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Executive Summary

EXECUTIVE SUMMARY

Catholic Charities of Southern Nevada (CCSN) is a key collaborative nonprofit organization dedicated and focused to serve people in our community thru engagement, service and opportunities. We have been an experienced human services provider since 1941. Our agency strives to make positive long-term impacts in our community while developing and implementing a wide variety of projects. Our agencies initiatives are driven on capacity building by monitoring key measurable community outcomes. Our Senior Services Division is pleased to submit the proposed projects in continuation of sponsoring the RSVP program in Southern Nevada and connecting rural areas. The RSVP program supported 67,574 hours of volunteer's service this past grant year, a proven record of success. We propose an estimated 467 unduplicated RSVP volunteers will be engaged in implementing high impact activities to address the service challenges of our community that impact our frail seniors; and continue to demonstrate improving and strengthening southern Nevada and surrounding areas. Proudly, our volunteer activities include our primary focus areas of:

- * Healthy Futures, objective- Aging in Place, companionship provided by RSVP volunteers to alleviate isolation and depression to at risk, home bound seniors through wellness check phone calls and one on one hospital visits.
- * Food Security, objective- Obesity and Food, volunteers will assist at local food pantries, to help at risk individuals with increased food security.
- * Veterans Support, objective- Veterans and Military Families Served-Transportation and supportive services will be provided by RSVP volunteers
- * Our Community Priorities will aim for self-determined targets of success.
- * Activity logs and quality assurance surveys will serve as tracking methods for expected outputs and outcomes.

In support of the project we are requesting \$77,303. in Federal funds. Our agency staff and Advisory Council are committed to meet matching requirements of the required resources of \$38,586. As a service provider and senior advocate we continue to expand partnerships and seek sustainable funding sources. These efforts help us provide a solid foundation for a comprehensive service project that enhances the quality of life to our seniors of the RSVP program. We will continue effectively improving, supporting and maintaining evidenced-based practices in the communities of Southern Nevada.

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Strengthening Communities

Describe the community and that the needs exist in the geographic service area:

Nevada's largest county by population is Clark County, located in Southern Nevada. According to 2010 Census data, 72.3 percent of the state's population resides in Clark County and 89.9 percent of Nevada's total population is contained in Clark, Washoe and Carson City counties (2010 U.S. Census). Nye County is the largest county in land area, but contains only 1.6 percent of Nevada's total population. The sparsest Nevada counties contain only one person per five square miles (2010 U.S. Census).

Critical Issues:

For the foreseeable future, Nevada's economy and growing senior population are the most critical issues and trends in the state. Nevadans struggle with the highest foreclosure and unemployment rates in the nation. The state's unemployment rate as of July 2014 was 7.7 percent. In Clark County the unemployment rate was 7 percent as of July 2014. Rising fuel costs, the housing market slump and lower-than-expected tax revenues continue to be experienced at a time that Nevada faces a growing senior population. These economic conditions have affected Nevada's families, limiting their ability to assist their elder family members. According to the U.S. census 2011 poverty data, over one million people in Nevada qualify for free or low cost services because they live on less than 200% of the poverty level. Ninety percent of these Nevadans live in Clark County.

Population:

The extremely high growth rate of Nevada's population, especially its senior population, further challenges service delivery. The 2010 Census data illustrates this. Nevada's total population has now reached 2,700,551. Nevada has had the highest population percentage increase nationwide since 2000, with an overall population increase of 35.1 percent, while the nation increased by 9.7 percent. Nevada is the only state with a growth rate of 25 percent or greater for the last three decades, and has been the fastest growing state nationwide for the last five decades.

Elderly Population:

Nevada's elderly population growth has also outstripped the nation in the decade 2000 to 2010. Its population of age 60 and older increased by 56.3 percent, to 475,283, an increase of 171,212 seniors from the 2000 Census, compared with only a 22 percent increase of this age group nationwide. The

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population of seniors age 85 and older increased 77.7 percent, to 30,187, an increase of 13,198 seniors, compared with only a 29.75 percent increase of this age group nationwide. Nevada's senior population growth is attributed to issues such as in-migration of retirees, aging of the existing population, and the out-migration of younger people, especially in rural environments. While these reasons vary, the impact of the senior population is affecting all aspects of Nevada communities.

