

# Narratives

## Executive Summary

An estimated 105 RSVP volunteers will serve in the South Central Human Resource Agency Retired Senior Volunteer Program, the primary focus area is Healthy Futures to meet the needs within their community including serving home-bound older adults and individuals with disabilities and Veterans, and meals on wheels delivering nutritious meals to older adults. The work plans will address Aging in Place and Military and Families. At the end of the 12-month performance period of the third year, the anticipated outcome are: Number of home-bound older adults and individuals with disabilities and Veterans who were reporting increased social ties/ perceived social support, with 35 RSVP volunteers serving 70 home-bound seniors to live in their own homes independently. There will be 55 RSVP volunteers serving 110 seniors in need by delivering a nutritious meal and a warm smile to assist seniors in staying healthy, safe and living independently in their own homes. Another 15 RSVP volunteers will assist veterans with locating resources in the community, and for home bound veterans with which may include but not limited to grocery shopping, pharmacy needs, transportation needs, and meal preparations. The CNCS federal investment of \$36,702.00 will be supplemented by \$15,730.00. The \$15,730.00 will be in-kind match dollars from office space in Franklin, Bedford, and Coffee County's, donated meals, donated goods, recognition, supplies, professional services and program services support trainings.

## Strengthening Communities

RSVP will serve Bedford, Coffee, Franklin, Lincoln, and Moore Counties. According to the 2010 U.S. Census Bureau, these counties have a combined population of 178,628. Of this number there are 17.57% sixty-five years or older. The 2010 U.S. Census Bureau states that of the 493,980 Veterans that reside in Tennessee has a population of 14,955 that live in the five counties. The state of Tennessee has a population of 6,346,113 and there are 17.3% of its populations living below poverty levels. Bedford County has 18.9% of the people living below poverty level, Coffee County has 20.6% of its population living below poverty level, Franklin County has 15.9% of its population living below poverty level, Lincoln County has 16.4 % of its population living below poverty level, and Moore County has 14.7% below poverty level which yields an average of 17.3%. The 2010 U.S. Census Bureau national level is 14.9% over all. Of the 178,628 five county cumulative population, it is estimated that 32,337 persons are living below the poverty rate. According to the Tennessee Commission on Aging website: One meal a day is delivered to the consumer's home: Congregate and home-delivered meals are nutritionally balanced and contain at least one-third of the current

## Narratives

recommended dietary allowances as established by the Food and Nutrition Board of the National Research Council of the National Academy of Sciences. In addition to receiving a nutritionally balanced meal the meal delivery person provides social contact, as well as a vital safety check on the welfare of the consumer, reporting any health or other problems that are noted during their visits. According to the Meals on Wheels Association of America (MOWAA) website states there are "9.3 million Americans over the age of 60 face the threat of hunger. The most recent data indicates that 8.3 million American seniors face the threat of hunger with over 12,000 baby boomers turning 60 years old every single day that will join the population age group. That's 1 in 6. Since the onset of the recession in 2007 until 2012, the number of seniors experiencing the threat of hunger has increased by 49%." MOWAA also states that Tennessee is in the ten states with the highest rates of hunger risk among seniors. Among those receiving Meals on Wheels: 60% have 6-14 chronic health conditions, 51% take 6-23 medications daily, 29% have at least three limitations in activities such as bathing, getting dressed or going to the restroom, 59% said that a single meal helps provide ½ or more of total food for the day, 89% said the meals helps them feel better, 91% said the meals enable them to live at home. Congregate and home-delivered meals are nutritionally balanced and contain at least one-third of the current recommended dietary allowances as established by the Food and Nutrition Board of the National Research Council of the National Academy of Sciences.

