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Executive Summary

An estimated 220 Livingston County RSVP Volunteers will serve Livingston County. Some of their activities will include: food delivery for older adults and disabled persons, distribution of health information, tutoring children in public schools and the community, providing financial literacy education and/or income tax tutoring, and assisting veterans in our rural community. The primary focus area of this project is Healthy Futures. At the end of the three year grant, 90 people who are homebound, older adults or individuals with disabilities will report having increased social ties and/or perceived social support. The CNCS federal investment of \$39,678 will be supplemented by \$33,983 of non-federal resources.

Strengthening Communities

Livingston County is a rural county of 532 square miles in Northwest Missouri. According to the 2013 estimated data of the U.S. Census Bureau, the population is 14,871. Chillicothe is the largest city and county seat. Located in Northern Missouri's lush, rolling hills, Chillicothe combines small town charm, modern amenities and a beautiful landscape to experience it all. Known as the Home of Sliced Bread, Chillicothe offers breathtaking scenes and stories around every corner, in every season. It is located at the intersections of US Highways 65 and 36, and is the 4th largest city in Northwest Missouri. Its population is 9,318. Other towns in the county are Avalon, Bedford, Chula, Dawn, Farmersville, Ludlow, Mooresville, Sampsel, Utica, and Wheeling. Often referred to as the Green Hills area, Livingston County is part of the northern plains of Missouri, which is located north of the Missouri River.

A primary need of the community is delivery of nutritious meals for the older adults, individuals whom are homebound and residents with disabilities. As the US Census Data states, 19.2 percent of the Livingston County population is age 65 or older. As the baby boomers begin living in their senior years, the demand to help them live independently is rising. Agingstats.gov explains, "Dietary intake affects the health of older Americans, because poor diet quality is associated with Cardiovascular disease, hypertension, type 2 diabetes, osteoporosis, and some types of cancer." (1) Referrals for this service come from doctors and family members of the people in need of these services.

Our volunteers currently partner (and will continue to) with the kitchen staff at the Grand River Multipurpose (Senior) Center kitchen to fill the need of additional help in cooking, packaging and delivering nutritious meals to county residents who do not have the ability to prepare this for themselves. Clearly the need already exists here and is anticipated to rise.

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Food delivery by RSVP recruited Volunteers (through the Mobile Meals for the Homebound program and Grand River Multipurpose Center) to people who are homebound, older adults or individuals with disabilities, leads to these individuals having increased social ties/perceived social support by helping meet their nutritional needs, therefore affecting their health in a positive way and their sense of being supported by society. Meal delivery will allow this population to receive a nutritious meal at noon, five days a week in their home as requested.

Data will be collected from records that are maintained by RSVP Mobile Meals Volunteers, Grand River Multipurpose Center Staff and Volunteers. The number of clients who receive the minimum dosage will be surveyed using the Home Delivered Meals Survey to access the number of homebound, older adults and individuals with disabilities who report having increased social/ties perceived social support. The Volunteer Mobile Meal Coordinator and the GRMC Center Staff will survey the recipients and report the results to the RSVP Director every 6 months. The RSVP Program Director will analyze the data and manage any changes necessary to improve the quality of service.

Veterans and military families who are homebound, older adults or individuals with disabilities will be offered meal delivery service described above.

Other service activities our program will offer for veterans include: assisting veterans and active-duty military to access state and federal benefits, assisting veterans to file benefits claims, developing mentoring relationships between veterans and economically disadvantaged students, assisting veterans with transportation, and developing projects to assist veterans with disabilities.

Recruitment and Development

RSVP Staff will work with volunteer stations to offer high quality opportunities of service for volunteers. Volunteer opportunities will be available in a wide range of skills, including everything from making a phone call to leading an entire project. RSVP Stations will provide opportunities for training and building new skills that will help meet their volunteer needs.

As possible new volunteer opportunities arise in non-profit organizations, the Director will contact the organization's staff, offering the possibility of providing volunteers to assist.

RSVP Staff will publish a newsletter 6 times a year. The newsletter will contain volunteer opportunities, articles for senior citizens, recognition event invitations and news, and other articles of interest to stations and volunteers.

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The RSVP Staff will provide oral orientation, a packet of information about RSVP nationally and locally, and the Livingston County ¿RSVP Volunteer Handbook¿ for each new volunteer recruited. RSVP Stations will provide training for each of their volunteer jobs, before the volunteer begins serving. New Station Supervisors talk with the Director and are given an RSVP ¿Volunteer Station Handbook¿ that gives them training about working with the RSVP Sponsor, Staff and Volunteers as well as a verbal overview of what can be expected.

