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Executive Summary

Conforming to the Funding Opportunity titled: 2015 RSVP Competition in the NOFO announced in August, 2014 by the Corporation for National and Community Service and in direct response to Grant Opportunity Number: RI -2, with start date of: April 1st, 2015, the Cranston Department of Senior Services (a department of the City of Cranston) presents this proposal, which concentrates on the CNCS Primary Focus Area of "Healthy Futures." A minimum of 220 RSVP volunteers will be recruited to actively serve in the City of Cranston in the State of Rhode Island. The Cranston Department of Senior Services is a Department of the City of Cranston, which runs its day-to-day operations independently from City Hall.

The Cranston Department of Senior Services is a community based resource and human services agency with a mission to provide seniors and older adults with disabilities with a quality of life that enables them to live independently and remain in the community; thus avoiding premature long term care while also providing economic benefits to the participants, families, and local municipalities. The Department is comprised of six divisions: Adult Day Services (for cognitively impaired and frail), Nutrition (congregate meal site, classes), Programs (health, education, social, recreational), RSVP (Retired Senior Volunteer Program), Social Services (case management), and Transvan (transportation system for seniors and disabled adults). The department is housed in the Cranston Senior Enrichment Center.

The funding from the Corporation will help the Cranston Department of Senior Services support an estimated 220 unduplicated RSVP volunteers throughout the full three year cycle. Less than 30% or 66 unduplicated RSVP volunteers will serve in "Community Priorities" as defined by the Corporation. 70% or 154 unduplicated RSVP volunteers will directly serve older adults, adults with disabilities, frail seniors and veterans with the primary focus being Healthy Futures "Aging in Place". RSVP volunteers will provide education, support, referral, and companionship in groups and in one-on-one settings. Volunteers will assist in Adult Day Services providing companionship and support. Volunteers will provide educational presentations and workshops on healthy living, scams and frauds, improving environment quality at housing for the elderly and disabled, senior clubs, veterans organizations and local faith-based groups. The efforts of trained and qualified RSVP Volunteers will help seniors who are being served to remain in the community enjoying improved quality of life, as defined by the Corporation in the NOFO. The CNCS federal investment of \$50,945.00 will be supplemented by \$62,791.00 by the City of Cranston.

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Strengthening Communities

In alignment with the CNCS Strategic Plan, this proposal will use RSVP volunteers to educate and outreach to a minimum of 250 qualified participants over a three year cycle. The anticipated outcome is to have a minimum of 125 qualified participants report having increased health awareness, self-awareness, social ties and support and companionship due to the efforts of RSVP volunteers.

The City of Cranston is the third largest city in the state of Rhode Island with a population of 80,403, covering 28 square miles. Cranston is located south of the capital city -- Providence, Rhode Island. It is a suburban city with 16 villages (neighborhoods) comprised of a variety of ethnically diverse neighborhoods, industrial and commercial parks, and rural western Cranston. The City of Cranston embraces diversity, be it in the economic, age, ethnic and racial, physical or any other category.

According to the latest Census data (2010 US Census), the city is evenly split between men and women with a population of 39,351 males and 41,052 females. For the most part, Cranston is predominantly a white city with a total population of 68,057 white residents. The three largest minority groups are Hispanics (of any race), population of 8,508; Asians, population of 3,117; African-Americans, population of 2,873.

Based on the 2010 US Census, the median income for a household in the city is \$58,877, and the median income for a family is \$72,120. The per capita income for the city is \$27,653. Seventy-eight percent of the households receive earnings and 19 percent receive retirement income other than Social Security. Thirty-one percent of the households receive Social Security. The average income from Social Security is \$14,582. These income sources are not mutually exclusive; that is, some households receive income from more than one source. Twenty eight percent of the city's population is 55 years of age or older with 15% being 65 years of age or older. It is estimated that in Rhode Island by 2020 81% of the older population will be 75 and older. The fastest growing population segment is 85 years of age and older.