The Primary Focus Area is Healthy Futures thru Aging in Place by recruiting older adult's volunteers to serve older adults and individuals with disability and Veterans that wish to remain independent in their homes but are in need of some level of assistance to do so. Fifty-five RSVP volunteers will be assigned to Meals on Wheels. These volunteers will deliver hot meals on a daily basis to home bound elderly. Volunteers will also observe clients and will report any changes in status, health and well-being. RSVP volunteers will also deliver frozen meals to identified home-bound elderly in the five county areas. The RSVP volunteer will visit with the participant in accordance with their action plan that the volunteer station will complete with the volunteer and the participant. The home-bound participant will sign a permission form for the RSVP volunteer to enter their home. A copy of the plan and permission form will be given to the volunteer, the participant, the volunteer station, and the RSVP office. A volunteer activity sheet will be completed at the time of the activity and turned in at the end of each month to the volunteer station and then sent on the RSVP office to enter into the volunteer reporter software. Thirty-five RSVP volunteers will provide services to residents that are living alone or living in independent living homes which may include but not limited to grocery shopping, pharmacy, transportation and meal preparation. Station supervisors will identify elderly

## Narratives

and their needs from referrals and application. RSVP will assist the supervisor in matching a volunteer to a home-bound elderly. The RSVP volunteer will visit with the participant in accordance with their action plan that the volunteer station will be completed with the volunteer and the participant. RSVP volunteers providing meals on wheels services to home-bound elderly will be helping the participant to establish and maintain a sense of community within the independent living home and to increase social ties/perceived social support.

To effectively address the Primary focus area of Healthy Futures, and the needs of our service area, RSVP seeks to partner with agencies who address our community needs. We plan to partner with the local Senior Citizens Centers, the Food Pantry, Veterans Service Offices and resource centers, Nutrition Meal sites, Community Resource Center, and other community agency to insure that we are meeting the needs of not only the volunteers but also the participant's the volunteers are serving. Action plans will be developed with the volunteer stations to insure that we are meeting the needs of the participant's, volunteers, and the volunteer stations. Station evaluations will be completed annually to determine that the terms of the MOU have been met. The Safety and Accessibility Check List will be completed annually at the time of the MOU signing. A notebook with SCHRA RSVP program on the cover will be placed in partnering locations for easy access by the volunteers and volunteer station staff. The SCHRA RSVP program notebook will contain the RSVP Policy and Procedure Manual, volunteer activity sheet, and any other programmatic forms. Each volunteer station will be given a RSVP Volunteers Serve Here signage and asked that it be posted in a high traffic area at the volunteer station. To insure that the performance requirements are being met, each volunteer will complete a volunteer activity form at the time of the service. The form will be turned in at the volunteer site and sent to the RSVP office on monthly basis. This will assist in ensuring that the program is meeting all performance goals. The RSVP staff will record the information from the volunteer activity form and enter the data in the Volunteer Reporter software. Pre and post surveys will be used to collect outcomes data annually. The information will be compiled for reporting purposes. RSVP staff will visit each station on a quarterly basis to evaluate the progress of the program, address any issues, and to insure that the volunteers are serving in a friendly and safe environment. The volunteer recruiters will visit the volunteer stations on an as needed basis to pick up volunteer paper work, attend any social gathering that they may present an opportunity to promote RSVP, recruit new volunteers, to recognize current volunteers, and any other programmatic business. Fifteen RSVP volunteers will assist veterans with locating resources in the community, and for home bound veterans which may include but not limited to grocery shopping, pharmacy needs,

## **Narratives**

transportation needs and meal preparations. The SCHRA Foster Grandparent Program will join efforts with the SCHRA RSVP in growing it veterans serving veterans with donated items that are given out to veterans and their family at Christmas.

### **Recruitment and Development**

To develop high quality assignments for RSVP volunteers: RSVP will provide opportunities and training for station supervisors and for RSVP volunteers to address the Senior Corps Focus Area: Healthy Futures. Volunteer job descriptions will be made available for volunteer stations to ensure the best possible match of volunteers to and for participants. RSVP volunteers may choose opportunities from the focus areas to fit their lifestyles to match their interests, abilities and preferences. To ensure ongoing recruitment of new volunteers and new volunteer stations, SCHRA RSVP will utilize Volunteer Recruiters, volunteer stations, media, sponsor, and community. In addition each county will have a volunteer recruiter that will be stationed in the county to receive new volunteers, from the target group and engage in communication activities to recruit volunteers. The volunteer recruiter position is made possible by partnering with the Senior Community Service Employment Program - Title V program. Additional recruiting activities will be conducted at local health fairs, county fairs, and all other community activities where interested mature persons attend. The program will maintain an active waiting list and recruit new volunteers. Potential volunteers that wish to volunteer but are not compatible with the SCHRA RSVP program will be referred to other community agencies that may meet their volunteer interest. RSVP advisory board will assist in recommendations of volunteers in planning publicity activities, assist the program director in making changes in policies and procedures, assist with fund raising activities, and community awareness of the program as needed.