The Census data below show the percentage increase in minority populations 2012. Percentages of increase:

- % 61 Black or African American
- % 21 American Indian and Alaskan Native
- % 116 Asian
- % 100 Native Hawaiian and Other Pacific Islander
- % 103.8 Some Other Race
- % 65.0 Two or More Races
- % 81.9 Hispanic or Latino

Supportive Service/Resource Challenges:

According to the National Center for Charitable Statistics, Nevada has fewer nonprofit organizations than other states of comparable size, and has the fewest nonprofit organizations for states with populations over 1,500,000, except for Idaho. However, when applied to the aging network, these facts are more concerning. Nonprofit organizations comprise the majority of supportive services providers in Nevada's aging services network. Due to minimal state resources, including the number of non-profit organizations and ever shrinking state and federal budgets, senior services are eliminated as the ability and the funding to deliver services are removed.

Community Need for Increased Social Support:

In 2011, the Division of Aging conducted a statewide Survey of Seniors and Citizens with Disabilities, to define perceptions about the adequacy of services received, and to identify needed services. A total of 2,420 individuals completed the questionnaire; 2,104 respondents were seniors, and persons with disabilities accounted for 935 responses. Respondents identified the five most important services in their opinion that they believe will prevent nursing facility admission as Transportation, Personal Emergency Response System, Home Care Services, Companion Services and Respite Care.

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Nevada has the highest suicide rate in the nation for seniors age 60 and older, more than double the national average. Major depression is the most common psychiatric disorder among the elderly, but often this is not being identified by loved ones or care takers, including many primary care physicians. Stigma relating to seeking help reduces older adults access to mental health professionals (Nevada Office of Suicide Prevention, 2011). In spite of this, Nevada's public service options for mental health care access have been significantly reduced in recent years due to budget cuts.

Lack of social support plays a role in depression among the elderly population. Social activity and emotional status play a role in the health and well being of elderly. Studies in elderly relationships concluded there is a correlation between loneliness and depression. (Singh and Misra, 2009) Loneliness, depression and sociability, in old age. *Industry psychiatry J.* 2009 Jan - Jun 18(1): 51-55, doi: 10.4103/0972-6748.57861

Community Need for Food Security:

Nutrition is a problem throughout the US regardless of age. In 2011 nearly one in five seniors (18%) age 60 and over living in Nevada reported being marginally food insecure, in a report called "The State of Senior Hunger in America 2011", an annual report . Nevada had the fourth highest percentage of seniors who are marginally food insecure. Since 2007 the number of seniors experiencing the threat of hunger has increased by 34%. Data suggest that the economic issues facing Americans has had more enduring effects relevant to food insecurity for older Americans.

The Three Square Food Bank and Feeding America the nation's largest domestic hunger relief organization, released its most recent map the meal study in summer of 2013. This study more accurately reflects who is truly hungry at the local community level by taking consideration such factors as unemployment rate, federal food assistance eligibility and average cost of a meal. Key findings of this study conclude that 16.2% of the population is food insecure in the four southern Nevada counties.

Healthy Futures Initiative (PFA):

The following service activity outputs will be implemented by the RSVP volunteers:

* Seventy five (75) RSVP volunteers will serve an output target at the end of the 3 year grant 1500 at

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risk individuals living alone with socialization from telephone re-assurance calls. Volunteers will call three to seven times weekly.

* Twenty four (24) additional unduplicated RSVP volunteers will provide support and companionship to those recently hospitalized by providing visits to 300 seniors that are identified by the station coordinators as having no contact from family or friends. Volunteers will serve at 2 stations.

* Seventy eight (78) RSVP volunteers will serve at 4 community food distribution stations serving 48,000 low income individuals at risk of hunger and will perform various duties to sustain the daily operations of their communities feeding programs.

RSVP will provide clients with conversation engaging them in community awareness, providing support and advocating the needs of their assigned clients to the project supervisor. Regular social supportive from caring peers can help decrease loneliness, feeling of isolation, and depression.

RSVP volunteers will perform various duties at local emergency food banks; including unloading, stocking, registering clients, packaging and coordinating to sustain the daily operations.

These volunteer service activities align with National Performance Measure Output H8: Number of homebound or older adults and individuals with disabilities receiving food, transportation, or other services that allow them to live independently.

One hundred seventy seven (177) RSVP volunteers will provide high impact in the Healthy Futures focus area to aim for an outcome of increased quality of life to our at-risk seniors which ties in directly to the National Performance Measure Outcome H9: Number of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support Project Measured Progression

The RSVP project supervisor has a strong background in case management and respite care skills. She understands the needs of seniors first hand as they age in place. Our healthy futures initiative project will have an evaluation plan built into the project as our instrument of measure to determine the impact on the clients. This will allow us to refine and improve the program as necessary. Upon enrolling clients into the project, the project supervisor/case manager will conduct an initial home assessment of the client needs. Focus on social support, depression, health and safety will be evaluated

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and addressed. The client will engage in an initial survey with qualitative information to measure the anticipated annual outcome. A three to six month survey will follow and then an annual survey will be collected to analyze the data needed to measure the outcomes. All client surveys will be conducted by the project staff.