Demographics of the community we service include: 18.1% of the people in Livingston County are living below the poverty level. The median household income (2008-2012) was \$42,241, and the per capita income was \$20,543. Of county residents over the age of 25, 87.2% are high school graduates, and 19.4% have a bachelor degree or higher. Racial groups include: White 94.8%, Black 2.8%, Asian .4%, American Indian .5%, and Hispanic 1.5%. 21.4% of the population is below the age of 18, and approximately 19.2% are over 65 years old. The number of Veterans is 1,247. According to 2010 U.S. Census Bureau data, the main types of employment in the county are Sales and Office ¿ 24.56%; Service-18.34%; Production, Transportation, and Material Moving-17.99%; Professional and Related Occupations-15.45%; Management, Business, and Financial Operations-12/31%; Construction, Extraction, and Maintenance-10.24%; and Farming, Fishing, and Forestry-1.12%. The number of Veterans in Livingston County is 1,247.

Recruiting from this community demographic of Livingston County¿s retired and senior citizens is done in a variety of ways to invite a volunteer pool reflective of the community served. RSVP Brochures are made available in such settings as Widowed Persons Service meetings, the Chamber of Commerce Office, the Grand River Multipurpose (Senior) Center, Grand River YMCA, Livingston County Library and veteran posts such as VFW and American Auxiliary. RSVP newsletters and information packets are sent to prospective volunteers.

The RSVP Director is available to give presentations to community groups about the benefits of RSVP in the community. Project visibility and recruitment will continue by working with the local newspaper to publish articles throughout the year about the impact RSVP has in the community, and how the efforts of the volunteers help meet priority community needs. The local radio station will also be contacted with news about what RSVP volunteers are doing in the community. City, county, state,

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and federal government officials receive copies of our newsletters. They also receive invitations to our annual banquet.

The Advisory Council will assist staff in recruitment of volunteers by advising staff of possible recruitment ideas, and by passing along information to senior citizens with whom they come in contact. RSVP volunteers are encouraged to recruit new volunteers. They are invited to a semi-annual luncheon, where new volunteers receive orientation; and both new volunteers and recruiters receive recognition.

Volunteer retainage will be encouraged through opportunities to be recognized for their service to the community by the following methods: A Volunteer Recognition Event will be held annually, where certificates will be given to each volunteer attending that commend them for their number of years of service, number of hours for the year, and their cumulative hours of service. Awards will be given to volunteers for service of 35 years, 30 years, 25 years, 15 years, 10 years, volunteers who have served 500 hours or more during the year, volunteers who have reached 10,000 lifetime hours, and Volunteers of the Year. Other recognition events for volunteers are held annually including a Christmas party with refreshments and entertainment and a Luncheon for RSVP Center Volunteers, birthday cards sent to each Volunteer and a radio greet of each Volunteers birthday from the RSVP Staff.

Articles will be written in each Newsletter, listing the names of volunteers, serving in different areas of community service. Volunteers are continually asked to write an article about their volunteer experience for the Newsletter, and during National Volunteer are asked to write this type of article or be interviewed for the local newspaper allowing them to be recognized in this manner if they so choose.

Program Management

The Livingston County RSVP Staff will manage 220 volunteers, will continually communicate with volunteer stations about their volunteer needs, and will attend and take an active role in priority community needs meetings. Staff will make every attempt to ensure a high quality volunteer experience for a diverse population of senior volunteers, and make full use of the leadership skills and broad experience of senior volunteers. As the Director communicates with volunteer stations, attends community needs meetings and becomes aware of meaningful jobs for volunteers, she will talk with the person in charge to ask if they are interested in having RSVP volunteers serve in that capacity. If

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so, then she will ask for a job description, give the prospect a RSVP ¿Volunteer Station Handbook¿, and ask if a Memorandum of Understanding can be signed. All of this is then reported to the Concerned Citizens Board for approval.

When a Station is no longer giving volunteers a meaningful place to serve, it becomes obvious by the fewer volunteer hours that are reported for that Station. The Director will then talk with the Station Supervisor to see if anything can be changed to improve the situation. If not, our program will graduate the Station with the agreement that it can be reinstated if future meaningful volunteer positions are developed. Volunteers of the graduating station will be offered roles in similar jobs as well as all other volunteer opportunities matching their interests and skills.

To avoid disruption to current volunteers as we update our focus areas, we have placed almost all our existing volunteers into performance measure categories in our proposed project that will meet the new requirements and percentages of unduplicated volunteers by offering similar new assignments to a small group of our volunteers whose station will be graduated.

