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Executive Summary

Pennyrile Allied Community Services, Inc. (PACS) anticipates an estimated 555 unduplicated RSVP volunteers will serve an estimated 78,000 hours of service for children, senior citizens, veterans, active duty military and other community residents for 90 stations in Christian, Hopkins, Muhlenberg, and Trigg Counties of Western Kentucky. The primary focus area of this project is Healthy Futures. At the end of the three-year grant, we anticipate that 290 unduplicated (514 total) volunteers will serve 25,255 individuals in 20 Healthy Future agencies; 24 unduplicated (29 total) volunteers will serve 1000 clients in four counties through our Volunteer Income Tax program for the Economic Opportunity focus area; 64 unduplicated (94 total) volunteers will serve 121 students in four counties through mentoring and tutoring for the Education focus area; 6 unduplicated (30 total) volunteers will serve 500 individuals in 6 agencies in the Veterans and Military Family focus area; 6 unduplicated (14 total) volunteers will recycle at least 4 tons of materials in four counties for the Environmental Stewardship focus area; 66 unduplicated (80 total) volunteers will garner donations up to \$100,000 for the Capacity Building focus area; and 75 unduplicated (224 total) volunteers will serve 26 agencies that make up the Community Priorities focus area. PACS-RSVP seeks \$78,253.00 federal funding from CNCS with \$68,079.00 anticipated to be supplemented by non-federal resources and in kind.

Strengthening Communities

Pennyrile Allied Community Services, Inc. (PACS) is located in western Kentucky and covers the following nine counties, known as the Pennyrile Area: Caldwell, Christian, Crittenden, Hopkins, Livingston, Lyon, Muhlenberg, Todd, and Trigg. The Retired and Senior Volunteer Program (RSVP) encompasses Christian, Hopkins, Muhlenberg, and Trigg Counties.

According to the US Census Bureau, the 2013 population estimate of Christian County is 74,167 with 10.8% of the population being over 65 years of age. Persons below poverty level are 18.6%. The county seat is Hopkinsville. The 2013 population estimate of Hopkins County is 46,634 with 16.6% of the population being over 65 years of age. Persons below poverty level are 19.5%. The county seat is Madisonville. The population of Muhlenberg County is 31,179 with 17.5% of the population being over 65 years of age. Persons below poverty level are 19.3%. The county seat is Greenville. The population of Trigg County is 14,293 with 20.5% of the population being over 65 years of age. Persons below poverty level are at 13.5%. The county seat is Cadiz. The percentage of persons 65 years of age and over is increasing as the senior generation is living longer and relocating to our small rural towns upon retirement. Also the unemployment rates in the Pennyrile Area have historically been

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higher than the state and national averages, causing the need for services, such as: access to care; aging in place; food distribution and delivery; food pantry assistance; transportation; companionship; education on healthy living and health services. These needs all fall into our primary focus area, Healthy Futures.

In addition to our primary focus area, Pennyrile Allied Community Services, Inc. (PACS) plans to focus on Economic Opportunity, Education, Environmental Stewardship, and Veterans and Military Families. This plan allows 75% of our 555 volunteers providing service under these focus areas, while 11.5% (66 volunteers) serve in capacity building services, and 13.5% (75 volunteers) serve in other community based services, with 28% (157 volunteers) serve with outcomes.

Healthy Futures-- PACS-RSVP plans to utilize 290 unduplicated (514 total) volunteers for Healthy Futures for 46 stations. Our plan includes the following Objectives: 1. Aging in Place through food delivery and transportation for seniors that are unable to leave their homes. As a community action agency, we manage the senior citizen centers, transportation, and meal delivery programs for the Pennyrile Area of western Kentucky. Due to increased costs and reduced funding, as with many non-profit organizations, without volunteers, we would not be able to serve our community needs. Four of our senior citizen centers require help in delivering food to those who are unable to leave their homes or cannot get access to food. Our plan is to utilize 24 unduplicated (49 total) volunteers to take food to seniors or individuals with disabilities. Our target is to serve 3,000 individuals. In addition to meal delivery, many of our clients require transportation to doctor's appointments, dialysis, grocery stores, and senior citizen centers. Our plan is to utilize 7 unduplicated (56 total) volunteers to serve as transportation call center volunteers or provide transportation to seniors or individuals with disabilities in order to allow them to live. We will measure the number of individuals helped with transportation and food delivery through client reports that reflect the number of individuals that received meals and transportation through the help of RSVP volunteers; 2. Aging in Place through Companionship--In the four counties served, there are 17 nursing homes and assisted living facilities and two hospice agencies. Due to reduced staff, these agencies could not exist without volunteers. In fact, hospice is required to have 30% of volunteers in order to give caregivers a break. Our plan is to utilize 96 unduplicated (100 total) volunteers to provide companionship in order to give 500 caregivers a break for homebound, seniors living in nursing homes or assisted living facilities, and individuals with disabilities receiving respite services. We will measure the number of caregivers helped through client reports that show the number of individuals helped through the companionship of RSVP volunteers; 3. Obesity and Food through food distribution, food collection, and food pantry support--According to

