunteer assignments that people 55 and over can be involved in through non-profit organizations, agencies and health institutions that is responsive to community needs. It is important to know why people volunteer for long periods of time. Some of the reason they give of their time and shares their experiences is: It matches their personal values, they are concerned about their community, they want to give back to the community, and want to feel better about themselves by helping others.

In creating the right assignment for the volunteers it is important to have:

- *A job assignment that is clear and gives a concise description of the work they'd be doing before starting the project.
- *List time frames and commitments. Give an accurate estimate of time required (both in terms of hours per month/week and when the project was expected to be completed).
- *List qualifications and skills. Make sure that they are agreeable with the volunteer and station in order for the placement to be successful.
- *Volunteers will be given an RSVP Handbook with policy, procedures and program contact information to discuss any questions and concerns.
- *The type of training that is provided by the station is on the job assignment.
- *These things will help you build a flexible job description for your volunteers.

It is important to get the available volunteer opportunities out to the public by promoting the program

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such as:

- *General information brochure
- *Newspaper articles
- *Public service announcements (PSAs)
- *Posters
- *Speaking engagements
- *Direct mail
- *Newsletter
- *Press release
- *Special events
- *Display booth at fairs or malls
- *Audio visual materials (videos)
- *Program web site
- *Social Media

Our plan is to offers volunteers a meaningful life through volunteer service by sharing their experiences, abilities, skills to improve their communities, and themselves. RSVP volunteers are needed to share their experience, time and expertise with others. RSVP links with community agencies to create new projects and build new skills, which meet a particular need and will use the talents and experience of older adult volunteers. RSVP can match job assignments in the community where they are really needed. Community agencies share their current volunteer needs with RSVP for recruitment purposes. RSVP is a valuable resource and partner which assists organizations in recruiting and retaining mature volunteers. Nebraska Senior Service Corps Association (NESSCA) meets as needed and provides in-service training regarding Senior Corps Programs to program staff regarding new skills and recruitment information. The RSVP Advisory Council members are constructive, creative and offer new and unique ideas to involve seniors in volunteer services. They have a clear understanding of mission that can help make a difference in obtaining the program's goal and the importance of the organization. RSVP Advisory Council members are involved in committees and projects that develop special volunteer projects to meet community needs such as; back to school supply drives, which serves hundreds of young people; providing food security assistance to those in need from local pantries; assisting with fundraising; assisting community developing organizations; providing free entertainment to senior groups; nursing home, senior recognition luncheons; assisting

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with the needs of community service organizations ; assisting with a local museum which provides knowledge of cultural heritage and history; provide community support through media and consumer fraud issues.

Through attendance of community meetings to stay in-tune to community needs, and feedback from volunteers. RSVP staff will recruit new volunteer opportunities for the program. RSVP helps recruit volunteer opportunities for local non- profits agencies through advertisement such as the New Horizons Newspaper, RSVP Face Book Page and other media efforts. The RSVP program contact those new opportunities directly and educate them on what RSVP is and why volunteering through RSVP is beneficial. They are encourage to learn more about the Corporation for National and Community Service (CNCS) and the Eastern Nebraska Office on Aging (ENOA), our local sponsor. Prior to placement of volunteers, a signed Memorandum of Understanding (MOU) is required. This document establishes working relationships and mutual responsibilities with each stations and the sites responsibilities that are outlined in the agreement. Each station and site receives individualized training from the RSVP staff on the program, responsibilities and expectations for volunteers and volunteer stations/sites. RSVP stations receive a handbook outlining the program. The RSVP Station Volunteer Handbook covers what RSVP is, timesheets explanations, volunteer benefits, volunteer insurance, stations responsibilities, characteristic of a volunteer station provided by CNCS, RSVP regulations and more. RSVP volunteers will receive highly effective training from program staff and stations they best serve in the community with:

- *Job descriptions that clearly outlines the assignment and the program.
- *Orientation with program staff and the prospective volunteer station.
- *RSVP Handbooks for volunteers and stations
- *Follow up with volunteers on any concerns that they have
- *Follow up with stations by email reporting or on the telephone, as well as face-to-face.
- *Share program changes and update with volunteers and stations.
- *Continually ask the volunteers for feedback about how the collaboration is going.
- *Have the volunteer participate in an evaluation following the completion of the engagement.