The RSVP staff will ask each volunteer to complete a survey at the end of the fiscal year. This survey will assist RSVP staff in identifying areas that need improvement. It will also address the quality of services received by each volunteer. RSVP plans to partner with community organizations, volunteer sites, social service programs and other venues to provide quality in-service training for the volunteers. The interaction between the volunteers and their placement will assist in building new skills, developing leadership and improving current abilities. . RSVP staff receives training and technical assistance from the SCHRA administrative staff by receiving information on human resources, financial reports, computer networking and administration. Station supervisors and community participation groups receive training with orientation on the RSVP station policies and procedures and by attending local area Chamber of Commerce meetings to promote and educate the communities

## Narratives

about the RSVP Program. By empowering the RSVP volunteers thru involvement of the program this will not only improve their physical well-being but their emotional feeling of self-worth to the community around them. The program plans to encourage volunteers to take pride in the value of their volunteer services to focus areas and provide RSVP volunteers to serve in leadership roles and develop leadership skills to enhance their personal lives.

This could possibly include: Individuals from diverse races, ethnicities, sexual orientations, or degrees of English language proficiency. Veterans and military family members will serve as RSVP volunteers. RSVP recruiters will attend local activities throughout the service area to advertise and recruit RSVP volunteers and will focus on recruiting from a pool of volunteers with high quality volunteer experience from a diverse population of senior volunteers to include all races, ethnicities and degrees of English proficiency. Staff will also collaborate with advisory councils to ensure public service announcements are being communicated throughout the service delivery area. RSVP volunteers, staff, advisory council members, volunteer station staff will be asked to wear RSVP gear to promote the program in a more visual way to the community at large. In hopes to start conversations on what is RSVP, how can others benefit from the program, and how they too can become a RSVP volunteer or volunteer station.

Retention is maintained through the effective communication offered at orientation and volunteer trainings held throughout the year, along with scheduled recognition events in which site supervisors are invited and encouraged to participate. Volunteers will be asked for their input, concerns, interest, and observations about their volunteer assignment in an annual evaluation that each volunteer will be asked to complete on their volunteer station. A volunteer recruiter will be stationed in each county to not only to recruit new volunteers but also to work closely with the current volunteer and their station to ensure the most productive outcome. Recognition is achieved by individual sites as well as by the RSVP staff. The volunteer recruiters in each county will have recognition items that they may present to the volunteers throughout the year. An annual recognition event will be held each year for all RSVP volunteers where there site staff and others are present where various forms of appreciation are given for the volunteer's service. RSVP will utilize every opportunity to provide in-kind donations, education, and assistance as form of appreciation and support to volunteers. This may come in the form of house-hold items, personal hygiene products, clothing, recognition gifts, information, and referrals to improve the quality of life for the volunteers. Advisory Council members, agency administrative staff, volunteer station supervisors, city and county officials as well as some state officials will be limited to participate in this event.

# Narratives

## Program Management

RSVP will ensure the management of volunteer stations is in compliance with RSVP regulations and applicable laws by: Volunteer stations will be developed to address the community needs outside the Primary Focus Areas as needs validated by community, accepted studies and reports prepared by government, community groups and education initiatives. RSVP will assure National Performance Measure outcomes and outputs will be measured and collected by the appropriate instruments such as: surveys, pre/post, attendance logs, and standardized pre/post tests for introduction of the RSVP Program, Corporation for National and Community Service, South Central Human Resource Agency, SCHRA RSVP Policies and Procedure Manual, Volunteer Time Sheets, insurance and other administrative details, monitoring volunteer stations, the RSVP Volunteer Prohibited activities, activities and adherence to service schedules or action plan.

