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Executive Summary

An estimated 400 RSVP volunteers will serve. Some of their activities will include

- visiting and assisting homebound seniors/those with disabilities with daily living activities in their homes, so that they can live independently as long as they are able;
- delivering nutritious meals/groceries to homebound seniors and those with disabilities so that they can maintain and/or improve their health while also living independently;
- providing health education classes, programs, and activities to seniors, including physical exercise, nutrition, and mental health, so that they can live longer and stronger lives;
- raising money through thrift shop sales so that preschool scholarships can be offered to children of low-income families;
- supporting disadvantaged children in preschools and grade schools through tutoring, classroom support, and educational activities designed so that children will remain in and succeed in school settings; and
- providing support to veterans as they age, through companionship, support in doing daily living errands, and assistance in applying for state and federal benefits, so that veterans can live more comfortably and healthfully.

The primary focus area of this project is Healthy Futures. At the end of the three-year grant, 130 homebound seniors, veterans, and those with disabilities will have developed relationships with volunteers that increase their social ties and perceived social support. The CNCS federal investment of \$93,213 will be supplemented by \$39,948.

Strengthening Communities

Aging in Place:

Monroe (urban) and Owen (rural) Counties both have large and growing populations of seniors. Monroe County has a population of 141,000, of which 10% (over 15,000) are 65 years of age or older. Owen County's population is even more heavily weighted towards seniors: of 21,000 people, 16% (3,400) are age 65 or older. Populations of seniors in Monroe and Owen Counties are expected to rise to 17% and 24%, respectively, by 2050.

According to AARP surveys, older adults overwhelmingly prefer to age in place: nearly 80% of adults

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age 65 and older want to remain in their current residence as long as possible. In fact, relocation to a new residence in and of itself causes significant stress, which can lead to physical decline (Kaplan). However, statistics show that disproportionately few of Monroe and Owen County seniors are living in their homes. Although 10% of Monroe County inhabitants are seniors, only 7.6% of housing units are occupied by seniors. Likewise, in Owen County, 16% of the population is age 65 or older, yet only 10% of housing units are occupied by seniors.

Seniors are moving away from their homes usually because of a disability that requires assistance. According to U.S. Administration on Aging report, 35% of senior men and 38% of women report some type of disability. The report goes on to state that "some of these disabilities may be relatively minor, but others cause people to require assistance to meet important personal needs." Without this assistance, seniors are forced to move out of their homes to receive support, despite their desire to remain in their homes. In Monroe and Owen Counties, Area 10 Agency on Aging's In-Home Services department reports that over 80 seniors are consistently on their waitlist to receive these types of services. Area 10 also reports that more than 100 clients are admitted to nursing homes monthly, but an estimated 25% of these admissions could be prevented by supportive home visits. Seniors in Monroe and Owen County need assistance that allows them to remain safely and independently at home, to age in place.

RSVP volunteers address this gap through several programs designed to meet the varied needs of community members in Monroe and Owen Counties who are seniors or have disabilities:

- 1) Food delivery: Volunteers with Area 10's Home Delivered Meal program offer daily meals to disadvantaged homebound seniors and community members of all ages who have disabilities. Volunteers with Area 10's Food Pantry deliver groceries monthly to clients who are still capable of cooking at home, but cannot get to the grocery store due to their age and/or disabilities.
- 2) Companionship: RSVP's Caring Companions program provides volunteers that support homebound seniors (as well as community members of all ages with disabilities) who want to live at home: companionship, assistance with errands, light housekeeping, pet care, and more, depending on the needs of the senior. RSVP volunteers also serve as hospice volunteers through Hospice of Indiana University Bloomington Hospital, Premier Hospice, and SouthernCare Hospice, providing important

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social support and assistance in day-to-day living for those who are nearing the end of their lives.

3) Housing Services: REPAIRS Team volunteers build ramps and provide minor construction expertise for the homes of seniors and community members of all ages with disabilities, to allow them to continue living at home.

4) RSVP's Patriot Pals program connects older veterans (as well as veterans of all ages who have disabilities) with volunteers who can provide companionship and offer a variety of supportive activities, from light housekeeping, to prescription delivery and more, depending on the needs of the veteran.