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the US Census, the poverty rates for the four counties that we serve are higher than the state and national rates in three counties served by RSVP in our region. Grocery prices have almost doubled over last year and dry conditions have resulted in less food availability. Our plan is for 5 unduplicated (5 total) volunteers to collect food for PACS-RSVP food collection project in honor of Martin Luther King Day of Service for 25 needy clients at local food banks; 33 unduplicated (60 total) volunteers to distribute food to four emergency food at food banks and soup kitchens for 15,000 clients; and 55 unduplicated (65 total) volunteers to serve as food pantry support to provide food for 5,500 clients at 5 food pantries; 4. Access to Care through development of materials and distribution of materials-- According to the Foundation for a Healthy Kentucky, statistics show that the residents of Christian, Hopkins, Muhlenberg, and Trigg Counties have a high rate of diabetes, hypertension, heart disease, and cancer. In addition to physical health problems, there are mental health problems due to our close proximity to Fort Campbell Army Base. Some soldiers in the area suffer from Post Traumatic Stress, causing the need for child advocacy and other family services. Also, there are insurance companies and scams that prey on our seniors. PACS-RSVP will partner with seven agencies, such as Senior Medicare Patrol, State Health Insurance Program, American Cancer Society, the Lion's Club, and Kentucky Cancer Program to distribute information regarding the prevention of diseases, healthy food choices, resources for the prevention of fraud, waste and abuse of insurance and Medicare and other beneficial healthcare information to help 1000 individuals. Also, 11 unduplicated (36 total) PACS-RSVP volunteers will put together literature, health care packets, promoting good health, and materials that result in health care for 3 stations, the Recreation Department, Department for Community Based Services, and Child Advocacy Center to serve 500 individuals. Activity sign-in sheets and logs will show the number of participants in these health care educational activities.

Economic Opportunity--Since 1990, PACS has participated in a volunteer income tax assistance program and have had RSVP volunteers provide income tax preparation the low income and elderly for eight counties in the Pennyrile area. We are planning for 24 unduplicated (29 total) volunteers to serve 1000 clients with the Tax Counseling for the Elderly (TCE) service, allowing clients to stretch their budgets toward necessities of life, such as food and utilities.

Education--14.3% of the United States' residents do not possess a high school diploma or Graduated Education Diploma (GED). The percentage is higher in the four counties served by PACS-RSVP: Christian-15.6%; Hopkins-18.1%; Muhlenberg-22.1%; and Trigg-16.8%. Our plan is to increase standardized test scores that will ultimately increase our county graduation rates through the assistance of volunteer tutors in the schools and volunteer mentors in the community. We will utilize

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37 unduplicated (49 total) PACS-RSVP volunteers who work one on one with 70 children in the schools to help them with their reading through the America Reads Program and with other subjects in the four communities that we serve. We will measure our outcomes through standardized test results from the Boards of Education. In addition, we plan to utilize 27 unduplicated (45 total) RSVP volunteer to mentor to disadvantaged youth to promote academic achievement for 51 youth in 6 mentoring agencies. We will measure the effectiveness of our volunteers through surveys to our mentoring agencies that reflect improved academic achievement.

Environmental Stewardship--Since our volunteers reside in rural areas, our heritage has taught us to prevent waste; RSVP's plan is to help more people to protect the environment from waste, while saving our water supply. For the upcoming grant period, PACS-RSVP volunteers will collect white paper from area businesses and take it to recycling facilities. Volunteers will collect ink cartridges to benefit Habitat for Humanity in Muhlenberg County. Also, PACS-RSVP will utilize volunteers who sew to take scrap materials and reuse the materials to make blankets for abused children, teddy bears for children in hospitals, and hospital gowns for the Child Advocacy Centers and Free Clinics in the area. This project will also allow homebound RSVP volunteers who sew an opportunity to help others. We plan for 6 unduplicated (14 total) RSVP volunteers to work in recycling programs to reuse at least 8000 lbs. (4 tons) of recycled product to save our water supply and help others.