RSVP program management is accomplished through a coordinated effort between; SCHRA management staff, RSVP Director, RSVP Volunteer Recruiters, and RSVP Coordinator, volunteer station supervisors, and Advisory Board Members. The RSVP staff will ensure that all volunteer files are current. RSVP staff along with the volunteer station supervisor will complete an annual volunteer's evaluation on all current volunteers in January, and all new volunteers will be evaluated after the first ninety days. All volunteer stations are monitored quarterly by the RSVP staff not only to insure the quality of the services of the RSVP program and RSVP volunteers but also to assist the volunteer station with any concerns they may have. The RSVP staff holds new volunteer orientations quarterly or as needed. The volunteer orientations are held in different locations throughout the counties. The new volunteer orientation will involve the introduction of the RSVP Program, Corporation for National and Community Service, South Central Human Resource Agency, SCHRA RSVP Policies and Procedure Manual, Volunteer Time Sheets, insurance and other administrative details, and service schedules. RSVP staff will coordinate with community resources, RSVP Advisory Council to coordinate events such as Martin Luther King Day(MLK), Remembrances of 911, Senior Expo, recognition of Veterans at Christmas and Santa's Toy for the children served by RSVP volunteers. The RSVP Advisory Board will meet quarterly to evaluate the program and activities. Recognition is held for all volunteers annually where they are celebrated for the donation of their time and effort for the past year. Advisory Board members, agency administrative staff, volunteer station supervisors, city and county officials as well as some state officials participate in this event. All volunteer stations are monitored quarterly by the RSVP staff not only to insure the quality of the services of the RSVP program and RSVP volunteers are providing but also to assist the volunteer

## Narratives

station with any concerns they may have. Station evaluations are to be completed annually to determine if the terms of the MOU has been met. As the needs of the community changes then RSVP staff will slowly transfer volunteers into other volunteer stations. Develop new volunteer stations and work closely with the volunteer stations as well as the volunteers to ensure a smooth transition.

SCHRA sponsors and manages the following programs: Home & Community Based Program (OPTIONS) Medicaid Waiver/Homemaker/Home Modification /Family Caregiver, Meals Provide, homemaker, personal care, sitter service, and home delivered meals to elderly and adults 18 years or older with a disability. Foster Grandparent Program serving people ages 55 and older to serve in public schools, Head Starts, pre-schools, faith-based schools with children that maybe at risk in one-on-one tutoring, Senior Community Service Employment Program - Title V which assists economically disadvantaged people age 55 and older by providing immediate supplemental income, work experience, training and assistance with placement in permanent employment situations. Low Income Home Energy Assistance Program (LIHEAP) provides financial assistance for heating costs to elderly, handicapped and low income persons. Community Services Block Grant (CSBG) provides access to programs and services needed by elderly, handicapped and low-income persons through Neighborhood Service Centers. Social Services Block Grant/Protective Service Homemaker Provides support services to adults who have been threatened with abuse, neglect, or exploitation. Emergency Food Assistance Program Provide USDA donated food products to low income households at distributions held quarterly in each of our thirteen county service area. Weatherization Assistance Program helps to improve energy efficiency and reduce energy costs of low income households by utilizing energy efficient materials. Community Corrections Program provides an alternative to incarceration for non-violent felony offenders. Alcohol / Drug Safety Education is a court ordered education program providing a minimum of 12 hours of education pertaining to substance abuse, physiological and psychological aspects of alcohol and drug use. Head Start / Early Head Start provide comprehensive educational opportunities for low-income and special needs children and empower families. Food Service Program/ Nutrition Services for the Elderly ensure provides a hot nutritious noon-time meal to individuals for a fee without limited qualifications. This hot nutritious noon-time meal is delivered to congregate meal sites for individuals 60 years of age and older and as well as to eligible home-bound participants. Community Representative Payee Program provides money management services to assist persons who are incapable of keeping track of financial matters. Must receive Social Security or disability benefit and certified by a physician to be incapable of money