Building relationships with highly-skilled volunteers requires respect, creativity, patience, flexibility and always listening to their suggestions and concerns. It will produce a positive feedback and outcome for the volunteers, stations and the program. Reflecting on the meaning of service to the

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community, RSVP and the volunteers consistently promote awareness in the community regarding special needs and services that are offered through volunteering. Participating in community service helps volunteers to contribute back in ways that help organizations and agencies.

Our plan is to create duties for highly-skilled volunteers by creating interesting job assignments. Being flexible in terms of where, when and what the assignment will be will attract highly skilled volunteers. Prospective volunteers have to feel that what they are being asked to do is realistic, manageable and achievable. The work has to fit with their skills and other commitments. Flexibility is important to the volunteers. Not all volunteer assignment are on- going and the need to offer one-time or short-term opportunities to engage highly-skilled volunteers and include a range of activities such as assisting with a special projects such as: food drives for local pantries , helping with fundraising for the Car Go Volunteer Transportation Project in rural Nebraska, a special service for 9-11 Day and honoring veterans, back to school supply drive, Christmas Food Drive in collaboration with local hospital and a community service organization . Episodic assignments allow highly-skilled volunteers the opportunity to engage by using their unique skills and talents, with little or no commitment beyond a one-time event. RSVP volunteers will help coordinate other volunteers to assist with activities for example: help train prospective volunteers in disaster preparedness, volunteers offering to pick up donated food items within the community and deliver to local pantries, using organizational skills in assisting with back to school drives. This type of hands-on involvement gives them an opportunity to practice leadership skills, and improve community outreach with positive feedback. RSVP volunteers will mentor prospective volunteers and volunteer stations that will help provide new challenges and a chance to learn new skills, to help develop leadership. Through effective communication within the program, we can share the wants and needs with the stakeholders, can help encourage volunteers by showing enthusiasm about the volunteer opportunities, can work together toward the focus goals, can get to know the volunteers and station supervisors that RSVP will be assisting with activities and projects, treating everyone with respect, accepting individuality and working through any challenges.

The primary focus area is Healthy Futures which involves transportation for the frail and disabled elderly to medical, pharmacies, grocery shopping and other personal appointments. Older drivers are more receptive to the discussion when it occurs early in the process and before they are told they must stop driving entirely. Alternative transportation discussions with older drivers are particularly

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beneficial when they are aging in place and mobility keeps one independent to remain in their homes. RSVP offers support thus creating a less difficult transition from driving to non-driving due to the transportation service that we serve. Another focus area that is under Healthy futures is food security. Hunger is a big concern both locally and nationwide because of today's economy with low wages and high unemployment. RSVP volunteers help with promoting important current needs and different volunteer experiences that address those concerns. This assists the volunteers in learning more about the community, and the program. The impact is great to the community when it provides a way to relive those special challenges that communities face all across the United States. RSVP enhances the quality of volunteer's life by creating social interaction among their peers where they choose to assist, developing relationships with those who have some of the same interest, a chance to do something they really want to do to help in the community. It provides great fulfillment, a sense of mental and physical health by staying active and it creates a motivation to do something for others. Volunteering on regular bases enriches a person's way of life with a positive outlook.

RSVP will do outreach to prospective volunteers of different diverse backgrounds, volunteers with disabilities and placement of volunteers in stations that recognize their native language. North Omaha and South Omaha will be targeted since those are the largest minority neighborhoods. Listed below are ways to get information out to those communities:

- * Advertising with local diverse churches that serve African Americans, Africans, Hispanics, American Indians, and Asians is a positive way to get information out through their newsletter or Sunday bulletins that are read among the congregation.
- * Having informational booths and health care screenings/ fairs to bring together individuals of diverse backgrounds. This is a way to tell people about the program and give out information.
- * Attending an informational resource fair for veterans and their families that included other nonprofit organizations and agencies.
- * Target minority communities through local magazines and newspapers: Omaha Star, The Omaha Star is a newspaper founded in 1938 in North Omaha where a large minority population lives, the newspaper is housed in that area and it is the only remaining African-American newspaper in Omaha and the only one still printed in Nebraska. It may be the only newspaper in the United States started by an African American woman and is a Black minority owned business since 1930 in North Omaha. Also, Nuestro Mundo, Nebraska's only Latino owned Spanish/English Newspaper, which has been in business for 26 years that serves the South Omaha area that has a large Hispanic population.