Veterans and Military Families--We feel that this part of the Strategic Plan was especially made for PACS-RSVP since we are located in close proximity to Fort Campbell Army Base. According to the US Census, there are an estimated 14,751 veterans in our four-county area and there are over 16,000 soldiers in the Fort Campbell, KY area. Opportunities are ongoing to help our active duty military, their families, and veterans. Our plan is for 8 unduplicated (16 total) volunteers to be involved in community-based activities that serve 100 veterans by helping with veteran and active duty military funerals, parades, and other veteran community events; and for 16 unduplicated (22 total) volunteers to support 200 active duty military family members and veterans with disabilities/older veterans through companionship by visiting veterans at the Veteran's Center in Hanson and Pennyroyal Veterans Center, a homeless shelter for veterans, in Hopkinsville. Activity logs will measure the type and amount of veteran support. In addition, our plan includes other community-based activities that serve veterans and active duty military families by having 6 unduplicated (10 total) volunteers collect items for deployed military; work with the Yellow Ribbon Program to help the caretakers and family members of disabled veterans with retreats, and sponsoring food and gift collections that serve 200 individuals. Activity logs will show the activities and number of individuals helped through our

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volunteer service.

Capacity Building by garnering donations--Many of our non-profit organizations, such as civic organizations, thrift stores, and hospitals could not exist without the assistance of volunteers. Six of our agencies rely on the garnering of donations by 66 unduplicated (80 total) volunteers in order to keep them going. They work at gift shops that give back to these organizations and provide assistance with fundraising. We anticipate the dollar value of cash resources leveraged by PACS-RSVP volunteers to be at least \$100,000.00. We will retrieve this information from agency reports.

Other Community Priorities--We anticipate that 75 unduplicated (224 total) volunteers will serve the community in 26 agencies as: historical societies, fine art centers, museums, libraries, festival committees, city and county events, and other civic organizations. Through the efforts of the volunteers, PACS-RSVP is very visible throughout the community. We will track this information through the volunteer timesheets.

Community partnerships are important in order for PACS-RSVP to serve the community.

RSVP volunteers are helping to build a stronger community and making our area of Western Kentucky a better place to live. RSVP volunteers depend on the community to keep them busy, and the community depends on them to make the community stronger. According to AARP, the value of volunteers in Kentucky are \$17.37 per hour. If you took that figure and multiplied it by the 1,476,510 hours of service of our volunteers, \$25,646,979.00 has been saved for our community.

Recruitment and Development

It is our intention to recruit volunteers in high quality volunteer assignments. On the Volunteer Application, there is a section in which volunteers can choose the areas that interest them. That section of the application allows the RSVP Coordinator to see where the volunteers are best suited and will be happiest. In 2014, PACS-RSVP sponsored an Inter-Agency Meeting and invited all of the agencies that require volunteers. In that meeting, we were able to learn about what the agencies needed; reviewed our Station Handbook; and impressed the importance of making the volunteers feel that they are in integral part of the agencies that they help and RSVP. After that meeting, we scheduled a Volunteer In-Service Training and invited all of our volunteers to hear about volunteer opportunities and asked them to bring a friend. This was very successful in engaging our volunteers and recruits in new volunteer opportunities, especially the primary and other focus areas. This also allowed us to place our volunteers in the area where they wanted to be while helping their home communities. We plan to do this annually in each of our four counties.

RSVP volunteers are recruited by the following methods in accordance with RSVP procedures:

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newspaper and radio interviews, newsletters, FaceBook, e-mail, PACS and VolunteerMatch websites; presentations to groups; flyers and brochures distributed throughout the community; Volunteer Fairs; Volunteer In-Service Trainings; videos of volunteers about their service; and through word of mouth through other volunteers and agency representatives. This allows PACS-RSVP to be known community-wide and pick-up volunteers from all walks of life. The volunteers recruited are individuals of all races, ethnicities, sexual orientation, degrees of English proficiency, veterans, military family members, and persons with disabilities, including individuals with age related disabilities. We target minorities in our area by being involved in community minority events and working with minority non-profit agencies, such as: MEDI (Minority Economic Development Inc.), Genesis Express, International Festivals, and local churches. We target veterans and active duty military and their families by working with the American Legions, VFW's, Fort Campbell resources, and Military Affairs. For 2013/2014, 76% of our volunteers were female, and since many of our agencies, like the food banks and veterans groups, need men, we will target more men. The majority of PACS-RSVP volunteers are between the ages of 65-74 (38%), PACS-RSVP would like to recruit younger Baby Boomers. In order to target these populations, we would like to partner with Human Resource Departments and give the newly retired an opportunity to stay active through volunteerism. Other target groups to recruit include the low-income who feel that they cannot make a contribution financially, but can with their time; and the use of homebound or disabled volunteers who can make phone calls to help draw in volunteers in projects or put together mailings for the Chamber of Commerce, United Way, or other agencies.

