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Executive Summary

An estimated 152 RSVP volunteers will serve. Some of their activities will include food delivery, transportation, and companionship for homebound, older adults and individuals with disabilities; distributing information on health insurance, health care access, and health benefits programs; supporting food pantries; and tutoring K-12 students. The primary focus area of this project is Healthy Futures. At the end of the three year grant, outcomes will focus on homebound, older adults and individuals with disabilities increasing social ties/perceived social support and individuals increasing food security. The CNCS federal investment of \$47,907 will be supplemented by \$43,794.

Strengthening Communities

RSVP is sponsored by Catholic Charities Indianapolis (CCI) and based in the Midwest in Indianapolis, the 13th most populated city in the US. Over 60% of Indiana workers are blue collar (Kaiser Family Foundation, 2011-2012). RSVP includes four of ninety-two Indiana counties: Hamilton, Hendricks, Johnson, and Marion. Marion County is centrally located in the state and is the most populated. Hamilton, Hendricks, and Johnson counties connect to the north, west, and south and rank 4th, 10th, and 11th in population. Combined, the population of the four urban counties is over 1.5 million. Although the counties have predominantly Caucasian residents, Marion County is the most diverse with almost 30% who are African American and close to 10% who are Hispanic (STATS Indiana, 2013).

RSVP's Primary Focus Area is Healthy Futures, and community need for supporting Aging in Place, Access to Care, and Obesity & Food objectives is easily evidenced. The need for homebound, older adults, and individuals with disabilities for transportation, food delivery, companionship, and receiving information about health care access begins with looking at the numbers of older adults and numbers of individuals with disabilities. Growth in numbers of Indiana's older adults is expected to overwhelmingly exceed all other age groups with a 70% projected increase from 2010 to 2030 (Indiana Business Research Center). 2013 population percentages of 65+ in each county ranged from 10% to 13% and combined numbers totaled over 170,000 (STATS Indiana), including more than 36,500 veterans (US Census Bureau). Growth in numbers of Indiana individuals with disabilities is also expected to steadily increase through 2030 (Annual Disability Statistics Compendium, 2013). In 2009, over 1 million individuals aged 18+ were documented with disabilities (Center for Disease Control and Prevention).

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As the population of older adults and individuals with disabilities increases, so will the prevalence of chronic conditions; about 80% of older adults have one chronic condition, and 50% have at least two (Center for Disease Control and Prevention, 2011). Physical and cognitive chronic conditions can adversely affect health by decreasing abilities necessary for day-to-day functioning and result in the need for assistance with transportation, food delivery, companionship, and receiving information about health care access.

Statewide, transportation services have been identified as a critical concern for older adults (Indiana Association of Area Agencies on Aging 2014 Public Policy Goals). Without adequate transportation, not only does accessing food become a concern and result in the need for food delivery, accessing other people for companionship becomes a concern. The 2013 Community Assessment Survey of Older Adults (CASOA) survey found that 37% of older adults in central Indiana felt lonely or isolated. Additionally, the same survey found that 43% of older adults have problems having adequate information or dealing with public programs such as Social Security, Medicare and Medicaid. Volunteers will help older adults retain their connections to the community and increase social ties/perceived social support (Aging in Place outcome) by providing medical and other transportation services (25 volunteers), food delivery (9 volunteers), companionship (16 volunteers), and information about health insurance, benefits, or health care access (3 volunteers). Medical research indicates that positive social ties and feeling that support is available can help promote physical and mental health (Holt-Lunstad, J., Smith, T.B., Layton, J.B. (2010) Social Relationships and Mortality Risk: A meta-analytic review).

While the Aging in Place objective focuses on homebound, older adults, and individuals with disabilities, the Obesity and Food objective focuses on any individual who is experiencing food insecurity. The US Department of Agriculture defines food insecurity as limited or uncertain access to nutritious, safe foods necessary to lead a healthy lifestyle. The four RSVP counties have food insecurity rates ranging from 10% to 19%, and hunger relief organizations serving these and other counties in central and southeast Indiana documented service to 97,000 children and 31,000 seniors and identified military connections in 17% of the households (Feeding America Hunger in America study, 2014). Food programs ensure that people needing access to nutritious, safe food are able to receive it. Eight volunteers will assist with food distribution by providing emergency food and/or delivering food directly to homeless people and others in need. Forty volunteers will assist at food pantries by providing intake, sorting, stocking and other support activities. Through volunteer support, distribution programs and food pantries keep their doors open, provide food, and thus increase food

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security (Obesity and Food outcome).