The project supervisor will be responsible for the Volunteer and client data management. The client call and patient visit log is completed daily by the RSVP volunteers and entered into the agencies database on a monthly basis. Volunteers and Stations will also engage in evaluations. The program's advisory council is very supportive in these tasks. It also gives the volunteers and the stations an opportunity to give honest constructive feedback. All evaluations will include regular feedback on measures that will be used for continuous improvement of services.

Community Need to Service Veterans:

Nevada's veteran's population continues to soar in relation to the overall population growth. Coordinating services and access to services, particularly home and community based services is essential to ensure all Nevadans have access to services and supports of their own chose. According to the Nevada state and county facts 2013, Nevada is home to 229,570 veterans (2008-2012). Of those veterans 152,616 reside in Clark County.

Transportation:

Transportation is the means by which people access the goods, services and social interactions necessary for an acceptable quality of life. It is a critical component to the ability of people to maintain independence as they age in their communities. They rely on our RSVP volunteers to help them meet their personal needs. A lack of transportation leads to depression, isolation loneliness and self-neglect. Many seniors do not drive or aren't capable of driving. Transportation services for seniors are critically important in rural Nevada, because small, remotely located communities do not have an adequate infrastructure to provide the services seniors need to sustain their independent living.

Thirty three (33) RSVP volunteers will provide transportation to 300 veterans and or military families annually. Volunteers will be assigned to three stations within the community. RSVP volunteers provide transportation to those veterans with disabilities who need rides to doctor appointments, grocery shopping errands and social outings.

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Our RSVP program is excited about placing volunteers at a new recruited station "Operation Homefront". Their clients include active-duty, reserve, national guard and transitioning veterans. More than 60% of assistance is made to minorities. Their mission is to provide emergency assistance to families of service members and wounded warriors. Our RSVP volunteers are engaged in service activities that help meet the needs to the lowest ranking, lowest paid enlisted. The director also has been welcomed to the advisory committee.

These figures and findings only tell part of the story. In addition, cultural and sensitivity issues may prevent many from seeking assistance. CCSN gives a high priority to outreach into minority communities.

CCSN Statement of hope- Providing access to services for the elderly strengthens their independence and decreases institutionalization, improving the quality of lives.

Recruitment and Development

As a RSVP sponsor, we are committed to implement Effective Recruitment Practices by assessing community needs, collaborating; developing diverse opportunities based on our volunteers abilities and life experiences. We make it a point to create value based assignment descriptions that are relevant to our program goals, our communities needs and most important the opportunity to allow the volunteers to make a difference in their lives and their community.

We are passionate about creating visibility about the RSVP projects. Our high impact volunteers give presentations within the community.

We recruit through community networks (Volunteer Match, Nevada Aging & Disabilities, local churches, volunteer coordinator meetings).

We currently invested and updated a user-friendly, easy sign-up website for volunteers to access. We receive 2-4 additional volunteer inquires weekly since implementing the changes to our website.

Visibility strategies including: showcasing volunteer service activities, classified ads placed in the local and community newspapers, volunteer fairs and staff presentations are all tools of our visibility strategies.

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Being sensitive of community demographics is an on-going awareness. Nevada is rapidly becoming more diverse in terms of the racial/ethnic and cultural characteristics of its population. Persons in Nevada self-identifying as a minority increased by 84 percent in the decade 2000 to 2010, from 496,371 in the 2000 Census to 913,863 in the 2010 Census. Culture of Asian and Hispanic or Latino had the highest increase percentage. Outreach efforts distributing program flyers in Spanish are on-going and currently, we have program staff that are fluent in Spanish, Taiwanese and Mandarin Chinese.

Retention Strategies include orientation, training and recognition. Training is a key feature of retaining volunteers and is directly linked to service satisfaction. Briefing them on the values of the programs they serve, orientation on use of the RSVP handbook and MOUs with volunteer stations and volunteer surveys to track satisfaction. We consider these tools for success! Engaging volunteers in professional development, evaluations for ongoing feedback and communications with volunteers foster understanding and enhance the relationship. Our program staff will implement positive attractions such as personal development and growth thru training and educational opportunities in our primary focus area of Healthy Futures.