Each month, the RSVP Coordinators meet with the Director for training and round table discussions on what is working in their county for the recruitment of new volunteers, especially in our focus areas. If a person expresses an interest in becoming a volunteer, the PACS RSVP Coordinators conduct an interview to find the interests of the volunteer, and places the volunteer in the area of his/her choice. The RSVP Coordinator reviews PACS-RSVP Volunteer Handbook with the new volunteer. The orientation includes the following: the purpose of RSVP; the mission of RSVP; the vision of RSVP; goals of RSVP; what RSVP is; who can be an RSVP volunteer; what the volunteers do; what are volunteer stations; how to report hours; benefits of volunteering with RSVP; volunteer responsibilities; grievance procedures; termination of volunteers; prohibited activities of volunteers; advisory council information; and contact information. The Coordinator reviews the job descriptions for the job that the volunteer has interest. Then, the Coordinator introduces the new volunteer to the station representative in person. In most cases, the volunteers are trained by the agency for which

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they volunteer. For specialized volunteer assignments, such as our Economic Opportunity focus area, Tax Counseling for the Elderly (TCE); Education focus area, America Reads; and Healthy Futures focus area, Senior Medicare Patrol (SMP); our volunteers go through an extensive training program led by agency representatives, RSVP volunteers, and staff. In the case of the TCE, volunteers are trained for 8 days and are tested to be eligible to carry-out their volunteer service. It is vital that our complete roster of volunteers have an opportunity for volunteering. RSVP's staff is on the phone constantly, calling the list of current volunteers and seeking volunteers for various projects and agencies. RSVP volunteers are encouraged to take leadership roles in volunteering. Many times, volunteers are more experienced in areas than agency personnel or RSVP staff. An example of this is in Tax Counseling. We have volunteers that have prepared taxes as their vocation and can lead others. Another example is America Reads where volunteers may be retired teachers who know best how to train volunteers on working with students. As volunteers become comfortable, we encourage and acknowledge leadership and accomplishments with letters to newspaper editors, notes expressing our thanks for volunteerism, certificates, and applying for Governor Awards. Leadership allows RSVP to stand out in the community, and PACS-RSVP volunteers are the faces of our organization. PACS-RSVP's volunteers are our greatest commodity by spreading the word of volunteer opportunities to other potential RSVP volunteers. RSVP volunteers are encouraged to take leadership roles in the community. An example of this is the Healthy Futures focus area, The American Cancer Society's Relay for Life in Trigg County. Each year, through the leadership of two RSVP volunteers, the Trigg County Relay for Life secures close to \$100,000.00 in donations to help find a cure for cancer. Due to their efforts, they have been awarded in the top 5 in the nation per capita in fundraising. The community partners with them in their efforts due to the high cancer rate in the community. All ages, races, genders, and income levels are affected by cancer. Their work brings the community together to help fight cancer. Another example is a volunteer from Muhlenberg County in our Tax Program that is retired from the Kentucky Revenue Cabinet. Due to his knowledge, he takes charge of setting up computer templates, assigning passwords for other tax volunteers, and leads the training each year for the program.

PACS-RSVP volunteers partner with the cities, counties, and Pennyriple Resource Conservation and Development (RC&D) for a day, called "Take a Kid Fishing Day". This event is held each spring in Christian and Trigg County to bring children, parents, and grandparents out for a day to learn to fish. RSVP volunteers solicit donations of prizes, food, and supplies; measure fish; bait hooks; register kids for the event; distribute t-shirts; and do whatever is needed to make the event possible. This event

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brings together all ages, races, genders, and income levels. Homebound RSVP volunteers also have an opportunity to serve by making phone calls. Because of the community partnerships, and the help of PACS-RSVP volunteers, kids are mentored, can learn how to fish, be fed, and spend quality time with their family. In return, the volunteers' experience is enhanced by helping the children and the community in making the event possible. Since 2010, PACS-RSVP has sponsored a "Snacks for Soldiers" drive in the four counties to send snack items to deployed soldiers from our community. RSVP volunteers have been the driving force once again, reaching out to the community for donations of products and financial resources to send boxes to our military that actively protect our freedom.

RSVP staff members serve on agency boards and go to community and United Way meetings to learn what the critical needs are for their counties. This way, PACS-RSVP is able to keep its pulse on the community and provide assistance to the critical needs in the Pennyrile Area. It also allows an opportunity to engage people of diverse backgrounds throughout the community.