The needs of the elderly in our community are varied and cover the complete spectrum of health, social, physical, emotional, economic, and educational needs. Because our older population is growing significantly, it is impossible to assess and address their needs without additional assistance. Cranston RSVP Primary Focus Area of Healthy Futures will significantly assist in meeting those

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needs. The primary goal and benefit of the Focus Area would be to provide a quality of life that allows older adults and adults with disabilities to remain in the community by securing and maintaining independence and dignity. The programs would empower participants to become actively involved in improving their overall health as well as their overall physical, psychological, and social well-being. The programs focus on healthy older adults, adults with disabilities, the ill and frail, their families, the low income, the moderate income, the minorities, and the veterans. The program also targets potentially negative behavior and lifestyle issues before they become significant illnesses or issues.

In order to ensure local input into program design and evaluation to address the needs of the community, RSVP looks to its sixteen member Advisory Council-- which is a strong supporter of the RSVP program both financially and programmatically. All Council members are volunteers in some capacity above and beyond their commitment to the Council. Over 50% of the Council members are retired professionals and/or business people. The RSVP Director meets with the Council monthly and seeks its input and feedback regarding outreach strategies, partnerships, program development and general guidance. In addition, the Council assigns sub-committees to assist with various projects such as the annual Volunteer Fair, Appreciation Luncheon, Fall Festival and review of by-laws; as well as emergency preparedness trainings, and other such programs.

In an effort to help seniors in the City of Cranston to remain in their own homes longer, Cranston RSVP will adhere to the following plan that enables seniors to enjoy a high quality of life for as long as possible through home and community-based services. These services will provide support for families and caregivers, and will include health, financial, and safety education.

Our execution strategies include housing services (providing safety education and awareness and how to prevent scams); and companionship through our Adult Day Services. In addition, social integration and health promotion will be addressed through group activities by Cranston RSVP Health Promoters, who will hold trainings at the 12 senior housing facilities, senior clubs, veterans' organizations and faith-based groups in the City of Cranston. These programs follow evidence based approaches. The outcomes will be measured by showing a defined number of older adults that were helped in keeping their independence, allowing them to age-in-place.

Cranston RSVP will reach our goal of 250 participants within the four focused programs: Health

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Promotion, Financial Scams & Frauds Prevention, Green Seniors and Safety, and Adult Day Services Assistance. These four programs make up the overall Healthy Futures RSVP Program and Focus Area.

In the article titled "Senior Socialization Leads to Better Quality of Life" by Chase Patton the importance of social support is addressed: "Lack of social support is related to negative impacts on health and well-being, especially for older adults. Having a variety of positive social supports can contribute to psychological and physical wellness of elderly individuals. Support from others can be important in reducing stress, increasing physical health and defeating psychological problems such as depression and anxiety." This is where community-based services and programs become extremely important, as they are the most accessible. Not only can they provide positive social support that help address loneliness and isolation, but through quality activities they can promote positive self-awareness and self-esteem.

As stated in the article referenced above "Activities found in Senior Centers and Adult Day Care Centers are beneficial to a person's quality of life and overall satisfaction. With a higher self-awareness and quality of life an individual can reduce the risks of mental and physical health problems as they age."

70% of Cranston RSVP volunteers (or 154 total) will be engaged in outcomes-based programs in the Healthy Futures: Aging in Place and Access to Care Focus Areas and the remaining 30% (or 66) RSVP volunteers will be engaged in programs that address other Community Priorities. Cranston RSVP will deliver four service activities which will yield national service measures. The four service activities/programs are: Health Promotion, Financial Scams & Frauds Prevention, Green Seniors and Safety, and Adult Day Services Assistance.

Health Promotion

"Prevention & Wellness"

Community Need

The following facts are provided by the State of Rhode Island Department of Health "The Burden of

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Injury in R.I.: A State Profile" and in their "Falls Prevention: Information for Older Adults:"

- * Unintentional falls are the second leading cause of injury-related death in Rhode Island.
- * Roughly 66% of all accidental deaths among individuals over the age of 65 are due to fall injury.
- * Roughly 25% of older adults who sustain a fall-related injury will not survive. Of the survivors, another 24% will die within the 12 months following their fall.
- * Falls account for 26% of injury-related emergency department visit and 43% of injury related hospital discharges.
- * Falls are the leading cause of injury hospitalization in Rhode Island, and most fall-related hospitalizations in Rhode Island occur among people aged 65 and over.