## Narratives

management. Private Pay Homemaker Services provides light housekeeping and respite sitter services, on a fee basis, with no limiting qualifications. SCHRA has administered federally funded programs for thirty plus years: Head Start / Early Head Start for 37 yrs., Senior Community Service Employment Program - Title V 35 yrs., Food Service Program Nutrition Services 37 yrs., Foster Grandparent Program 28 yrs., Low Income Home Energy Assistance Program LIHEAP 35 yrs., Community Services Block Grant CSBG 35 yrs., Social Services Block Grant/Protective Service Homemaker 35 yrs., Emergency Food Assistance Program 35 yrs., Weatherization Assistance Program 35 yrs. SCHRA administers twenty-three programs at this time and continues to seek new opportunities to serve those in the community. Within these programs SCHRA supervises 1485 community volunteers in varying age groups not including FGP volunteers. Volunteers serve in delivering 110,000 meals to the disabled and elderly within SCHRA's 13 county service area as well as assist in the preparation and distribution of hundreds and thousands of pounds of USDA surplus food to those same customers. The donation of the volunteer's time and resources allow many seniors to remain in their homes, therefore reducing the potential of entering long term care facilities. Additionally, these volunteer opportunities allow seniors opportunities to stay involved in their communities and share their skills and talents with other generations.

To ensure the project is in compliance with the RSVP federal regulations the RSVP coordinator, and volunteer recruiters will attend quarterly training on the RSVP program. The RSVP Program Director will attend the monthly trainings that are conducted by the CNCS Tennessee State office by teleconference. The RSVP program director will attend state training, national training, teleconference trainings, and all other required trainings. Each volunteer station will receive an orientation training conducted by the RSVP staff that will include, but not limited to the SCHRA RSVP Policies and Procedure Manual, MOU, the Accessibility Checklist for volunteer stations, the Safety Checklist for the volunteer stations, volunteer activity sheet, and other pertinent paper work that may be required. A volunteer station check off list with the attached forms will be checked by the program director and signed off on stating that the MOU, the Accessibility Checklist for volunteer stations, the Safety Checklist for the volunteer stations, were completed and signed off by the volunteer station staff and the RSVP staff. Annually and thereafter the RSVP staff will meet with each volunteer station to update the MOU, the Accessibility Checklist for volunteer stations, the Safety Checklist for the volunteer stations, volunteer evaluation, and other pertinent paper work that may be required. An RSVP Advisory Council will be developed with the assistance of the potential volunteer stations, volunteers, community partners, stake holders, and the RSVP staff. The RSVP staff will conduct an

## **Narratives**

advisory council training at the being of the developing council and on an as need basis thereafter. The Advisory Council will meet quarterly to coordinate events such as MLK Day, Remembers of 911, Senior Expo, recognition of Veterans at Christmas and other ongoing community activities served by RSVP volunteers. Additional duties at quarterly meetings will include evaluation of the program and activities, review and advise volunteer recruitment efforts, retention, and recognition strategies, link the project with other community service resources, advise on programming for impact and performance measurement, assess project accomplishments and impact, assess satisfaction of volunteers and volunteers stations, suggest ways the project can gain increased visibility and recognition in the community and to advise on how trends in the community are affecting seniors.

### **Organizational Capability**

The project team for the RSVP will be headed by the Program Director, Bobbie Cox, who receives staff supervision from the Executive Director of the SCHRA, James Coy Anderson. Also, included as part of our project team from SCHRA are Scarlet Patterson, Human Resource Manager, and Jim Reynolds, Fiscal Officer. Bobbie Cox has held the position of FGP Program Director for 14 years. She has maintained and expanded the program while serving as the director. She holds a BA degree in Sociology from Athens State University. James Coy Anderson, Executive Director, holds a BS degree in Education and a MS degree in Education Administration & Supervision. He has held the position of Executive Director of SCHRA for 8 years and prior to that position, served as Chairman of the Board of the SCHRA Policy Council from 1990-1998. Mr. Anderson served as Principal of Wayne County High School and retired in 2006. He has worked with multiple schools throughout his career and has a broad knowledge of children and school administration activities and needs. Mr. Anderson also served as County Executive of Wayne County in Tennessee from 1986 -1998 and served at the city judge from 1979-1983 and city commissioner from 1984-1986. Mr. Anderson also retired from the Tennessee Army National Guard as First Sergeant in 1993. Scarlet Patterson, Human Resources Manager since July, 2007, holds a BS Degree in Liberal Studies with concentrations in Leadership and Communications from Middle Tennessee State University. Ms. Patterson has worked with the agency for 31 years and previously held positions as Program Coordinator, Accounting Technician, Assistant Fiscal Officer and Assistant Fiscal Officer/Network Administrator. James Reynolds, Director of Fiscal Operations, has held this position for 24 years and worked as an auditor prior to beginning his career with SCHRA. Mr. Reynolds holds a BS degree in Accounting and is a veteran of the US Armed Forces. Mr. Reynolds has maintained a high quality of excellence with financial audits having no material findings.