Public awareness of events, pleas for support for various RSVP agency programs, and opportunities to volunteer are made through local media, like radio, newsletters, and newspapers through press releases to keep the public advised of the many activities and needs in the community. Transversely, media is used to keep RSVP in the know about what is going on in the community and give RSVP volunteers an opportunity to serve their home community.

PACS-RSVP's best recruiters are our volunteers. They are easily recognized as they wear RSVP nametag lanyards around town. It is easy for them to share their experience and encourage their friends and neighbors to volunteer. Each year, PACS staff sends out satisfaction surveys for the RSVP volunteers and agencies. It gives the volunteers and agencies the opportunity to reflect on RSVP's service and allows us to see how it has enhanced their lives. For example, one of our volunteers is a retired nurse and had suffered from depression. She volunteers at a free clinic and also helps with heating assistance. She said, "RSVP saved my life". Another RSVP volunteer retired from the school system, but did not want to volunteer in the school. She volunteered with a local food bank in order to do something different, while still giving back to the families in her hometown. Some of the satisfaction surveys have reported the following: "I feel useful and fulfilled again"; "RSVP is a great organization, helping people in need is sure a worthwhile way to spend time; I enjoy serving. I meet people and share their needs".

It is important to keep volunteers engaged to prevent burnout or boredom. Volunteers need to know that their contribution is making a difference. PACS staff and the stations build team environments

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that include volunteers, keeping them involved. They also involve volunteers in choosing the roles that they will play that suits their interests, expectations, and schedule. It is important to keep the job expectations realistic, relevant, achievable, and manageable. PACS-RSVP staff and their agencies promote a sense of accomplishment, manage volunteer time efficiently, and make the work fun. We found that if you give volunteers more than they can do, they will come back to complete their jobs. It gives the volunteer a great deal of satisfaction in knowing that they are needed and when they are needed they become a part of the RSVP family and the organization that they help. This is important for the retention of volunteers.

It is also important that PACS-RSVP staff let our volunteers know how much they are appreciated. PACS-RSVP staff and agency representatives recognize volunteers both informally and formally. In some cases, PACS-RSVP staff shares a cup of coffee or lunch and chat with volunteers; phones the volunteer and thanks them for what they do; introduces them to other organizations, uses them as consultants, and provides additional training. PACS-RSVP staff sends welcome letters to new RSVP volunteers, thank-you cards, sympathy cards, recognizes volunteers at meetings with staff and Advisory Council meetings, and has at least one recognition event each year for the RSVP volunteers. In May 2014, PACS-RSVP sponsored a volunteer appreciation luncheon held in the volunteers' honor with a movie theme, "Volunteers are our Main Attraction". Volunteers' birthdays are acknowledged on the radio and birthday cards are mailed to volunteers daily. Volunteers are also recognized in newsletters, FaceBook, and newspaper articles. We can never thank our volunteers enough for the service they provide and how important it is to retain their services. We are proud to report that in 2013/2014, we only 14 RSVP volunteers were terminated, mostly due to the volunteers moving out of the area or death.

Program Management

Planning is vital to PACS-RSVP. Our plan includes a system for managing volunteers and stations; communicating the needs; recruiting, training and retaining volunteers; developing community partnerships, and evaluating the plan to ensure compliance with CNCS guidelines. As PACS-RSVP secures a station for volunteers to serve, the needs of the station are discussed and the station representative is given an orientation that includes a review of PACS-RSVP's Station Handbook. The Handbook provides an introduction of RSVP, the history of RSVP, funding information, who can become an RSVP volunteer, what a volunteer station is and the responsibilities that go along with being an RSVP station, the Memorandum of Understanding (a basic agreement between agencies using RSVP volunteers), in-kind, non-displacement of employed workers, enrollment, RSVP

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insurance, reporting volunteer time, volunteer and station conduct, Non-Discrimination policy, confidentiality, prohibited activities of RSVP volunteers (such as: political activities, compensation for service, labor and anti-labor activity, fair labor standards, religious activities, and nepotism), preparation for volunteers, termination of volunteers, and grievance procedures. RSVP staff members check on stations monthly to ensure that the needs of the station and volunteer(s) are met. They are also available to help with training or special events that require RSVP volunteers. The RSVP staff's presence at the training or special event allows for input and assurance that the volunteers are there to perform the tasks for the stations served.