Loneliness and isolation in later life can itself lead to decline in physical health, and even early death, according to a recent University of California, San Francisco study. Another review (Dickens, et al) of scientific studies found that social isolation is most likely to be alleviated in older people through social activity where the client is an active participant. While this study does not differentiate between one-time and regular visits, one can conclude intuitively that regular visits are also more likely than one-time visits to alleviate social isolation. In all of these programs listed above, volunteers engage the client actively in social interaction on a weekly or monthly basis, in addition to providing specifically requested assistance to remain living independently as long as possible. Volunteers build a relationship over time by offering services, activities, support, and connection to agencies that can help in time of need. RSVP volunteers make living at home as long as possible a reality for seniors living in Monroe and Owen Counties.

Access to Care:

Monroe and Owen County seniors fall behind their younger counterparts when it comes to healthy habits: nutrition, physical exercise, and mental health.

Nutritious meals help older adults and individuals with disabilities maintain a healthy lifestyle. Older adults especially need effective nutrition programs because of the higher rates of poor health in this population. According to the Centers for Disease Control, 24% of non-institutionalized persons age 65 and over are in fair or poor health, 8% currently smoke, and 26% have diabetes. Both Monroe and Owen Counties are above the National Benchmark for obesity: 26% for Monroe County, and 36% for

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Owen County. Obesity is most often caused by poor nutrition and limited physical activity.

The Centers for Disease Control find regular physical activity to be "one of the most important things [an older adult] can do for [their] health." According to the National Institute of Health, staying physically active can delay many diseases, and can be a treatment for some chronic conditions. Despite the importance of regular physical activity, over 27% of adults in Indiana report not having participated in any physical activity in the last month, and over 56% reported lower than recommended levels of physical activity.

Stress, anxiety and depression affect a significant portion of adults in Monroe and Owen Counties. Nearly half view their mental health as a problem: 16% as a major problem, 26% as a minor problem. All income brackets in this area below \$50,000 annual income found it difficult to pay for counseling, which leaves these mental health challenges untreated. Clearly, many adults, including seniors, need support in learning, implementing, and practicing healthful habits of all types.

RSVP volunteers make an impact in this area by implementing and supporting health education classes, focusing on nutrition, physical exercise, and mental health. Volunteers will organize, lead, and support health education classes that encourage seniors to exercise regularly, eat healthfully, and care for their mental health. Locally, the Endwright Center provides an environment where active adults enhance their well being through health, fitness, friendship and creative arts programming. Fitness classes focusing on cardiovascular exercise, strength, flexibility, balance and coordination are regularly offered. Annually, Senior Games encourages physical activity and friendly competition in a range of athletic events, encompassing numerous volunteer scorekeepers, referees, and coordinators. Support groups for those who are grieving, who have chronic diseases, and for smoking cessation are offered. Nutrition classes focus on cooking healthfully in small quantities. RSVP volunteers will assist with publicity and registration, organize and plan, lead, support, and assess these classes alongside current staff members. In this way, RSVP volunteers will change enduring habits of area seniors from unhealthy to healthy ones, and thus aid older individuals to live longer, stronger lives.

Obesity and Food:

Across the nation, 16% of citizens or all ages struggle to obtain adequate food, or are deemed "food insecure." Monroe County mirrors the national trend: 18% of its citizens are food insecure. Requests

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for emergency food assistance from individuals of all ages at local food banks and pantries rose from 18% to 26% between 2008 and 2009, due to unemployment, high housing costs, and low wages (SCAN, 2012). Indiana ranks 45th out of the 50 states for its food insecurity rate. In Monroe County food insecurity is due to high levels of poverty -- 24%, significantly above the national average of 15%--with over half of adults reporting on the 2010 Household Survey that having enough money for food was a problem.

Although there are programs to assist those living in poverty with procuring food, the application procedures and guidelines for these programs make them often inaccessible to people who are in crisis due to a divorce, injury, or large health care bill. In the 2010 Client Challenges Survey, 80% of Monroe County service providers believed that at least some of their clients had trouble completing these types of applications (SCAN, 2012). Individuals in emergency situations need access to emergency food to sustain them. This need is especially challenging, since by definition, emergencies cannot be predicted nor regularly budgeted. RSVP volunteers serve those in need at these most challenging times by insuring that emergency food is available.