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* Solicit support from minority organizations and minority directed agencies such as the Urban League, Latino Center of the Midlands and Omaha Chinese Culture Association. *Target individuals with disabilities through the local service agencies such as Disabled American Veterans Services, and family support programs to assist those who maintain their independence.

* Participate in community events and organizations to increase awareness of the program.

* The RSVP Advisory Council will help in developing special needs projects to reach certain diverse populations within the community such as Martin Luther King Day (MKL Day), the Cinco de Mayo Day celebration in South Omaha and other days of service for the program. Through this outreach effort RSVP can educate others about volunteer needs and opportunities and the broader services that ENOA has to offer as well. The advisory council will be involved in marketing the program and volunteer recruitment regarding RSVP.

The VA Nebraska Western Iowa Family Service Coordinator e-mails military events, information on health fairs, information on job fairs regarding veterans and military families to the RSVP Coordinator. That information will be shared through social media.

RSVP will recruit prospective volunteers with disabilities using:

*Visual presentation packets with RSVP DVD included.

* A specific flyer developed for distribution for all counties stating: What is RSVP, Why RSVP and the benefits that RSVP offers to volunteers and local non -profits agencies/organization and health institutions.

* Presentations

*Include images of volunteers with disabilities in brochures, flyers, application packets, videos, and other recruitment tools.

*Identify local individuals or organizations that will review materials to ensure accurate language use and positive portrayals of volunteers with disabilities.

*Make questions related to disability is optional on application forms.

Include a TTY (Teletypewriter) or operator relay service number, encouraging individuals who are Deaf, hard of hearing or speech impaired to call.

*Include a statement regarding the provision of materials in alternate formats in all promotional materials.

*Identify alternative methods of filling out application forms for individuals who may have difficulty completing a written application.

Include disability in your non-discrimination statement, such as stating that there is no discriminate

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on the basis of race, sex, gender, national origin, color, political affiliation, religion, age or disability."

- *Have program information on- line and provide web page of the agency.
- *Schedule interviews in accessible locations.
- *Make sure job assignment fits the volunteer and station needs.

To retain volunteers we must understand why each person volunteers, which will help in selecting the right activity, and design a variety of attractive volunteer opportunities. Motivation plays a key part in recruiting and retaining of volunteers. Knowing why the 55 and older population likes to volunteer is important in retaining volunteers here are some reasons:

- * Career Exploration
- * Mid-life transitions
- * Need to be needed
- * Leisure Time
- * Opportunity for Growth
- * Special Interest
- * Sense of Contribution
- * Personal Interaction
- * Change
- * Want to Share Talents

Recognizing volunteers is essential to the program such as:

- * Annual recognition luncheons
- * Send newsworthy information to the media and the Corporation for National and Community Service Nebraska State Office.
- * Create pleasant surroundings
- * Celebrate outstanding projects and achievements
- * Nominate for volunteer awards
- * Say "Thank You"
- * Recognize personal needs and problems
- * Take time to listen, talk to your volunteer

Creating meaningful volunteer opportunities is an essential component of a good recruitment campaign. RSVP will be active in developing opportunities, which creatively use the multiplicity of

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skills and experience of the fast growing older population.

RSVP volunteers receive a brief orientation at the time they are enrolled in the program. The volunteers are given information regarding the program, handbooks, information about the benefits and other materials. Volunteers receive in service training and supervision from the staff at the specific volunteer station on an ongoing basis. The stations are made aware of any necessary changes as needed through e-mail, newsletters and other printed material and through reviews of their performance measures. RSVP volunteer stations receive a brief orientation training regarding the operations of the program in the RSVP Volunteer Handbook with policies and procedures. RSVP volunteer stations provide additional training for the specific volunteer activities that they will be performing. Community participation groups will be focused on reaching the 55-70 year old population with the message about RSVP. It will emphasize the real resource which RSVP can be in providing challenging opportunities which utilizes their particular skills, whether they are retired, semi-retired or working full time or part-time. RSVP offers a variety of flexible positions to volunteers using job descriptions forms that will be completed by the volunteer stations

Program Management

Program Management

The Retired and Senior Volunteer Program (RSVP) will ensure development and management of volunteer stations in compliance with RSVP Program Regulations with meaningful volunteer opportunities. RSVP will be active in developing opportunities with public and non-profit private organization or proprietary health care agencies, which will creatively utilize the multiplicity of skills and experience of the fast growing population.