Community partnerships are important to keep track of the needs for volunteers. To determine the needs of each community, develop high quality projects, to meet each goal, and strengthen the community involves a collaborative effort from PACS-RSVP and our community partners and agencies we serve. Our collaboration allows us to utilize data from the community, United Way, Health Departments, Chambers of Commerce, city and county projects, Advisory Council members, and RSVP station and volunteer surveys, and other agencies to determine what the needs are in our community. Since the members of PACS-RSVP's Advisory Councils are community leaders; city and fiscal court members, RSVP active volunteers, and agency representatives, they interact with RSVP staff to discuss needs in the community, look at new opportunities to strengthen our community, and evaluate existing programs to determine RSVP program effectiveness. Follow-up phone calls or visits, and surveys are sent out each year to the agencies and volunteers of RSVP to gauge effectiveness and see if changes are needed. PACS-RSVP staff and Advisory Council members also review Activity Reports from stations, Pennyriple Area Needs Assessments from Pennyriple Area Development District, County profiles, and the Strategic Plan as set forth by the Corporation for National & Community Service is an instrumental guide for PACS-RSVP's work-plan. One example of a new opportunity that falls within one of our focus areas is based on our close proximity to Fort Campbell Army Base, and how we could better serve the Active Duty Military, their families, and veterans in our area. Many opportunities are available to serve, and they have been included in our work plan for this grant application. In 2014, PACS-RSVP sponsored an Inter-Agency Meeting to discuss the needs of the community with our stations. As a result, partnerships were developed, the focus areas were discussed, and new opportunities arose for volunteers in the community.

We are mindful that our volunteers are seniors and with age come physical limitations, volunteers moving close to family members, and sometimes death. PACS-RSVP Coordinators are always recruiting for our stations, especially those in our focus areas. We have been fortunate to have not

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had to graduate any of our stations. Since the Corporation for National and Community Service came out with the seven focus areas in 2012, we gradually adjusted our plan. If an agency has a need that falls outside of our plans, we research our options and provide whatever help we can. Since we have only 14% of our volunteers in community based volunteer assignments, we know that there is room to add them to community based services. However, we have educated our agency partners on what types of programs our volunteers need to work toward. Since PACS is a community action agency, we have access to services, such as KTAP and Title V workers that may be better suited for their needs if RSVP cannot help.

PACS-RSVP has a staff of two Coordinators. The RSVP Coordinators acquire timesheets from the stations that use volunteers and post the figures to a software program known as Volunteer Reporter. Volunteer Reporter generates both volunteer and station reports. Each month, the RSVP Coordinators meet with the Director for training, review the work plan, and discuss what they are doing to meet the needs of community. A spreadsheet is generated from information logged into the Volunteer Reporter and is attached to the staff meeting agenda that shows PACS-RSVP progress and how it compares to our goals. This helps the Coordinators prioritize which projects need the most attention. They share ideas of what is working in their county and what is needed to effectively carry out their job.

Throughout the year, as services are provided, the stations provide statistics of how many are helped or impacted as a result of RSVP volunteer service. Some statistics are in the form of surveys and some are from the agency records. For Healthy Futures, information from client reports and activity logs show that clients are engaged and how it has affected their physical and mental being, including respite for caregivers; for Education, standardized test scores and activity logs are acquired to show the student progress; for Collecting and Recycling, PACS staff and stations will keep records to show the amount of recycling items are kept from the landfill and how much water supply is saved as a result; for Tax Counseling through Economic Opportunity, IRS reports and volunteer filing logs report the amount of refund is due to tax clients and the number of clients helped; for Veterans and Military Families, agency reports will record the number of visits made to veterans and their families and the number of veterans and active duty military served. Over all, we can see through the positive responses we receive in the community that RSVP volunteers are making a great impact through the many press releases, thank you letters from the community, and accolades from community leaders. We see our children's test proficiencies increase due to the one on one tutoring provided by RSVP volunteers and our rankings improving in the state of Kentucky. We see more help available to those

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in need due to the many services that PACS-RSVP volunteers provide. We receive smiles and thank yous from veterans that are in veteran's homes or nursing facilities in the area. We see pride in our military throughout the community. We see kids making better choices because they were mentored by someone who cared about them. We see people more educated and empowered against Medicare fraud, waste, and abuse. We see people more conscious about protecting our environment through recycling. We see tax clients walking out the door with much happiness because they are getting a refund that can be used to pay for utilities or food. And we see growth in our volunteer program due to the joy it gives the volunteer that wants to share the experience with his/her friends.

PACS-RSVP's station and volunteer handbooks follow the federal regulations set forth by CNCS. They also include copies of the forms used for our program with detailed instructions on how they are to be prepared. The Advisory Council Guidelines are addressed in the Advisory Council By-Laws which also follow federal regulations, including term limits and responsibilities. Memorandums of Understanding are updated before the three-year term expires in order to keep volunteers active in prospective stations. Our Volunteer Applications include information to ensure that a prospective volunteer is eligible for RSVP, such as: birthdates to make sure they are 55 and older; permission to use photographs or videos of volunteers for marketing; background check permission for National Sex Offender checks. Our stations that require volunteers to work with vulnerable populations, such as the schools, have the RSVP volunteer fill out their own background check forms. This ensures that all of our RSVP volunteers are qualified and ready to work for the community.