Successful data collection will result from the stations and RSVP director working closely together throughout the length of the grant. Stations will be informed of the outputs or outcomes applicable to their programs. The RSVP director will evaluate if current station data collection (activity logs, database use, surveys, or other) will meet RSVP output/outcome measures or if a data collection plan needs established. Establishing a plan will include whether data collection will be initiated by the station or RSVP staff; training that may be necessary for the people collecting data including confidentiality; how and when to best access clients for optimal response; what the data collection instrument will be (activity log, database, survey); and if the data collection instrument is accessible for clients, including clients with language, vision, or other limitations. Stations and the RSVP director will agree when during the year and for how long data collection will occur and when it will be forwarded to the RSVP director. Collected data will be measured and managed by the RSVP director using a response database. Compiled data results will indicate the degree to which outputs and outcomes are met and indicate if any changes should be made in future data measurement, collection and/or management procedures. For the past three years RSVP has been gathering and measuring data on social ties and food insecurity.

Veterans and military families are served in both the Aging in Place and Obesity and Food objectives. Companionship, transportation, and food pantry support are all activities that provide support to veterans and military families. An adult day program station is a Veteran approved contractor. This means that veterans are regularly participating in the program where RSVP volunteers provide companionship. In addition, a transportation station and a food pantry station track veterans and will be able to report numbers of veterans/military families served. Additionally, RSVP volunteers who are veterans are regularly given information on veteran family caregiver benefits and how to access these services.

VolunteerMatch reports in Great Expectations: Boomers and the Future of Volunteering that volunteers 55+ seek interesting and challenging opportunities at a much higher rate than the general population. For these adults, challenging volunteer opportunities are welcomed, but many of them will have a different challenge--that of being a family caregiver. Sixty-three is the average age of a family caregiver providing care to adults 65+ (Administration on Aging, 2004). And over 40% of caregivers give up social activities due to caregiving responsibilities (National Alliance for Caregiving with AARP and MetLife, 2004). Not only is volunteering a beneficial social activity for seniors in

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general, it is a way for caregivers to retain a sense of self when another person's caregiving needs are often prioritized over their own. The RSVP covering central Indiana is unique in that it addresses both volunteerism and caregiving. Members are assisted with volunteer placements, educated about senior and family caregiving issues and resources, and able to access caregiver services such as support groups. Our intent is to encourage and support volunteers who are caregivers so that they can choose volunteering in some capacity despite caregiving responsibilities.

Recruitment and Development

RSVP assures a high quality volunteer experience by focusing on each individual's skills and potential and matching them with stations that have needs/work assignments within National Performance Measures Focus Areas. All volunteers, whether in Primary Focus Area, Other Focus Area, Capacity Building, or Community Priority assignments, first meet with RSVP staff for a one-on-one volunteer interview and go through the same training process. Interviews include basic training such as RSVP history and connection to the Corporation for National and Community Service; policies and procedures, including responsibilities of volunteers and stations; and how RSVP staff works to inform volunteers of and match them to service activities. Volunteers receive handbooks containing this information for future reference. The enrollment process also includes identity, reference and criminal background checks. Although not necessary for compliance, RSVP proactively runs state limited criminal history checks, and state and national sex and violent offender checks. All checks are secured at no cost to RSVP due to sponsor association or utilizing free websites. Once background checks are complete, the volunteer decides on a service activity, either on-going or short-term intensive, based on the volunteer's interests, skills, and availability. RSVP staff introduces the volunteer and the station by phone, email or a meeting at the station. The station then trains the volunteer for the specific activity. RSVP staff ensures that the match is positive for both the volunteer and the station by making follow up calls to each soon after placement occurs. RSVP staff inquires if station training was adequate and if their placement is successful. If the chosen activity isn't having a positive impact on the volunteer, RSVP staff work with the volunteer to identify another station and/or service activity that better meets his/her needs. Impact of volunteer activity on RSVP volunteers is also measured annually by the sponsor through satisfaction surveys. The data is compiled by the sponsor Associate Director, and results are presented to the Agency Council for follow up discussion.

Additional training for RSVP volunteers includes educational luncheons. Both RSVP and the Senior Companion Program are sponsored by Catholic Charities Indianapolis, and the luncheons bring the Senior Corps volunteers together, providing an opportunity to reflect with each other and to learn

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resource information that can benefit the people they assist through volunteer assignments as well as themselves. Topics have included Disability Inclusion, Baby Boomers as Caregivers, Social Security Updates, and Area Agency on Aging Services.