Support, positive feedback and recognition to our volunteers have proven to give feelings of self-worth. We aim to make volunteering appealing by sending birthday and thank you cards, monthly visits and by promoting National Volunteer Day and rewards of involvement and impact.

We promote appreciation by planning quarterly recognition events in partnership with our stations.

Program Management

Plan to ensure management of volunteer stations in compliance with RSVP program regulations, such as preventing or identifying prohibited activities.

Key Features of our plan will consist of:

- * The project supervisor will fully understand the project's objectives and scope needed within the project to manage, communicate and implement the appropriate guidance needed for the volunteer station to meet project expectations and goals.
- * The project supervisor will work with the Station coordinators to determine the service activity and

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goals of the volunteers assigned.

- * The project supervisor will collaborate with the stations to develop and implement data collection that measures the progress of the volunteer service activities to accomplish the projects goals.
- * The project supervisor and volunteer coordinator will evaluate the stations and the volunteer assignments to identify weaknesses of the project programming to ensure that volunteers are performing their assigned service activities.
- * Project supervisor will work with the Station coordinator to review the volunteer's assignment description in detail and educate the station coordinator of the project's work plans and how the MOU and volunteer service activities tie together.
- * The project supervisor will monitor, review and update the stations MOU to evaluate the impact of the volunteer's assignment
- * The project supervisor will conduct site visits and initiate on going communication with those involved in the RSVP project.

Meet changing community needs to include minimizing disruption to current volunteers as applicable and /or graduating stations as necessary by:

- * We will connect and engage with community partners, volunteers, and stake holders to have a better understanding of evolving community needs.
- * We will skillfully handle reorganization if needed, with compassionate communication directly with the volunteers, engaging them in community needs and possibly modifying their service assignment and/or enrollment in a different program or another community opportunity.

Organizations track record in the Primary Focus Area, to include if applicable, measuring performance in the Primary Focus Area:

We have identified and continued to expand our current programming. We share resources with other senior programs to increase referrals, ensuring timely home assessments and delivery of services, and creating more access points to a program that brings quality of life and socialization to the at risk, home bound, isolated seniors.

A detailed analysis of each work plan's anticipated outputs and outcomes is implemented by our dedicated RSVP volunteers so that the program positively impacts the seniors of this community. We

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are committed to making the greatest difference with the resources we are provided.

We have exceeded our target goals every year in the telephone reassurance call project. Our goal of 90% was exceeded, actually achieving 120% from our survey indicator of the percentage of at risk seniors who showed increases in well-being and overall improvement in life, while remaining independent.

Plans to ensure the project is in compliance with the RSVP federal regulations to include establishing a RSVP Advisory Council, ensuring RSVP volunteers are placed in stations that have signed the required MOU, and ensuring all volunteers are eligible to serve in RSVP:

- * Once the project begins, we will periodically perform an updated risk assessment to determine whether other risks have surfaced that need to be managed.
- * Recognizing series of small changes that are made to the project without management procedures being used.
- * Management will perform internal project audits to monitor compliance regulation
- * To ensure RSVP volunteers meet the age eligibility requirement, recruitment will focus on organizations that primarily engage people age 55 and older.
- * A committee has been formed to nominate and increase the membership of the required advisory group. The committee helps to recruit qualified members as stated in the RSVP guidelines.
- * Station evaluations are implemented by the advisory committee to ensure that conformity is in place and projects needs are being met through each station that receives volunteers.

Organizational Capability

Catholic Charities of Southern Nevada is one of the largest private nonprofit social service providers in the state, offering the most comprehensive range of human services. Catholic Charities shelters the homeless, feeds the hungry, and clothes the needy. It provides a safe haven for refugees, delivers meals to the elderly and homebound, and helps individuals wanting to adopt. There are twenty-three programs, each one giving help and hope.

In 1975 Catholic Charities of Southern Nevada became the sponsoring agency of the RSVP Program. Catholic Charities has supported and fostered the growth of the program and is committed to maximizing its potential in our community. Because Catholic Charities' has been managing senior volunteer programs for over 40 years, its vast knowledge and experience in leveraging volunteers to

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assist in critical community issues is instrumental in its programming.

We collaborate with other senior focus programs within Catholic Charities including Senior Nutrition (Meals on Wheels, food pantry and senior food commodity deliveries), Senior Companion Program, Foster Grandparents, and senior housing.

Likewise, Catholic Charities of Southern Nevada collaborates and partners with various agencies and organizations in the community. These relationships have resulted in key partnerships for the program.