Since 15% of Cranston residents are 65 years of age or older, it is imperative that this serious health issue be addressed effectively. Injuries from falls are a preventable community health concern. Education with evidence-based prevention programs is the KEY. The Cranston RSVP will offer "A Matter of Balance: Managing Concerns About Falls" a program designed to reduce the fear and occurrence of falls and increase activity levels among older adults. This nationally recognized program was developed at Boston University. A certified master trainer will be responsible for teaching the Master of Balance curriculum to the RSVP volunteers and provide them with guidance and support.

Service Activities

RSVP Health Volunteer Promoters will conduct "A Matter of Balance: Managing Concerns about Falls" program at senior housing facilities, senior clubs, veterans' organizations and faith-based groups in Cranston. The program consists of eight 2 1/2 hour sessions for groups up to 10 to 12 participants. The goal is to reduce the fear and occurrence of falls and to increase the activity levels of the participants.

Anticipated Inputs

60 trained senior volunteers will conduct classes utilizing a variety of activities (group discussions, problem solving Technics, skill building and exercise training) to address physical, social, and cognitive factors affecting the fear of falling and to learn fall prevention strategies.

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Trained senior volunteers in groups of at least two will prepare and present the program three times per month during the three year cycle.

Anticipated Outcomes

Participants will view falls and fear of falling as controllable, which involves changing behavior with a focus on building self-efficacy, setting realistic goals for increasing activity, changing their environment to reduce risk factors, and promoting exercise to increase strength and balance.

In order to measure outcomes, standardized surveys at the beginning and at the end of the program are administered, along with a final evaluation of the program. All pertinent information will be gathered by the master trainer. An anticipated minimum of 50% of participants will be more comfortable talking about the fear of falling; a minimum of 50% will feel more comfortable increasing activity; a minimum of 50% will continue to exercise; a minimum of 50% will recommend the program to others. It is anticipated that 90 seniors per year during the three year cycle will benefit from this falls prevention program.

Financial Scams and Fraud Prevention

Community Need

According to the National Council on Aging (NCOA) "Financial scams targeting seniors have become so prevalent they're now considered "the crime of the 21st century." One of the main reasons seniors are being targeted is because seniors are thought to have a significant amount of money sitting in their accounts.

Older adults are less likely to report a fraud because they don't know who to report it to, are too ashamed of having been scammed, or don't know they have been scammed. Elderly victims may not report crimes, for example, because they're concerned that relatives may think they no longer have the mental capacity to take care of their own financial affairs.

NCOA data shows that individuals aged 60 + represent 20% of the U.S. population and that

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percentage will increase rapidly for the next few decades. Individuals aged 85+ are the fastest-growing population group--and they're also at the highest risk of abuse. Thus, the continued need to educate the senior population on avoiding scams.

Service Activities

46 trained volunteers over a three year cycle will provide an overview of popular scams targeting seniors and tips for avoiding them. One hour seminars (45 minutes presentation, 15 minute Q & A) will be presented to seniors at the Cranston Senior Enrichment Center, at senior housing facilities, senior clubs, veterans' organizations and faith-based groups. A total of 12 presentations will be provided per year during this three year period.

Volunteers will receive training using the step-by-step instruction guide entitled "Steps to Avoiding Scams" developed in partnership with the National Council on Aging, Bank of America and the Women's Institute for a Secure Retirement. The program includes curricula guides for each participant. The trained volunteers will prepare and present the program to a total of 180 seniors per year during the three year period.

Anticipated Outcomes

A minimum of 12 workshops will be presented per year during the three year period with approximately 10 to 15 seniors participating in each workshop.

Seniors attending presentations will be better educated on the topic of scams and will be provided with the tools to limit the potential of becoming a victim of future scams that target senior populations. As a result of the outreach, at least 50% of the 180 participants will express having increased understanding of scams and fraud. At the beginning of these presentations a ten question survey will be completed by participants. At the end, an evaluation of the program will be completed in order to determine the success of the program. The measured success outcome is that a minimum of 50% of the participants will understand better the nature of scams, the various types of scams and will feel more comfortable reporting them. The program will educate between 50 to 60 seniors per year during this three year period.

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Green Seniors and Safety

Community Need

Environmental responsibility or stewardship can significantly help to protect human health and the environment in our community. It is necessary for all of society to actively take responsibility to improve environment quality and to achieve sustainable outcomes. According to the Rhode Island Department of Environment Management (RIDEM) it takes time to cultivate a recycling culture. RIDEM studies show that the amount of domestic waste disposed per person per day has decreased over the past five years since the national efforts on waste minimization and recycling education programs were introduced.