Our program¿s tracking record in the area of Aging in Place (Meal Delivery and for older adults, homebound individuals and persons with disabilities) will consist of Data collection from records that are maintained by RSVP Mobile Meals Volunteers on computer spreadsheets here at the RSVP Center, and by Grand River Multipurpose Center Staff and Volunteers. The number of clients who receive the minimum dosage will be surveyed using the Home Delivered Meals Survey to access the number of homebound, older adults and individuals with disabilities who report having increased social/ties perceived social support. The Volunteer Mobile Meal Coordinator and the GRMC Center Staff will survey the recipients, including measuring performance in the Primary Focus Area, twice a year and will share this data with the RSVP Staff.

Our current plan for being in compliance with the RSVP federal regulations involves several checks and balances. The Sponsor will support the Director in his/her efforts to attend any conferences, workshops, or training sessions that may be beneficial to program management. The Sponsoring Organization, the Advisory Council, and the Staff will work together to assess project performance to assure all goals and objectives are met and that these result in a high quality project.

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An Advisory Council will be maintained that is broadly representative of the community, and committees will be formed to advise and assist staff. One committee of the Advisory Council will conduct an annual evaluation, beginning each September, and will collect relevant data to support the assessment from stations, members of the community, volunteers, or RSVP office records. The Committee will then report and make any recommendations to the Advisory Council at its regular November meeting. The recommendations will then be reported to the Sponsoring Board at its next monthly meeting.

The Director provides orientation and training annually to new Advisory Council Members, before the first meeting of the fiscal year including: information from the RSVP Operations Handbook, Information about the Sponsor, Volunteers Stations and Volunteers.

RSVP Staff will continually collect data and information from volunteers and stations. Accurate records of such will be kept on the computer, using Volunteer Reporter. Reports will be made as needed to demonstrate the concrete impacts of the project and its volunteers.

It is the policy of the Board of Directors that the program will have procedures to meet all state and federal requirements regarding fiscal management in order to provide necessary fiscal information to the Corporation for National and Community Service, and other grantors. The Board of Directors formulates financial policies, delegates administration of the financial policies to the RSVP Director, and reviews operations and activities.

We also ensure all volunteers are eligible to serve in RSVP by having them fill out our RSVP Volunteer enrollment form which includes asking for their date of birth, therefore verifying their eligibility to serve in RSVP. When we collect volunteer time reports, we verify any unfamiliar volunteers to be sure they are currently enrolled in our RSVP program as we enter data into Volunteer Reporter.

Organizational Capability

Livingston County RSVP demonstrates its capability to operate the RSVP project in numerous ways including measuring performance in the Primary Focus Area twice a year. Responsibilities will be separated so that no one employee has sole control over cash receipts, disbursements, payrolls, reconciliation of bank accounts, etc. Bank accounts and books will be maintained as required by funding source regulations.

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To ensure observance of limitations and restrictions placed on the use of resources available to the Organization, the accounts of the Organization will be maintained on the cash basis of accounting and in accordance with the principles of fund accounting. All resources will be classified into funds established according Federal, Non-federal and Excess. The agency is currently using Microsoft Excel. All entries, adjustments, payments, and cash receipts are recorded with the computer program.

Project resources, both financial and in-kind will be managed to ensure accountability and efficient and effective use. They will be monitored by project staff, sponsoring board, and the advisory council which is made up of members of the community and volunteers.

To secure financial resources--RSVP Stations, businesses, professionals, organizations, and individuals will be contacted for donations; and grants applications will be made. The RSVP trust fund will generate an important source of local funding. In-kind donations will also be secured in the form of space donation for our program from the Senior Citizens of Livingston County Board.

In 1973 Concerned Citizens for the Community, Inc. applied for a federal grant from ACTION. They were awarded that grant and began the Livingston County RSVP Program in September 1973, and have continued to sponsor the program since that time. During all the years since then, there have been only three Directors, which is a clear indicator of the ability of Concerned Citizens to effectively sponsor the program.

The principal staff for the RSVP project is as follows:

Director √ Patty Mefford √ has held this position since May, 1995. Before becoming director, she was the RSVP office manager for 9 years.

Director Trainee √ Sally Peterson √ was hired and began training under Director Patty in April 2014 to become the new director, as Patty will be retiring at the end of 2014. Sally is a native of Livingston County and has been director of several programs including the Mentoring Program for Grand River YMCA. She has a Bachelor of Science degree in Education and has worked in various teaching positions as well.

Administrative Assistant √ Theresa Figg √ has held this position since July, 2007. Theresa's past employment experience includes Marketing Specialist/Customer Service, Community Resource Developer/Case manager, Income Maintenance Caseworker, City Treasurer, and Deputy City Clerk.

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Staff positions are clearly defined in our job descriptions. The Director has full-time responsibility for the development and day-to-day operation of the local RSVP project to ensure compliance with RSVP program requirements in coordination with the Sponsor and the RSVP Advisory Council. The Director is the Chief Financial Officer of RSVP as well as the Program Director.