Organizational Capability

Pennyrile Allied Community Services, Inc. (PACS) has been in existence since July 1, 1966 and has sponsored the RSVP program in Christian, Hopkins, and Muhlenberg Counties since 1977, and added Trigg County in 1998. As the Community Action Agency in the Pennyrile Area, PACS has had an extensive record in managing grant funds and a proven track record that satisfies the following programs: Aging; Family and Community Intervention; Community Services Block Grant; KYNECT (Kentucky's Health Insurance Connector), Low-Income Home Energy Assistance; Human Service Transportation; Weatherization; Finance, and RSVP. Each program has its own director who reports directly to the Executive Director and Assistant Director. Each program is assessed by the individual directors, has its own data collection programs, and reports to the Executive Director who provides information to PACS Board of Directors. Data collection is compiled and maintained in a Results Oriented Management Accountability (ROMA) Report. ROMA is national report that collects data from all PACS programs through Castinet software and shows the services provided by PACS. The

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quarterly report has 6 goals: low-income people become more self-sufficient; the conditions in which low-income people's lives are improved; low-income people own a stake in their community; partnerships among supporters and providers of services to low-income are achieved; agencies increase their capacity to achieve results; and low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.

PACS employees go through an orientation period that includes the review of Personnel Policies and Procedures. This includes the following internal policies: purpose of the PACS organization; roles of Board of Directors, roles of personnel committees, committee functions, PACS responsibility in delegating agencies and personnel, role of the Executive Director; employee classifications; non-discrimination policies (which includes equal opportunity, sexual harassment, Americans with disabilities, nationality harassment, and pregnancy discrimination act); general standards for employment (such as: opportunities, formal education, outside recruitment, prohibitions and limitations, and advice for limitations in program funding); responsibility of employees; advertising vacancies not filled from within; notification of non-selectees for employment; positions and compensation; payroll; employee benefits; work schedules; employee travel and transportation; training and career development; orientation period; employee performance evaluation; employee conduct; disciplinary action; terminations; grievance procedures; employee limitations; personnel records; public information policy; and background and drug testing procedures.

Purchasing is managed by the program directors through a purchase order process. The purchase order is generated after comparing costs by the program directors and is approved by the Executive or Assistant Director. Upon approval, the purchase may be made. The purchase order is matched to the invoice and packing slip and given to the Finance Director for payment.

Since 1978, PACS has been audited by Calhoun & Company, PLLC Certified Public Accountants. The audit was conducted for the purpose of forming an opinion on the financial statements as a whole and included the schedule of expenditures of federal awards as required by the U.S. Office of Management and Budget Circular A-133, Audits of States, Local Governments, and Non-Profit Organizations. In 2013/2014, PACS has leveraged \$12,184,687.00 for Pennyryle counties through federal, state, and local sources. Funding is provided by Cabinet for Health and Family Services, Kentucky Housing Corporation, Kentucky Transportation Cabinet, Internal Revenue Service, Atmos Energy, Emergency Food and Shelter Fund, Hopkinsville Electric System, community donations, United Way, Wintercare Energy Fund, Community Action Council, donations from the community, city and county

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government, and the Corporation for National and Community Service. Federal grant revenue was \$7,911,985.00; state grant revenue was \$3,256,858.00; and local contributions were \$1,297,961.00. Key staff within PACS organization is the following: Executive Director, Judy Peterson, who has been with PACS since 1973. She meets monthly with the RSVP Director to discuss progress and concerns; Assistant Director, Roy Brunner, who has been with PACS since 2007 and directly supervises the RSVP Director and meets with the RSVP Director as needed to go over anything concerning RSVP; Finance Director, Diane Croney-Turner, who has been with PACS since 1975 and meets with the RSVP Director monthly to review the budget and answer any financial questions. Croney-Turner uses Micro Fund and Pay Force computer software programs, and maintains receipts and expenses in a orderly manner for easy access; RSVP Director, Carmen Finley, who has been with PACS since 2008 and manages two RSVP Coordinators, a Senior Medicare Patrol Coordinator, and an Administrative Assistant to ensure program goals are on track; RSVP County Coordinators, are responsible for overseeing the RSVP volunteers, stations, advisory councils, and make sure that the goals of PACS-RSVP are met; RSVP Administrative Assistant who enters volunteer hours in our software program, and provides clerical and filing assistance for the Coordinators and RSVP Director; and RSVP volunteers, who are non-paid staff that are utilized at PACS to help with filing, mailings, and some clerical duties. PACS has a Personnel Committee that is directed by the Executive Director. Human Resource records are kept and managed by Finance and the RSVP Director. It is the obligation of the RSVP Director to make sure to evaluate the RSVP staff each year. After six months of service and once a year thereafter, RSVP Coordinators are given a self-evaluation to see where they see improvements are needed. At the same time, they are evaluated by the RSVP Director. In comparing the self-evaluation with the Director's evaluation, it is clear that the Director and Coordinator are usually in agreement of where improvements are needed. The Assistant Director evaluates the RSVP Director after six months of service and once a year thereafter.