A major benefit of teaching seniors to recycle is that the issues of clutter, hoarding, and home safety are also addressed. What is clutter? -- are they creating happy memories or household hazards? Is it clutter or is it hoarding? Although volunteers will be educating participants on recycling and decluttering, they will also provide beneficial resource and referral information on hoarding and home safety.

Clutter creates fall hazards, one of the most common injuries seen in emergency rooms nationwide. According to the United States Department of Housing and Urban Development "Home accidents kill one person every 16 minutes and injure one person every 4 seconds in the US."

In the event that a senior is suspected of hoarding a Social Services staff member will refer that person to the appropriate provider.

Service Activities

33 trained volunteers will provide recycling/household hazardous waste, decluttering tips, hoarding, and safety education at the Cranston Senior Enrichment Center and at the Cranston senior housing facilities, senior clubs, veterans' organizations and faith-based groups during the three years of the grant cycle.

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Anticipated Input

RSVP will partner with Waste Management (thinkgreenfromhome.com), RRIE (Recycling for Rhode Island Education) and the Rhode Island Resource Recovery Corporation in order to have volunteers trained to educate the older adult in the community. Volunteers will also meet with the Department of Senior Services' Social Services staff to better understand home safety issues involved with clutter and hoarding. The Social Services division will be responsible for provide referral and resource materials.

Anticipated Outcomes

A minimum of twelve presentations will be held during the first year of the grant with approximately 10 to 15 seniors attending each presentation. Seniors will learn the value of recycling, how and what to recycle and how to reuse materials that would normally be thrown away. In addition, participants will learn the differences between chaos clutter and hoarding as well as, household hazards.

A minimum of 50% of the participants in the program will have the basic knowledge to better manage their recycling or start a culture of recycling and a better understanding of the hazards of clutter while maintaining a safe environment. The program will provide education to a minimum of 50 to 60 people each year during the three year cycle.

Adult Day Services Assistance

In a 2010 Census Bureau Brief, the following data was reported: approximately 1.3 million people 65 years of age and over were in skilled-nursing facilities. This represents 3.1 percent of the total US population in that age group. In addition, the Census Bureau noted that the City of Cranston is one of the cities with a higher percentage of senior citizens in the State of Rhode Island. Twenty eight percent (28%) of its population being over 55 years of age. This data also indicated that a significant percentage of the senior population in Cranston depends on others for assistance for daily living activities, medication monitoring, socialization, companionship and supervision. This group is more likely to be admitted to long term care facilities.

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In an effort to provide support to this vulnerable population and assist those who desire to remain at home with their caregivers, Cranston RSVP will recruit volunteers to serve at Cranston Adult Day Services. Volunteers will support daily activities and enhance the quality of life for those seniors who participate in the program.

Service Activities

Between 12 and 15 volunteers in the Adult Day Service Program will assist staff in: setting up and clearing meals; conducting activity groups such as cooking, horticulture, art therapy, and exercise; and provide much needed companionship, and support for participants of Adult Day Services.

Anticipated Input

Volunteers will assist the Adult Day Service staff with group activities such as memory enhancement, reminiscing, painting and other therapy groups. Volunteers will provide additional "eyes and ears" for the professional staff. Participants will receive both group and one-on-one attention from RSVP volunteers. Volunteers will provide support for 50 to 60 participants per year. The project will help assist the most vulnerable seniors by helping them to remain active in the community as long as possible and delay or prevent placement in a long-term care facility. This program also provides much needed respite for family caregivers, allowing them to continue employment or enjoy time for much needed rest. Day Services decreases social isolation of frail persons which decreases or prevents depression by minimizing loss of positive interpersonal interaction. Day Service is cost effective to the community when the older frail residents are able to remain in the community instead of placement in a long term facility.

Anticipated Outcomes

It is anticipated that during the next three years, Adult Day Service RSVP volunteers will assist the professional staff in providing a creative, secure and supervised program to prevent Cranston's most vulnerable older residents in placement in long term care facilities. The goal of this endeavor is to support the statewide initiative to promote seniors aging in place and access to care. Statistics will be

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maintained on participants exiting the program and noting the reasons for the termination.