Monroe County United Ministries (MCUM) is a local non-profit that offers emergency services to Monroe County residents in crisis, including a 3-day supply of food. The name "ministries" in MCUM's name arises from the founding churches in the 1960's, which continue to support MCUM's efforts (along with numerous other organizations), but MCUM is now its own free-standing secular entity. Although there are numerous other food pantries and a large food bank in the two-county area, MCUM is the only one providing emergency food for residents in either county. In Owen County, the need for emergency food most certainly also exists, although the poverty rate (14%) is not as severely high as in Monroe (24%). Area 10 offers emergency food to Owen County seniors using RSVP volunteers --see "Aging in Place" (above). Never-the-less, MCUM serves as a role model to interested agencies that are ready to develop similar programs to serve Owen County residents, and RSVP staff and volunteers stand ready to assist, as scarce funding and resources become available.

MCUM's application process is simple, and support is given to ensure that the individual progresses towards a more stable situation. Requests for emergency services have grown from 1,887 in 2004 to 2,673 in 2013. In 2013, enough food was distributed to make 35,217 meals. Keeping enough food available in the food pantry for the emergency requests has been a challenge for MCUM, which forced

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a switch a few years ago from a 5-day supply of emergency food to the current 3-day supply, in order to prevent closure of the food pantry (again, underscoring the challenges and difficulty of starting and maintaining emergency food programs in smaller, more rural Owen County). Volunteers can increase the supply of food in the MCUM food pantry to enable more clients to access this important service.

Volunteers rally each year to run a huge 3-day county-wide food drive to benefit emergency food services at MCUM called the "Each One, Feed One" food drive. Some volunteers stand at every grocery store in the community to encourage and educate shoppers about the food drive need, while others recruit/train/support other volunteers, drive/weigh/sort food, and other administrative duties. According to Meri Reinhold, the Executive Director of MCUM, the Each One, Feed One food drive supplied over 20% of the annual food distributed in the county in 2013. Volunteers assist in other ways at the food pantry throughout the year, receiving donations, sorting and distributing food, measuring impact, and other administrative duties. In this way, volunteers help low-income individuals of all ages in crisis situations with emergency food so that they will not be hungry.

RSVP has been a program of Area 10 Agency on Aging since 1988. RSVP selects volunteer stations based on the organization's reputation, alignment with national priorities, ability to assist with collection of performance measurement output/outcomes, and relevance to senior volunteers. RSVP develops long-term relationships with these stations to address community needs collaboratively. Many stations that RSVP partners with are already collecting outputs and/or outcomes, measuring impact with the surveys, forms and tools that they have found to work for their clients. RSVP works with stations as needed to develop tools necessary to measure outputs and outcomes. Whenever possible, performance measures are embedded within the station's current measurement tools, to ease the collection and accuracy of data. RSVP has been actively measuring impact for years as part of CNCS grant requirements through regular survey tools, polls, tracking sheets, standardized tests, and other data collection methods. All of the programs with which RSVP has chosen to partner currently measure output, and most also measure outcomes as well. For the programs where outcomes will be measured (Healthy Futures priority), stations serving seniors who are aging in place already have well-developed annual surveys in place, readily accessible to RSVP staff, that measure impact of the volunteers and the programs as a whole.

For example, to measure the impact of RSVP volunteers in the Home Delivered Meals Program at

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Area 10 Agency on Aging, RSVP staff has already worked with Area 10 staff to modify existing annual surveys to include RSVP performance measures. Area 10 has established procedures that guide volunteers through the process of collecting the data. Area 10 compiles and reviews the results, for their knowledge and insight, and also provides the pertinent results to RSVP staff.

Veterans:

The US Department of Veterans Affairs makes a wide range of benefits available for veterans, including health care, home loans, educational benefits, and pension benefits. However, only 40% of veterans have used one or more of these benefits, leaving a large percentage unclaimed, even as veterans struggle to make ends meet, to get jobs, or to remain in their homes as they age. Veterans in the United States have higher homelessness rates (26%, as compared to 11% of the general population) and unemployment rates (9%, as compared to 7% of the general population).

In Monroe and Owen Counties, veterans constitute 6% and 13% of the population, totaling 7,500 and 2,200 individuals, respectively. The Veterans Services Officers in both Monroe and Owen County report an urgent need for support to raise awareness of benefits available and assist in completion of benefits applications (which can be complex and time-consuming). Area 10 Agency on Aging's intake staff echoes the strong local need to support local veterans who are older or who have disabilities with companionship, errand services, light housekeeping, and other services to help veterans remain living independently in their homes.

Volunteers can provide much needed support through one-on-one friendly visits to veterans, Open Houses to educate veterans about benefits, and individualized support in completion of benefits application forms.