PACS staff is responsible for seeing that the volunteers and stations have what they need in order to carry-out their projects. PACS-RSVP Coordinators visit the facilities and meet with the agency representatives to ensure that the volunteer has all the supplies and equipment needed. For instance, if we have a volunteer that uses a walker and needs to sit, RSVP staff make sure that there is a chair, handicap access, and that the volunteer does not have to walk much distance. If supplies or equipment are needed and they fall under PACS-RSVP responsibility, the RSVP Director issues purchase orders for what is needed. Purchase orders are matched with invoices, coded to the appropriate account, and subtracted from the accurate budgetary item.

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RSVP staff's responsibilities are as follows: 1. Interview prospective volunteers; 2. Make sure enrollment forms are complete; 3. Explain benefits of RSVP, like excess volunteer insurance, mileage reimbursement, volunteer recognition luncheon; 4. Explain duties of being an RSVP volunteer; 5. Actively seek non-profit/public agencies to be RSVP volunteer stations; 6. Be actively involved in the community, promoting RSVP; 6. Maintain Advisory Councils; 7. Maintain all county files; 8. Assist RSVP Director with the operations of the four counties; 9. Be available for travel within or outside the county for recruitment and training; 10. Provide as needed documentation required by the PACS Board of Directors, Corporation for National and Community Services, and Internal Revenue Service; 11. Satisfy the requirements of PACS Personnel Policies (as indicated in handbook); 12. Any other responsibility as directed by the Executive Director of PACS. It is vital that RSVP records are kept up-to-date and complete. RSVP staff are responsible for keeping files in order for such things as volunteer mileage reimbursement for volunteers and travel expenses for staff. Many of our RSVP volunteers take advantage of mileage reimbursement --\$0.25 per mile, up to \$20.00 per month. Volunteers turn in a form that shows the date, hours served, odometer readings, and the station served. Mileage forms must be approved by the county Coordinator and RSVP Director, and turned-in to Finance for payment to the volunteer. Internal policies are in place for PACS staff regarding mileage reimbursement. When RSVP staff travel, they turn-in a similar form that is approved by the RSVP Director. Mileage is reimbursed to staff at \$0.41 per mile. If overnight travel is required, an "Out of Area" Travel form and "Return Travel" Form is completed that shows hotel, meal reimbursement, miles traveled, and reason for travel. Overnight travel must be approved by the Executive Director or Assistant Director prior to the trip.

In each of the four counties that manage RSVP, there is an Advisory Council that is made up of RSVP volunteers, station representatives, and community leaders. The Advisory Council's responsibility is to assist PACS-RSVP staff with planning, support, and decisions of the program. Since Advisory Council members work with agencies and organizations in community, they know what the community needs, and are eager to meet these needs through the RSVP program. New Advisory Council members go through an orientation of their responsibilities that includes review of the PACS-RSVP By-Laws that consist of the following: Purpose of RSVP Advisory Council; Member responsibility and authority; membership composition; terms of office; meetings; quorum; attendance policy; and vacancy replacement information. A member's term is three years; however, they may be asked to serve a second term. Advisory Council Meetings are six times a year, including a four-county meeting in a host county. Minutes are taken and read at each meeting. Officers include a Chairman, Vice

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Chairman, and Secretary. They are a key to the planning and development of each county's program. Going into the 41st year of operation, Pennyrite Allied Community Services, Inc. (PACS) has a proven track record of managing programs in nine Kentucky counties (Caldwell, Christian, Crittenden, Hopkins, Livingston, Lyon, Muhlenberg, Todd, and Trigg). And going into the 37th year of operation, PACS-RSVP has managed 2,382 volunteers that have helped 222 stations with 1,476,510 hours of service in the four counties. Collectively, each PACS program has helped make our community a place that we are proud to call home.

Other

n/a

PNS Amendment (if applicable)

n/a