Partnerships with facilities are developed and managed by:

- *Developing volunteer position job assignments /descriptions
- *Memorandum of Understanding which is updated every three years.
- *501c (3) letters of non-profit status or a proprietary health care agencies/hospitals
- *Data collection- timesheets
- *Counting and reporting the number of volunteer hours monthly using "Reporter" an RSVP computer software program.
- *Program evaluations

Developing volunteer assignments that address community by:

- *Community outreach to find volunteers such as: Volunteer Open Houses in the five counties that the program covers

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*Screening prospective volunteers and matching volunteers to organizational needs and opportunities

*Training and orientation for volunteers

*Scheduling and supervision of volunteers

*Volunteer recognitions

RSVP will manage project resources at Eastern Nebraska Office on Aging (ENOA) through fiscal management operation staff that is located in Douglas County, Nebraska. Along with a Grant's Accountant and the RSVP Project Director, financial reporting and in-kind information is recorded and reported monthly to ensure accountability. Expenses are submitted by the Project Director to the Executive Director for approval and to ensure efficient and effective use of available resources. RSVP sustains two RSVP Car Go Projects which provides volunteer transportation for seniors to medical appointments and other personal appointments with funds that are raised each year in within Dodge and Washington Counties in Nebraska. In-kind from various RSVP stations helps to generate, sustain, and expand the program as a whole. A county ledger tracks monthly expenses for the Project Director. Purchase orders, volunteer reimbursement mileage and staff mileage are maintained in secure files to show accountability. The RSVP Volunteer Stations have to be in compliance regarding the operation of the program. The RSVP Operation Handbook (2553.91 appendix) is used to prevent and identified prohibited activities for the program. It covers policies such as: Political activities, Religious Activities, Non-Discrimination Labor and Anti-Labor Activity, Non-Displacement of Employed Workers and Non-Impaired of Contracts for Service, Non Compensation for Service, Volunteer Status and Fair Labor Standards. This handbook is provided to the Site staff and this section is highlighted in the orientation process.

Our plan is to develop new volunteer stations by: offering exciting opportunities that are most likely to be a positive experiences for RSVP volunteers and beneficial to the organization or agencies that RSVP is in collaboration with for volunteers. The program will oversee 55 active stations at this time that are maintained through a positive partnership with local agencies, organizations and health institutions. With the assistance of volunteer station supervisors, The RSVP volunteer stations receive training in measuring the impact those volunteers have on specific community needs. Locally prepared volunteer handbooks have been found useful in providing information to volunteer stations, and volunteers regarding project policies and procedures, volunteer job assignments, impact

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statements and performance measurement assessment tools. RSVP staff receives training on Performance Measures to effectively manage information and data from the Corporation on National and Community Service (CNCS), Project Star, and NESSCA (Nebraska Senior Service Corp Association). RSVP's assessment of performance will consist of stations completing an annual Performance Measurement Assessment Questionnaire and an RSVP Annual Questionnaire which will list the type of services that RSVP volunteers will provide and to determine if volunteers have the skills needed to perform the service, along with an updated job assignment description form. This helps us to provide meaningful community volunteer placements for people 55 and older throughout a five county area in non-profit organizations, agencies and health institutions. Progress reports (PPR) are completed yearly to help with performance measures being met and to help the stations supervisors to provide the needed information for the reports to CNCS. An annual form will be used for the RSVP volunteer stations to complete and provide assessment and accomplishments of volunteers and stations to show that they are performing their assigned activities.

Our plan and infrastructure to meet changing community needs to minimize disruption of the current volunteers is to have available volunteer opportunities that are flexible, offering short term projects, combining of services with other non-profit agencies and organizations, work with diverse groups, meet needs through intergenerational partnerships, know the social climate, and meet needs through social media. RSVP may graduate a station for various reasons such as: they are no longer engaging volunteers due to reasons like management change, and if the stations are not fitting changing community needs or performance measures requirements. RSVP staff will continually communicate program changes and if possible graduate stations through volunteer attrition. RSVP will make referrals to other resources and volunteers programs such as Foster Grandparents Program to graduate the station in a respectful manner with an appropriate notice.