RSVP volunteers support aging veterans through the Patriot Pals program, which encourages and connects RSVP volunteers who are veterans with veterans needing support, either in a home setting or in an institutional setting. Patriot Pals provides volunteers on a weekly basis for social visitation/mental stimulation, light housekeeping, pet care, support for errands, and more, depending on the needs of the veteran. In the institutional setting, volunteers socialize, lead activities and programs with veterans in mind, provide mental stimulation, and entertain. Special effort is made to invite veterans in institutional settings to group activities and programs. RSVP volunteers help educate

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and connect veterans to well-deserved benefits through Open Houses and one-on-one counseling.

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Recruitment and Development

RSVP partners with stations which have interest and flexibility in using volunteers, including developing assignments that utilize a volunteer's unique skills to benefit the community. RSVP staff works with stations to develop a wide variety of assignments that meet organizational, community, and national priorities. RSVP's goal is two-fold: 1) to ensure that every volunteer's talents are used, whether that be in a board room, as a caregiver, as a construction worker, or in some other capacity; and 2) to provide meaningful service opportunities for the RSVP volunteers that will meet their interests and goals, thus improving their lives, on an ongoing basis.

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Each new RSVP volunteer completes an interest survey at the time of registration, indicating areas of ability, skills, and past experiences. This is the basis for a personalized interview, during which volunteer options are discussed and assignments are made. Once a volunteer is placed, RSVP follows up to ensure that it is an effective match and tracks volunteer hours.

Volunteers receive training from both RSVP and station staff to ensure that the volunteer is ready to take on the assignment with confidence. RSVP staff train volunteers as national service participants, covering RSVP's history, benefits, and the impact of the program's work. Stations train volunteers in specifics related to their assignments, including best practices, expectations, and skills needed to perform their duties. For example, Area 10 Home Delivered Meal drivers are trained by Area 10 not only in the delivery route, but also in confidentiality, etiquette, emergency response, and potential client health concerns. Job shadowing is often built into the training process to ensure that each new volunteer will be effective.

The two counties that RSVP serves are mostly Caucasian: 88% in Monroe County, 99% in Owen County, compared to 74% in the US population. Veterans in Monroe and Owen Counties constitute 6% and 13% of the population, respectively (the US average is 7%). LGBT populations comprise 7% of the population in both Monroe and Owen Counties, according to the CASOA survey of older adults done by Area 10 Agency on Aging in 2013. These numbers are elevated compared to the U.S., which averages 4%, most likely because of the presence of a college town (Bloomington) in Monroe County known for its welcoming attitude towards LGBT people, and the Spencer PRIDE festival in Owen County which celebrates diversity.

RSVP, as a program of Area 10 Agency on Aging, is uniquely situated to reach out to seniors throughout the two-county area and attract them as volunteers. Area 10's mission is to serve as a leader in providing resources, solutions and connections for seniors, persons with disabilities and family caregivers living in Monroe and Owen Counties, the same two counties that RSVP serves. Area 10, established in 1981, is itself a trusted source of home- and community-based resources. RSVP's volunteer program at Area 10 is also well-known across the community, attracting new volunteers through word-of-mouth from current volunteers, referrals from case management and Area 10 staff, drop-ins to the RSVP office due to its proximity to the senior exercise/activity center, expos and

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conferences, regular articles and announcements in local newspapers, on-line listings, email blasts, newsletter announcements of partnering stations, booths at county fairs, brochures and fliers.

Although the counties served are fairly homogeneous, they do include minorities, as noted above. RSVP volunteers are recruited from the broad population, with specific assignments developed to attract diverse volunteers. Diverse volunteers are recruited through announcements and presentations to organizations which focus on the specific populations (such as veterans or GLBT members). RSVP volunteer leaders, as well as station staff who serve diverse populations sometimes spearhead recruitment of a desired demographic. Veteran volunteers are recruited through military support networks, American Legions, and VFWs, and organizations interested in serving other veterans. A local LGBT volunteer leader attends LGBT group meetings and specifically recruits LGBT volunteers to work with LGBT seniors. Area 10, RSVP's sponsor, refers seniors with disabilities as RSVP volunteers, for whom RSVP provides volunteer assignments which allow for a wide range of abilities, including home-based impactful assignments for those with mobility issues and simple repetitive, yet impactful, group projects for those with cognitive decline.