Cranston RSVP programs will utilize attendance logs, pre-tests, post-tests and surveys to ensure National Performance Measure outcomes/outputs are adhered to. Our data tools will include questions that will help us identify and clarify current older veterans' issues. When necessary, participants in any of the programs provided by Cranston RSVP will be referred to the Social Services Division of the Cranston Department of Senior Services for follow up.

The remaining 30% of RSVP (66) volunteers will be working in volunteer programs such as Emergency Response and Nutrition Meal Service. These programs will address the Corporation's focus area of "Community Priorities".

Community Priorities

Cranston RSVP Programs will be utilizing attendance logs, pre-tests and post-tests and surveys to ensure National Performance Measure outcomes/outputs are adhered to. Our data tools will include questions that will help identify the issues and needs of older adults, adults with disabilities, veterans, and minorities. When necessary, participants in any of the activities/programs provided by Cranston RSVP will be referred to the Social Services Division of the Cranston Department of Senior Services for follow-up.

The remaining 30% of RSVP (66) volunteers will be utilized in volunteer programs such as Tax Assistance, Emergency Response and Nutrition (serving meals to seniors). These programs will address the Corporations focus area of "Community Priorities".

Recruitment and Development

Volunteers will be recruited and trained to serve in the Primary Focus Area of Healthy Futures/Aging in Place and Access to Care, with a smaller segment of volunteers dedicated to other "Community Priorities". Service Activities or Programs in which RSVP volunteers will serve are: Health Promotion, Financial Scam & Fraud Prevention, Green Seniors & Safety, and Adult Day Services Assistance.

The recruitment strategy will have several elements. Cranston RSVP has established a strong partnership with the renowned recruiting volunteer website volunteermatch.org. One of the

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advantages of being able to post volunteer opportunities on the volunteermatch.org site is the ability to recruit a diverse demographic population and the potential ease volunteers have when searching for volunteer opportunities in their area or city.

Available volunteer positions are also advertised in the Cranston Department of Senior Services' bi-monthly newsletter, which has a readership of over 3000; in the local weekly Cranston Herald newspaper; on the Cox Community Bulletin Board. In addition, volunteer positions are advertised in "flyer form" and the flyers are disseminated in the community at local libraries and during outreach presentations by staff of the Social Service Division and Programs Division.

Cranston RSVP makes every effort to recruit diverse populations to serve as volunteers. Many of the volunteer opportunities are also advertised in other languages, such as Spanish. Furthermore, the RSVP Director and other key staff at the Cranston Department of Senior Services are minorities and speak other languages. According to the 2010 US Census, the City of Cranston has a total population of 80,403. The three largest minority groups are Hispanics (of any race), Asians, and African Americans. Cranston RSVP is reflective of the population it serves, being composed of mostly white volunteers. Cranston RSVP will actively recruit RSVP volunteers from minority groups through Hispanic, Asian, and African American organizations and clubs; and tap the military veterans' community by reaching out to veterans groups such as Veterans of Foreign Wars, Rhode Island National Guard, and the Veterans Hospital. Currently RSVP has enrolled senior volunteers that are visually impaired or have mobility issues, yet are able to excel in volunteer stations within the Nutrition Division and the Shelter Management Program. RSVP will continue to recruit disabled elders through the Department's Social Services Division, senior housing resident coordinators/case managers, and social service agencies within the city.

Training volunteers is of paramount importance. Volunteers will receive specialized training in each of the community activities and programs for which they are being recruited to serve. For example, in our Health Promotion Program, volunteers will be trained by a certified master trainer of "A Matter of Balance: Managing Concerns About Falls Prevention Volunteer Lay Leader Model" adapted by permission of Boston University. In Adult Day Services volunteers will be oriented through professional staff training. In the area of other "Community Priorities," RSVP volunteers will be trained by the Cranston Fire Department on how to manage shelters as part of the EMA Community

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Emergency Response Team (CERT); and by the Cranston Department of Senior Services' Executive Chef to assist in the kitchen, snack bar, and dining room.

Volunteers in all our RSVP programs are not considered "numbers" or "units of service" but rather are an integral part of our operation. Cranston RSVP recognizes volunteers in many ways by providing technical support, trainings, and evaluations, but also by celebrating their contributions. Throughout the year at the end of a service term volunteers receive recognition through special events. However, once per year the Department of Cranston Senior Services celebrates volunteer efforts via a Gala Volunteer Appreciation Luncheon with entertainment where all volunteers are recognized. Volunteers are also surveyed annually for their feedback and suggestions regarding their placements --a tool that has bolstered our success in retaining our volunteers.