RSVP recruits at community and faith-based events attended by diverse populations, and welcomes inquiries from veterans/military families and volunteers with disabilities. The counties have predominantly Caucasian residents, although Marion County is the most diverse with almost 30% who are African American and close to 10% who are Hispanic. Recruitment will continue at events where the majority of attendees are African American. For example, recruitment occurs at the Healthy Older People's Program, an event where over 85% of 375+ attendees are African American. Recruitment also occurs at church health fairs with large Hispanic populations. We have successfully placed individuals with both vision and hearing impairments. The RSVP director attends a veteran council and is exploring ways to generate veteran/military family referrals.

RSVP works to sustain volunteer enrollment with ongoing contact. Monthly updates with information about new stations and opportunities, and community events such as caregiver support, veteran caregiver support, and other aging resources are sent via email or postal mail. Volunteers are emailed and phoned with appreciation from the RSVP office to recognize what they are doing individually and for their continued commitment, and volunteers are honored annually at an appreciation dinner. Most importantly, RSVP staff is accessible to volunteers to work with them through any concerns they have, support them as they choose new opportunities, and celebrate with them as they recognize the success of what they do.

Program Management

RSVP of Hamilton, Hendricks, Johnson, and Marion counties in central Indiana is the connection between purpose-driven volunteers and non-profit/public organizations addressing community needs. Volunteers are recruited to address objectives including aging in place, obesity and food, access to care, K-12 success, and other community priorities.

As an eight year sponsor of RSVP, Catholic Charities Indianapolis (CCI) is familiar with and adheres to standards and regulations required for optimal program management. CCI is accredited by the Council on Accreditation (COA). COA's international standards "emphasize services that are accessible, appropriate, based in the community, coordinated, culturally competent, evidence-based, individualized, outcomes-oriented, provided by a skilled and supported workforce, respectful of individual rights, strengths-based, supportive of partnership, child and family focused, treat all people with dignity, involve family and provider collaboration, and address child outcomes." All CCI

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programs, including RSVP, are thoroughly evaluated every four years. CCI's community-based Agency Council also oversees/approves RSVP activity in addition to monitoring changing community needs. Additionally, CCI's Performance and Quality Improvement council monitors RSVP activity and outcomes.

Compliance with federal regulations is addressed with stations and volunteers. To begin a station partnership, the RSVP director meets with the station, provides training on how RSVP works, and covers the responsibilities of the RSVP office, the station, and volunteers. A Memorandum of Understanding (MOU) is signed to start a partnership and initiate referrals of RSVP volunteers. The MOU includes non-discrimination and accessibility statements, an annual safety assurance, station responsibility to provide assignment descriptions, reporting requirements, and avoidance of political/religious activity. The station also receives a copy of the RSVP handbook which includes information about the three Senior Corps programs and volunteer insurance coverage. When volunteers enroll with RSVP, their interview and training includes documenting age eligibility, and responsibilities of the RSVP office, the stations, and volunteers. Avoidance of political/religious activity, nondiscrimination, reporting hours, insurance coverage, and other topics are covered. Volunteers are given a RSVP handbook covering these topics and other important information for their future reference. The RSVP office ensures that volunteer information is kept confidential and secured in both physical and virtual environments.

Lines of communication between RSVP, stations and volunteers are reinforced to ensure that jobs are appropriate and meaningful. Volunteers and stations are encouraged to contact the RSVP office with any concerns, including prohibited activities, so that they may be addressed as quickly as possible. Volunteers are matched with assignments based on skills and desires to serve a particular need, but they do have the right to change if assignments are not personally fulfilling. It is a priority for RSVP staff to provide volunteers and stations on-going professional support.

To verify appropriate activity, RSVP monitors monthly volunteer and station reports that document hours and assignments. Volunteer Reporter software is used to categorize and track volunteer assignments meeting performance measures, ensuring that the RSVP program is on track to meet proposed outcomes.