Retention and recognition efforts keep RSVP's volunteers engaged, productive, and proud of their work. Retention efforts by RSVP staff include careful initial placement, clear job descriptions, diligent follow-up, monthly newsletters highlighting new volunteer opportunities and social events, birthday cards and celebrations, free supplemental insurance, personal sympathy/get-well cards, and telephone follow-up when volunteers become inactive. Endwright Center station staff provides educational, creative and social activities to volunteers, building social connections within the volunteer pool that helps retain volunteers over the years. Volunteers are asked to complete monthly timesheets to report their activities via a newsletter, which re-connects volunteers on a regular basis with the RSVP office, emphasizes the importance of their efforts, and encourages them to continue and expand their efforts, including recruiting other volunteers. Recognition efforts include two annual events (a formal awards ceremony and an informal outdoor cookout) which are planned, promoted, and implemented in partnership with Area 10 Agency on Aging, RSVP's sponsor. Other volunteer recognition comes from RSVP and station staff, in the form of press releases highlighting volunteer accomplishments to local papers, personal attention and appreciation to volunteers, nominations for awards, and free tickets to local events and activities, donated by various organizations. Finally, a local Bed, Bath & Beyond store makes significant donations to RSVP for volunteer recognition: household goods and gifts for

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volunteers to use (for themselves, for their families, or for the clients or non-profits for whom they volunteer).

Sources:

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Program Management

Area 10 Council on Aging is a private, nonprofit organization serving older adults in Monroe and Owen Counties. Established in 1981, Area 10 is one of sixteen Agencies on Aging in the state of Indiana. Its mission is to serve as a leader in providing resources, solutions and connections for seniors, persons with disabilities and family caregivers living in Monroe and Owen counties. Area 10 provides diverse services to over 28,000 citizens. RSVP 55+ Volunteer Program is one of those services, focused on using seniors to impact community needs through volunteerism, while at the same time providing high quality experiences to the senior volunteers. RSVP has recognized by the Bloomington Chamber of Commerce in 2014 with the highly coveted Golden Key Award, for outstanding support and dedication to youth in our community through exemplary volunteer participation at local schools.

RSVP is uniquely situated to impact the Healthy Futures focus area, and has been doing so for 26 years. RSVP's sponsor, Area 10, is itself a trusted source of resources for those aging in place, and has been since 1981. Area 10 has administered the RSVP grant since 1988, collecting and reporting impact/performance measure data at least annually, depending on grant requirements. Every RSVP grant has included work plans with a Healthy Futures-type focus, including related assessments to gauge impact. A PNS in 2010 added more Healthy Futures programming permanently into RSVP in the form of RSVP's Caring Companions program. Caring Companions provide volunteer support to assist homebound seniors with a variety of everyday living tasks so that the senior can live at home as long as they are able. The Caring Companions program won an Innovation and Achievement Award from the National Association of Area Agencies on Aging (n4A) in 2012.

RSVP is supported by a network of Area 10 professionals, providing checks and balances. Functional expertise is provided by Area 10, from financial oversight to IT, HR, marketing, and administrative

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support. RSVP shares an advisory board with Area 10, to provide maximum knowledge and direction consistent with Area 10's mission. The advisory board is comprised of community members from a wide range of backgrounds, contributing an equally wide array of expertise to the program. This support allows RSVP staff to dedicate themselves to overseeing the operational integrity of the program, including grant compliance. RSVP staff ensures a thorough understanding of regulations and best practices through training, conferences, participation in Indiana's Senior Corps Directors Association, and open communication with state CNCS office staff.

RSVP selects volunteer stations based on reputation, relevance to seniors, alignment with national priorities, and ability to meet grant requirements. Prior to partnership, RSVP requires the station to sign a Memorandum of Understanding (MOU), which outlines the expectations and requirements (including: identifying prohibited volunteer assignments, instructions on data collection, and volunteer training). MOUs are reviewed with station staff, highlighting areas that may be of concern. MOUs are reviewed again during an annual station safety review and whenever station staff changes. RSVP develops long term relationships with stations to provide high quality assignments that meet the needs of RSVP, the station, and the community. RSVP monitors station activity and stays current on station priorities via email, visits, and phone calls. Stations are regularly asked to report on volunteer activities and provide output/outcome data.

RSVP staff and volunteers participate in numerous community task forces/committees to stay aware of community needs and priorities. RSVP is involved in events that involve volunteers and recognition, like Mayor's Day of Recognition, Be More Awards, and United Way's Day of Caring. Community surveys and scientific studies, such as the US Census, and United Way's SCAN report, and the Community Assessment of Seniors and Older Adults (Monroe and Owen County) are analyzed to ensure that RSVP direction remains relevant and addresses realistic needs.