Program Management

Cranston RSVP enjoys a clear competitive advantage within the City of Cranston in delivering services and programs to seniors and the disabled. In an effort to be able to control, design, monitor, deliver, execute, generate solid data, and ensure compliance with Corporation program regulations, the Department will convene the four service activity stations that make up the Primary Focus Area of Healthy Futures: Aging in Place and Access to Care. As already stated, the four service activities are: Health Promotion, Financial Scams & Frauds Prevention, Green Seniors & Safety and Adult Day Services Assistance.

Our programs are based on community needs identified by the Corporation, Rhode Island Division of Elderly Affairs, the City of Cranston and the Cranston Department of Senior Services. Cranston RSVP's service activities are based on long standing local and national evidence based models.

All RSVP volunteers will be trained in a positive environment where they will be encouraged to share their experiences, abilities, and skills. Cranston RSVP will include in all volunteer trainings an explanation of prohibited activities (such as lobbying).

As the largest senior center in the State of Rhode Island, the Cranston Department of Senior Services has a clear competitive advantage in the city to run and manage senior volunteers.

The Department has been able to create and cultivate long-lasting partnerships and linkages among the public and private sectors, including municipal departments (Police and Fire Departments,

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Economic Development, Parks and Recreation, Tax Collections, Emergency Management), numerous agencies, organizations, educational institutions, hospitals, and businesses. Some of these include: Rhode Island State Departments (Health, Human Services, Elderly Affairs, Labor and Training), CVS/Health, Comprehensive Community Action Program, Blackstone Health, Tri-Town, VNA Care New England, Arthritis Foundation, Housing Authorities etc. These relationships allow the Department to provide a wider range of programs and services to our participants.

One of the most vibrant divisions at the Cranston Senior Enrichment Center, besides Nutrition and RSVP, is the Social Services Division. The Social Services Division has made inroads with the 12 senior housing facilities in the City of Cranston. Social Services uses performance measures to keep track of their clients and has built a stellar reputation within the senior community. Cranston RSVP will accompany the Social Services Division during their outreach sessions to introduce the Primary Focus Area of Healthy Futures - Aging in Place and Access to Care. The four main service activities, as previously stated, are: Health Promotion, Financial Scams & Frauds Prevention, Green Seniors & Safety, and Adult Day Services Assistance.

Cranston RSVP Advisory Board is comprised of 16 members with varied professional experiences that include military service, pioneers in the medical field, tech and printing industries, among others.

Memorandums of Understanding will be utilized when establishing new partnerships with potential new stations. All RSVP volunteers go through an extensive one hour interview, are asked to complete the RSVP Enrollment Form and are required to sign a "Volunteer Commitment Letter/Contract of Voluntary Service" to ensure eligibility and accountability.

Annually, Cranston RSVP assesses the entire program by sending a mailed survey to all volunteers. In addition, the Department monitors volunteers individually and when change is needed, reassigns volunteers or modifies their assignment, or if necessary, will terminate the volunteer's assignment based on interviews with station managers and the RSVP staff.

The Cranston RSVP program utilizes attendance logs, pre-test, post-tests and surveys to ensure National Performance outcomes/outputs are adhered to. Data tools include questions that help identify issues and needs of the older adults, adults with disabilities, (veterans and minorities).

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The Cranston Department of Senior Services as a city department has strict financial and resource management controls in place. The Executive Director is appointed by the Mayor and must follow all the ordinances and executive orders issued by the Mayor. We have a full time bookkeeper who works very closely with the city's controller and purchasing agent. All of our departmental budgets are reviewed by the Executive Director, Division Heads, Mayor's Office, and the City Council. All financial information and budgets are posted on the City of Cranston's website for public review. General accepted accounting procedures are followed by every city department including the Cranston Department of Senior Services.

Regarding financial policies and operations, the Department conforms to the City of Cranston's legal and administrative policies. All budgetary accounting and financial reporting conform to "The Governmental Accounting Standards."