Our organization's track record in the Primary Focus area will be Health Futures emphasizing transportation for the elderly and access to food and meals. The RSVP Car Go project was developed nearly 20 years ago through Eastern Nebraska Office on Aging (ENOA) in Dodge County and 13 years ago in Washington County in Nebraska. It was modeled after a Hudson, NY. Program called R.I.D.E. (Retired Individuals Driving Elderly). This service provides round-trip rides and escort assistance for trips to medical appointments, pharmacies, banks, grocery stores, beauty and barber visits and other personal matters all operated by RSVP volunteers who utilized their own vehicles.

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Programs that offer meals and food to those that are experiencing low food security will have access to educational programs, referrals, life style training and community gardens. These services will be organized to assist others by providing senior transportation and access to food and meals to alleviate long term hunger all year. Eastern Nebraska Office on Aging has a good track record with those stations that cover the Primary Focus area of Healthy Futures which is transportation for the elderly and food for low income people. We will measure performance in the Primary Focus area by impact statements completed, and survey/questionnaires to count the number of individuals who receive services and engagement with clients.

Our plan to ensure that the project is in compliance with the RSVP federal regulations is to make sure that we have all things listed below:

- *Background check for new employees
- *Model national Service Criminal History Check Self Certification Statement.
- *Ensure safety of volunteers at a placement
- *MOU signed every 3 years
- *Job Assignment Descriptions
- *Performance Measures/work plans
- *Program Policy and Procedure Handbook with prohibited activities listed
- *Timesheets (submitted monthly)
- *National Performance Measures/work plans
- *Volunteer Reporter that will allow Project Director and staff easy input of volunteer hours and access to other volunteer and station information
- *Provide orientation to new volunteer station personnel to assist them in understanding their responsibilities of the program.

Each station is provided with: Basic RSVP Fact sheet (put together by RSVP coordinator in Omaha Nebraska), Retired and Senior Volunteer Station Handbook, Impact statement packet (example of impact statement, programming for impact worksheet, impact planning grid with examples, and blank impact form for planning grid.), Timesheets, Job Assignment Form ,Accessibility Self Evaluation Certification Form.

RSVP will assure project performances and quality of the program. All stations are reviewed once a year or as needed by RSVP staff and surveys are done to help identify their needs and goals. RSVP has established an advisory council which advises and supports the project director in forming local policy,

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planning and developing operational procedures and practices consistent with program policies. They are involved in forming committees to help identify needs and implement an action plan as needed:

- * Program planning and evaluation
- * Marketing and volunteer recruitment
- * Support the development of a service ethic in the community
- * Recognition events for volunteers
- * Transportation activities
- * Intergenerational programming
- * Advise on how trends in the community are affecting seniors
- * Assist in developing non-federal resources

RSVP will not discriminate against base on race; color; national origin, including limited English proficiency; sex; age; religion; or political affiliation; or on the basis of disability; if the volunteer with a disability is qualified to serve. Our recruitment practices which include outreach to diverse populations assist us in assuring opportunities are available to all interested seniors in the community.

Organizational Capability

The Eastern Nebraska Office on Aging (ENOA) will provide sound programmatic and fiscal oversight to the day to day operation of the program. The accounting department is staffed with a full time grants accountant/fiscal officer, supervised by the agency's executive director. The grants accountant/fiscal officer completes all financial statements, monthly detailed expenditures (ledgers) and reports in compliance with the Corporation for National and Community Service (CNCS) statute, regulations, and applicable OMB circulars. There is an efficient accounting system in place at ENOA which includes an annual audit completed by the firm Seim Johnson. ENOA's financial management system is the SAGE MIP system. ENOA's budget year follows the state of Nebraska's fiscal year of July -- June. There will be availability of resources on the Corporation for National and Community Service Web Page for the program accountability.

The project RSVP Coordinator position summary is: To provide overall coordination of Retired and Senior Volunteer Program. Duties include staff and volunteer supervision, volunteer station development, volunteer recruitment and training, public relations, budgeting and grant writing. The RSVP Field Supervisor position summary is: To be responsible for the recruitment and placement of volunteers and follow-up contact to evaluate progress of program in Dodge and Washington counties. The Retired and Senior Volunteer Program will consist of a full time Project Coordinator who has

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been employed for 20 years and is supervised by ENOA's Director of Community Services. A part time Field Interviewer who has been employed for 18 years is in charge of volunteer management and volunteer placement & recruitment for Dodge and Washington counties in Nebraska that RSVP covers. A secretary who is quarter-time, shared between RSVP, FGP and SCP has held the position for 7 years. Each staff person has a job description on file with the Retired and Senior Volunteer Program and with the Human Resources Department. The RSVP Coordinator supervises the staff for the program and the overall program. ENOA has a full time Fiscal officer that completes all required financial reports for the Corporation for National and Community Service and keeps detailed records of the Retired and Senior Volunteer Program's monthly spending. Adequate staffing will ensure that the program will accomplish the program goals.