## **Narratives**

SCHRA has a fund based financial management system, which maintains a separate financial set of records for each grant/fund that is operated at the agency. Records are maintained on a modified accrual basis. There are Accounting Technicians, which process all accounts receivable and payable as well as process all financial reports for each fund. All procurement is accomplished through a purchasing department, which requires three quotes on purchases in excess of \$400.00 and sealed bids for purchases in excess of \$5,000.00.

From our central office located at 1437 Winchester Highway in Fayetteville, Tennessee, SCHRA strives to effectively deliver human service programs and oversee the coordination efforts through 13 Neighborhood Service Centers located in each county seat. In each of these locations the RSVP staff is provided office space and equipment necessary to achieve the goals of the grantor. SCHRA utilize standard operating procedures as outlined in each of the perspective Policy and Procedure Manuals. The Agency Policy and Procedure Manual is reviewed and updated quarterly. The agency's administrative capabilities include; standard procedure for inventory control, purchasing and requisitioning of supplies which are included in the written Fiscal Policies and Procedures Manual. This manual is adopted by the governing authority, and also includes internal controls, standards for handling petty cash, bonding, signature controls on checks, receipting and employee reimbursements. The SCHRA Policy and Procedure Manual includes; but is not limited to, policies on employee hiring, firing, disciplinary actions, grievances, travel procedures, and the clearly defined roles for staff and administrators, an organizational chart, and the duties of the Policy Council and Governing Boards. The SCHRA Policy and Procedure Manual are made available to each employee at orientation and the manual in its entirety is maintained on the SCHRA webpage.

All volunteer files will be maintained and kept current, all volunteers will be evaluated annually and new volunteers will be evaluated after the first ninety days. The RSVP Advisory Council will meet quarterly to evaluate the program and activities. SCHRA has an annual Policy Council and Governing Board that meets quarterly. As part of the Board, sub-committees are formed to address finance and personnel, new and revised budgets, personnel actions, and updates to the Policies and Procedures Manual. SCHRA has procedures and systems in place for Personnel and Finance which are updated quarterly as needs are determined. The Policy Council/Governing Board originates and oversees Agency policy and is the definitive governing authority. It is comprised of three groups: the private, target and public sectors. The Board fairly reflects the three sectors. Other policy advisory committees and groups are mandated by funding sources throughout the Agency. These project-specific groups may function in an advisory capacity to the Board. The Policy Council/Governing Board serves as the

## **Narratives**

SCHRA governing body, approves Agency operations - but does not implement or execute policies, directly manages the Executive Director's employment, termination, compensation, and authority for daily agency administration, approves by majority vote agency programmatic and policy changes, administers the functions by group action, supervises and assists program planning, assists and formulates Agency goals, community programming plans, and fiscal policies, addresses the Agency's mission, responsibilities and community betterment obligations, participates through committees (including Budget, Personnel, Executive, Grievance, and others as required). The program director is responsible for new employees training on programmatic systems and procedures. SCHRA upper management and executive level management monitor all programmatic information and grant requirements to insure that the program is meeting it guidelines. Grants are also routinely monitored by the funding sources monitor to insure all documents and procedures are in compliance with guidelines. An independent audit is done each fiscal year with the results of the audit made public thru the agency website. An annual pay review is conducted either in person or through internal auditing to ensure that attendance, pay and personnel action align with each other. In addition to these activities, all personnel have an annual performance review. During these reviews employees are evaluated on their level of performance in each job duty assigned. If areas of improvement are noted, there are follow-up meetings to ensure improvement.

### **Other**

Not Applicable at this time.

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

Not Applicable at this time.