Organizational Capability

The Cranston Department of Senior Services practices sound and responsible fiscal planning and management, financial record keeping, and reporting. According to the City Charter Section 3.21, financial audit of the city records is done annually and filed with the City Clerk within 180 days after the close of the year. Monies collected daily are sent to the city's Finance Department at the end of each day. Regular monthly fiscal reports with income and expenses and cumulative budget are prepared and sent to the Finance Department.

RSVP has been a pillar program of the Cranston Department of Senior Services since its incorporation more than 27 years ago. As stated before, the Department has a total of six service divisions in addition to administration. The Department has many years of experience successfully managing and executing grant funds.

Building on the experience and the education/training of staff, senior input through advisory community groups, and senior focus groups Cranston RSVP has been able to design volunteer opportunities that satisfy the needs of the City of Cranston and its surrounding communities. Among key staff positions responsible for the management and execution of Cranston RSVP are the Department of Senior Services' Executive Director, RSVP Director, Bookkeeper, and Senior Assistant Clerk.

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Susan Stenhouse, Executive Director of the Cranston Department of Senior Services, graduated from St. Catherine University with a Bachelor of Arts in Public Relations in Business and has since served in numerous management capacities in both the public and private sectors. Ms. Stenhouse has accumulated numerous Awards of Distinction throughout her career including the John H. Chafee Memorial Award for Visionary Leadership -- Promoting the Needs of Families in RI ; and the University of Rhode Island's 2013 Rhody Role Model Award. Her public service involvement includes 7 years as Councilwoman in the City of Warwick, RI and 8 years as the Director of Community Relations and Emergency Preparedness for Governor Carcieri. As the recently appointed Executive Director of the Cranston Department of Senior Services, Ms. Stenhouse brings an array of professional know-how to this important post. She is a seasoned communications professional with extensive experience in collaborations development, media relations, special event management, marketing, public policy development, advocacy campaign development, grant writing, national security initiatives and fundraising. Ms. Stenhouse is ultimately responsible for programs and services provided by the Cranston Department of Senior Services.

David A. Quiroa, RSVP Director, holds two Associate Degrees in Business one in Administration and one in Liberal Arts. Mr. Quiroa has over 20 years of Human Resources and Program Management experience mainly in the hospitality and nonprofit sectors. Other skills include computer, internet, web based solutions, interpreting (English/Spanish), translating (English/Spanish), critical thinking, and public relations. Mr. Quiroa will oversee and coordinate programs; recruit, train and recognize volunteers; gather pertinent data and information for compilation/research and report necessary information as required.

Mary Cronan, Bookkeeper, holds an Associate Degree in Computerized Accounting and has more than 20 years of accounting experience. Mrs. Cronan assists the Executive Director and the RSVP Director with the development and auditing of the RSVP budget. Ms. Cronan will maintain financial records, gather and report pertinent financial information.

Lorraine Massiello, Senior Assistant Clerk has extensive experience with customer service as well as excellent office and organizational skills. Ms. Massiello will maintain volunteer records including attendance and hours and assist with volunteer training and recognition.

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The City of Cranston supports the above mentioned staff positions through the annual budget. The City of Cranston, Department of Senior Services, submits an annual budget that must be approved by the current administration and the City Council. The fiscal year runs from July 1st to June 31st. The Center is audited on an annual basis.

The Department has successfully managed Federal and State grants within its six divisions. The RSVP Division has used impact-based programming through its existence. Among some of the RSVP service categories that use impact-based programming are: Nutrition, Adult Day Services and Shelter Management. Cranston RSVP has developed its own data measurement instruments to determine actual outputs and outcomes.

Being part of a municipality, Cranston RSVP is very well positioned to access each division within the Department of Senior Services, as well as City Departments, such as, Fire and Police, Parks and Recreation, and Economic Development.

One of the most important tangible assets the Cranston Department of Senior Services has is its fully furnished and equipped 30,000 square feet building, which is a "One-Stop" senior services agency housing its six Divisions. As one of the largest Senior Centers in Rhode Island, the Cranston Senior Enrichment Center also enjoys the collective know-how of more than 12 professional staff with skills sets covering social services, nutrition, transportation, nursing, pharmacy and programming. The Center is regulated by state laws, municipal ordinances, and personnel procedures enforced by City Hall. The 16 member Center Advisory Board assists the RSVP Office in two major areas: Programming support and fundraising.

Other

N/A

PNS Amendment (if applicable)

N/A