Internal policies and procedures will be overseen by Eastern Nebraska Human Service Agency Human Resource Department. These policies include travel to conferences and workshops appropriate for an employee's position as stated in the Policy and Procedure Manual. The agency's Fiscal Officer will provide governance and manage risk by implementing accounting policies and procedures that are in compliance to the Corporation for National and Community service which will provide sound programmatic and fiscal management. Personnel management will be overseen by Eastern Nebraska Human Service Agency Human Resource Department. The agency's Fiscal Officer assists the Retired and Senior Volunteer Program in purchasing the needed office and training supplies. The agency's Public Information Department works closely with RSVP in formatting the newsletters, advertisement for RSVP regarding volunteer opportunities and other RSVP related information including the agency website.

The Eastern Nebraska Office on Aging will provide each staff member of RSVP. We will use the same conference rooms as other staff to hold meetings and any other program training that RSVP has. All RSVP staff will have equipment such as: computers, printers and the supplies needed to operate the program in an efficient and professional manner.

ENOA will use a robust accounting system to manage the increasing demands, to adapt to changing policy & procedures and regulations incorporated by the Corporation for National and Community Service to effectively manage growth. A financial management system will be adaptable to future fundamentals that will exhibit successful management capacity. Eastern Nebraska Office on Aging has past experiences in managing grants for over 30 years. ENOA has received and administered

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various grants and federal grants, including IRS tax project "Tax Counseling for the Elderly" and Intergeneration Project. The Retired and Senior Volunteer Program has been managed by the agency for 34 years. ENOA is one of eight area aging offices in Nebraska which provides services for the over age 60 population. Eastern Nebraska Office on Aging has managed grants for over 30 years. ENOA manages federal grant funds provided through the Older Americans Act.

ENOA manages the following volunteer programs:

- * Foster Grandparent Program (FGP) operating since 1975 provides thousands hours of service annually by placing low-income older volunteers in supportive services to special needs children.
- * Senior Companion Program (SCP) has been a part of ENOA since 1976 providing thousands of volunteer hours annually by placing low income senior volunteers in home settings for seniors.
- * Senior Help volunteers assist older individuals in ways that support dignity and independence in daily life.
- * Ombudsmen Advocate Volunteers, This program brings volunteers into the role of advocating on behalf of residents of long-term care facilities and encourages the residents to speak for themselves. The volunteer ombudsman advocates seek to resolve problems within a facility, and refer appropriate complaints as needed.
- * Home Delivered Meals volunteer's deliver meals to over 700 the homebound clients daily.
- * Intergeneration Orchestra volunteers are either under 25 or over age 50. These two diverse generations have blended together into an ensemble that plays light, uplifting music for all ages for 30 seasons.

The Retired and Senior Volunteer Program will secures resources by sustaining two RSVP Car Go Projects which provides volunteer transportation for seniors to medical appointments and other personal appointments with funds that are raised each year within Dodge and Washington Counties in Nebraska. The advisory council will work with RSVP staff to bring in funds for the annual recognition luncheons within the community each year. Some of the RSVP stations complete in kind reports annually that list the date of contribution, description of contributed item(s) or service such as meals, transportation and recognition, purpose for which contribution was made, real or approximate value of contribution per volunteer, how the value was determined, who made this value determination, and list if it was contributed with or supported by federal funds, if so, they have to indicate the source. Any in-kind donations will help to expand the project annually.

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Other

Other Requirements

Other Focus Areas

RSVP is looking to increase the impact of national service regarding community issues that the program can access communities that served by CNCS supported programs. CNCS invests in community programs and projects that achieve outcomes in Disaster Services, Economic Opportunity, Education, Environmental Stewardship, Veterans and Military Families. Going forward, the program will focus on achieving a specific set of outcomes in these areas. RSVP invests in community programs and projects that will increase and achieve outcomes with partnership.

PNS Amendment (if applicable)

N/A