For several years, RSVP has supported Healthy Future activities with Perry Senior Services (transportation and food delivery); A Caring Place Adult Day Services (companionship); and St Vincent de Paul Food Pantry, Catholic Charities Crisis Office, Gleaners, and Cathedral Soup Kitchen and Food Pantry (food pantry support). Outputs at the stations are tracked with activity logs and sign

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in sheets; outcomes on social ties and food security are tracked with surveys. RSVP does not expect to graduate any stations or volunteers due to recompetition. However, any station graduations due to community changes would begin with the RSVP director meeting with the station. RSVP staff would then advise the station's volunteers of the change. Volunteers might choose to withdraw from RSVP and remain at the station, or they can work with RSVP staff to identify new opportunities with current RSVP stations.

Organizational Capability

Since 1919 Catholic Charities Indianapolis (CCI) has successfully managed programs based on community needs. These programs provide quality services in counseling, individual and family support, eldercare, crisis relief and shelter, refugee and immigration, and pregnancy and adoption services. Thirteen programs served almost 50,000 people in fiscal year 2013-2014. Stewardship is a value of CCI's Mission Statement, and this extends to program and fiscal management.

Sound programmatic delivery of services results from multi-layered oversight. On the broadest level, the Council on Accreditation completes detailed review and analysis of administrative function and service delivery practices every four years; all are measured against international standards of best practice. The last evaluation occurred in June 2013 and reaccreditation was awarded in July 2013. Also in July 2013, the Corporation for National and Community Service Indiana State Office conducted a monitoring visit to assess program requirements/compliance, performance measurement and legal verification, and fiscal requirements/compliance. RSVP was commended for a variety of strengths including its fiscal systems and records documenting adherence to program regulations. For internal oversight, CCI's Agency Council meets quarterly to review community needs, strategic planning and program progress. CCI's Performance and Quality Improvement Council meets quarterly to review program outcomes progress. Day-to-day operations are the responsibility of the RSVP Director, and she ensures compliance with all statutes, regulations and OMB circulars by keeping RSVP staff, volunteers and stations informed of applicable guidelines.

The Archdiocese of Indianapolis accounting department provides fiscal oversight and manages financial and in-kind transactions related to RSVP. Monthly revenue and expense reports are provided and reviewed by the RSVP director.

–The key staff positions responsible for RSVP are the Director, Project Specialist, and the Senior Service Director. The director has a MGS (Master of Gerontological Studies). She has worked in CCI Senior Services since 1992 and RSVP since 2007. Before directing RSVP, she contributed to caregiver support and adult day services programs through grant writing and program implementation,

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expansion, evaluation, and management. The RSVP director is responsible for the overall program and financial management of RSVP. Responsibilities include community outreach; interviewing and training volunteers and stations; program compliance; and CNCS reports. By creating community ties between stations and volunteers, she works to effect change on community needs while ensuring volunteer satisfaction.

The Project Specialist has over 30 years of experience working for CNCS. Following retirement, he has been with RSVP since 2006. He has a BA in Education. The Project Specialist is responsible for program support services including data maintenance for stations and volunteers; volunteer and station support; and assisting with community outreach. Ongoing management of data ensures volunteers are doing appropriate volunteers activities and hours and jobs are accurately reported.

The Senior Service Director has over 40 years of volunteer capacity building and public management experience and has been the Senior Companion Program Director at CCI for almost 20 years. She holds a MA degree from Butler University and a Graduate Certificate in Public Administration from Indiana University. She oversees CCI senior programs, including RSVP, to foster collaboration and ensure compliance.

Catholic Charities Indianapolis policies and procedures are in place. The Policy and Procedure Manual covers the following topics: administration/governance, human resources, quality improvement, financial management, ethical, risk prevention, service environment, client rights, training/supervision, and behavior support and management. Policies are reviewed every three years. They are shared at program director meetings throughout the year and are easily accessible through the CCI intranet. New policies are developed in response to regulatory and community need changes. Program directors are responsible for implementation within their programs.

The Archdiocese of Indianapolis Office of Management Services manages capital assets including the facilities, equipment and supplies for RSVP.

The Archdiocese of Indianapolis accounting department provides accounting services for Catholic Charities Indianapolis programs, including RSVP, and has managed Corporation for National and Community Service and other federal grants for more than 30 years. Proper internal controls are in place to handle all accounting functions including grant management. An independent accounting firm performs annual financial audits including the A-133; the audits consistently lack material weaknesses. Other federal grants managed by the Archdiocese of Indianapolis accounting department include the US Department of Housing and Urban Development, US Department of Health and Human Services, US Department of Agriculture, Office of Refugee Resettlement, US Department of

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Veteran Affairs, and the US Department of Transportation, and the Department of State.

Other

not applicable

PNS Amendment (if applicable)

not applicable