Define Staff Positions

The following are brief background summaries of the Senior Services Division Management Team:

Deacon Tom Roberts was appointed as the President & Chief Executive Officer of Catholic Charities of Southern Nevada on July 1, 2013. He served as the Transition Administrator of Catholic Charities from December 2012 to June, 2013. Deacon Roberts brings more than 27 years of executive management, operations and leadership experience through his private sector career. Deacon Roberts graduated with a Bachelor's Degree in Marketing from Youngstown State University in Youngstown, Ohio, and a Masters Degree in Business Administration with High Honors from Phillips University, in Enid, Oklahoma.

Daniel Maier, Senior Services VP. Dan has over 25 years experience in executive leadership. He is skilled in the development of high performance teams in the service sector. Volunteer service has also been a priority in Dan's life. He has been part of our community for over 15 years. Dan has a degree in Economics from Seattle University. Dan was added to our leadership team to give us additional focus in achieving and exceeding the performance measurement goals and interrelated service programs.

Cathy Canales, Senior Services Program Manager, has been with Catholic Charities for two years. Cathy has developed positive ties to Southern Nevada and strongly believes in developing and supporting our community. Cathy brings with her 19 years experience working with non-profits that sponsor large volume volunteer programs. Prior to joining Catholic Charities, Cathy worked for the

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sponsoring agencies Council on Aging for the state of Oregon and Maui County Office on Aging as the Senior Programs Manager responsible for program grant monitoring, reporting, program development and ensuring policies and procedures were implemented. Cathy earned her degree at the University of Hawaii studying social science and geriatrics. Cathy brings her dedication and leadership skills experience along with a wealth of knowledge.

Marreishah Young, Project Supervisor - Marreishah's previous experience includes working in the home health field and case management. She completed her education at Western Michigan University (Kalamazoo, MI) where she earned her B.S. in Interdisciplinary Health Services. She migrated from Arizona where she held a position with the State as a Case Manager working for the Department of Economic Security. Prior to her appointment as the RSVP Supervisor, Marreishah was a Respite Care Worker within the Catholic Charities Senior Service Division. Marreishah has over 3 years experience working with the elderly and vulnerable populations and has an understanding of their basic, emotional, and physical needs.

In addition to the direct program management team noted above, Catholic Charities of Southern Nevada has a central accounting department that utilizes a computerized accounting system to track all receipts, disbursements, and other other financial records. Accounting policies and procedures are in place to ensure proper internal controls that meet the requirements of OMB Circular A-133. Catholic Charities of Southern Nevada undergoes an annual independent audit from an outside accounting firm and has consistently received an unqualified opinion. Through community partnerships we secure in-kind donations to sustain program efforts which include receipts and fiscal management over sight.

PAST EXPERIENCE MANAGING FEDERAL GRANTS:

Catholic Charities has successfully managed the RSVP grant for many years. The RSVP grant is one of three grants the agency manages for the Corporation of National & Community Service. In addition to these grants, the agency also receives funding from other federal sources, including, but not limited to: Office of Refugee Resettlement United States Department of Agriculture United States Department of Housing & Urban Development.

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Catholic Charities has in place all of the internal operating procedures, quality assessment procedures as well as purchasing and accounting controls to assure the successful management and measurement of program performance.

The depth of the management experience at Catholic Charities, as well as the financial strength and breadth of the agency provide us with the resiliency needed should temporary program challenges arise. This resiliency reduces the risk to ongoing program performance.

Capital assets are managed most directly by our CFO as directed by our board of trustees. Catholic Charities of Southern Nevada operates over 20 programs out of multiple locations. Our IT infrastructure is built with multiple redundancies to ensure reliable performance.

TRACK RECORD IN SUCCESSFULLY MANAGING VOLUNTEER PROGRAMS.

Catholic Charities of Southern Nevada has successfully managed senior volunteer programs for the last 39 years. In addition to RSVP, Catholic Charities has been the sponsoring agency of the Senior Companion Program since 1974 and of the Foster Grandparent Program since 2006. These programs enlist the help of over 600 volunteers and provide a wide range of opportunities for individuals over age 55 years old to get involved and make an impact in Southern Nevada.

Catholic Charities also relies heavily on volunteers for our nutrition programs which include congregate meals, food pantry, commodity food delivery and Meals on Wheels.

Catholic Charities of Southern Nevada understands the importance of supporting a growing population of older adults in our community. In addition to the programs mentioned above, we are involved in various senior focused coalitions in Southern Nevada. We also recently joined Nevadans for the Common Good, and organization which is focused on educating our community and community and state leadership on quality of life and health issues facing seniors in our local community.

Other

N/A

PNS Amendment (if applicable)

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M/A