The role of the current Director Trainee is to become proficient in all the tasks and duties of the current director and be familiar with the job of the Office Assistant.

The Office Assistant answers the phone and greets visitors, develops and maintains computer forms and enters data as needed, maintains a current database of the volunteers, makes financial transactions and keeps financial records. At times she helps with recruiting, supervising, and placing volunteers in specific volunteer jobs and much, much more as defined in the job description.

Concerned Citizens for the Community, Inc. was incorporated as a non-profit organization in July, 1967. It has for the past 47 years served this community as an enabling organization for federal and local funds to be channeled to meet priority community needs. As its history testifies, Concerned Citizens has demonstrated its successful financial managements systems and experience managing federal grant funds.

Their first project was in response to President Johnson's Poverty Program. A neighborhood center was set up that would provide services to the citizens of the southeast part of Chillicothe, and two Vista workers began a recreational and study program for children of the area. Churches of the community were contacted and asked to contribute funds to be available to help those-in-need get eyeglasses, false teeth, assistance with their rent, etc.

In the early 1970's Concerned Citizens began looking for other opportunities to serve the community. In 1973 they applied for a grant and began a Retired Senior Volunteer Program in Livingston County. In 1974 Concerned Citizens was asked by the Area Agency on Aging to become the sponsor of a Congregate Meal program in the county, and that soon became the Multi-Purpose Senior Center. Both of these programs continue to be a vital part of the community.

During the late 1980s Concerned Citizens again sponsored Vista Workers, who worked on the

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prevention of drug and alcohol abuse. They tied together the Just Say No Clubs, school drug prevention programs, and the Circuit Court Association Division program for the education of young alcohol offenders.

In 1992 Concerned Citizens became the sponsor of the thrift store known as „Threads“, which was to be not only a service to the community, but also a source of local funding for RSVP. Then in 1993 they became the sponsor of the local Widowed Persons Service. Both of these projects have been and continue to meet priority community needs.

Concerned Citizens again sponsored Vista workers from 2002-2004 to aid and educate crime victims and the community, and do training in schools that would help to prevent anger crimes.

From 2007 to 2009 Concerned Citizens was the sponsor for Bridgeway to Hope. This program provided transitional housing that helped homeless families become self-supporting, self-reliant contributors to society.

July 2007 – June 2010 they were the sponsor of the Aging Resource Center, which provided a variety of services for seniors such as exercise classes, medical appointment transportation, free legal advice, help with Medicare Part D comparisons, informative programs for senior citizens, and recreational activities.

At its regular meeting in August 2010 Concerned Citizens began sponsoring a group known as SALT (Simply Achieving Life’s Triumphs), which was developed to address the issue of homelessness as it pertains to our rural community. Since then a shelter has been secured and they regularly help the homeless.

As its history indicates, Concerned Citizens for the Community, Inc. has for many years been a responsible sponsor for meeting community needs, and plans are for it to continue to be for years to come.

Since 1973, Concerned Citizens has made sure that RSVP has had adequate facilities, equipment, and supplies. They have a RSVP Fiscal Management Policy and have seen to it that the staff has an

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accounting system that is capable of accurately accounting for and safeguarding federal funds. They have had a Personnel Policy and job descriptions for staff, Volunteer Hour Collection Policy, Volunteer Meal and Mileage Reimbursement Policy, and an Equal Opportunity Policy Statement. All policies are updated as needed. Staff keeps detailed and accurate time sheets, which are checked and signed by a supervisor. The sponsor has a travel policy for staff, which includes local and long distance travel (as noted in the accompanying budget).

All Program Directors, under Concerned Citizens, are required to attend a monthly meeting to give written Program Management reports to the sponsoring board, and written statistical and financial reports are given quarterly. The Board has standing committees set up for Personnel and Building Fund. At the end of each program year the Board studies reports of each of their projects to be sure that they have met their goals and made positive impacts in the areas of the identified community needs. RSVP is the only program with a funding source that requires impact-based programming.

All Advisory Councils are required to report to the Board, after each of their meetings. Employee Evaluations are done annually. Budgets and Grant Applications are reviewed and approved by the full Board, before submission. Board Members are expected to continually look for ways the programs they sponsor can be improved, and are encouraged to present those ideas at any regular meeting. Special called meetings can also be requested, when needed. In summary, our organization, Concerned Citizens for the Community, Inc., has a proven successful capacity to operate the RSVP project of Livingston County.

Citation:

1.

http://www.agingstats.gov/agingstatsdotnet/Main_Site/Data/2012_Documents/Docs/EntireChartbook.pdf

Other

N/A

PNS Amendment (if applicable)

N/A