As community priorities change, RSVP assists stations in developing new volunteer assignments. Volunteers are encouraged to focus on community priorities and are given options to add additional assignments within priority areas. RSVP attempts to keep station and volunteer relationships fresh and vital. If the station cannot use volunteers in identified priority areas, the station may be retired from the program until needs change. Likewise, a volunteer unable to work within identified priority areas may be "graduated" into a pool of volunteers to be used at a later time.

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To ensure that RSVP volunteers are eligible to serve, RSVP staff has developed a checklist of steps to guide the intake process from start to finish. The checklist includes all aspects of both CNCS and sponsor requirements, including verification of age, background checks, data entry, and training for the new volunteer. RSVP volunteers report their date of birth as part of the registration process, and asked to verify this information with a driver's license or passport. Cross-checks to verify the volunteer's age are provided within the volunteer database.

RSVP volunteers are trained in their roles as national service volunteers, including education about prohibited activities, their assignments, data reporting procedures, and RSVP benefits. Thus, volunteers themselves are provided the knowledge and are personally empowered to help ensure compliance with grant requirements. Cross-checks are again provided as hours are reported, with RSVP staff and trained volunteers checking to ensure that no ineligible hours have been reported and no duplication of hours is being reported. Ineligible hours are noted on the timesheet itself, and not recorded as part of the volunteer record.

Organizational Capability

For 30+ years, Area 10 Agency on Aging has been the premier non-profit organization serving older adults in Monroe and Owen Counties. Area 10 has an annual budget of \$4 million from federal, state and local funding sources to provide direct services and programming to older adults. Area 10 employs an Executive Director and a CFO who oversee financial management of all sources. Area 10 has successfully administered the RSVP grant since 1988, including the addition of a PNS in 2010 that permanently increased Healthy Futures-type programming.

RSVP staff works with Area 10's Executive Director and CFO to budget, manage, document, record, and report the project's financial and in-kind resources. Annually, each budget item is analyzed to ensure that it reflects the project's most current needs and expenses. Area 10's Board of Directors and Finance Committee provide sound fiscal oversight for the entire agency through monthly meetings and a separation of responsibilities between those who prepare checks and those who sign them.

Two full-time RSVP staff members are dedicated to overseeing the operational integrity and day-to-day management of the RSVP program. The RSVP Director overseeing the program manages compliance with state/federal regulations and OMB circulars, as well as program-specific

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requirements related to volunteers, finances, stations, background checks, and staffing. The RSVP Assistant Director focuses on data collection, record-keeping, and manages RSVP's signature program: Caring Companions. Both staff members focus on recruitment and recognition of volunteers, as well as monitoring station and volunteer activity.

A network of Area 10 professionals provides RSVP with expertise as well as a system of checks and balances. Area 10's Executive Director oversees RSVP, including the budget and matching requirements. The CFO manages all financial and in-kind resources. The Office Manager provides marketing, social media, IT, and office support. The Endwright Center Director boosts recognition and retention of volunteers by coordinating a range of engaging activities. All allow RSVP staff to use their talents effectively and to focus on day-to-day operation of the program.

RSVP complies with the purchasing procedures, travel policies, HR, and other policies set by Area 10. Program expenses are monitored and approved by the RSVP director. All expenses are reviewed to determine that expenses are budgeted, allowable, and necessary by the Executive Director and CFO. Area 10 employs staff that is dedicated to maintaining the facilities, including buildings, computers, and equipment used by RSVP. The Area 10 office manager coordinates maintenance and orders supplies for Area 10, with procedures in place to track and allocate charges to various departments based on actual usage. Area 10 convenes project staff and community advisory groups for systematic evaluations and improvement plans. Every position has a detailed job description. Every staff member undergoes evaluation annually, including setting goals for ongoing development. RSVP staff meets monthly to track project performance, discuss areas for improvement, and ensure that all programs are on track to meet their goals.

In Summary:

Area 10 Council on Aging feels confident in its capability to successfully implement the programs proposed in this RSVP Re-Competition grant. Area 10 looks forward to the opportunity to continue to sponsor the RSVP grant, to expand its impact farther into the Healthy Futures, Education, Capacity Building, and Veterans priority areas. RSVP, in partnership with Area 10, expects to not just meet the goals set forth, but to exceed them, as it has historically done with RSVP grants since 1988.

Other

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NA

PNS Amendment (if applicable)

NA