

Narratives

Executive Summary

Jewish Family and Vocational Service of Middlesex County (JFVS) has a 35 year history of service to the community; services and volunteer opportunities are open to all community residents regardless of religious affiliation. In 2013, JFVS touched the lives of over 25,000 individuals in Middlesex County and beyond. JFVS proposes to assume responsibility for volunteer opportunities in Middlesex County as a part of the national RSVP network. Titled RSVP Middlesex, the primary focus area will be Healthy Futures to address access to care, aging in place, and obesity and food through home-delivered meals, socialization programs, and health insurance education. The second focus will be Economic Opportunity to address employment of economically disadvantaged individuals through job search activities, resume writing, and computer training. JFVS will sponsor RSVP Middlesex which will engage current JFVS programs, volunteers, and partners, as well as new service providers, especially those involving diverse populations and volunteers, to address these two focus areas. An estimated 248 RSVP volunteers will provide services.

Because of its long history of volunteer services, JFVS offers a strong infrastructure to initiate and support this project including a RSVP Project Director; ongoing volunteer activities; volunteer recruitment/application process; communication tools utilizing social media; and volunteer orientation, training, and supervision. JFVS has a significant history in the development, service delivery, and management of major public grants which makes JFVS ideally suited to enhance RSVP activities in Middlesex County. JFVS is requesting \$54,451 for the first grant year to be matched by a \$16,445 agency contribution.

Strengthening Communities

The primary focus area for RSVP Middlesex is Healthy Futures to address access to care, aging in place, and obesity and food. RSVP Middlesex will engage current JFVS programs utilizing volunteers and other community providers to develop a network of volunteer opportunities in Middlesex County for volunteers ages 55+ that address this focus area. Healthy Futures service recipients will be senior adults at various ages and functioning across the senior adult spectrum.

The second focus for RSVP Middlesex is Economic Opportunity to address employment of economically disadvantaged individuals. Similar to Health Futures, RSVP Middlesex will engage current JFVS programs utilizing volunteers and other community providers to develop a network of volunteer opportunities in Middlesex County for volunteers ages 55+ to forward the employment of economically disadvantaged individuals.

Narratives

With the continued economic problems in New Jersey, there have been fewer state, county, and municipal funds available to meet community needs. Similarly, there has been less grant dollars made available to non-profit organizations to meet these needs. JFVS, like other non-profit organizations, relies heavily on volunteers to bring their skills, expertise, and interests to the community to better serve the community.

Community Description and Needs: Middlesex County is the most diverse county in New Jersey. There are urban and suburban communities; there are poverty pockets and areas of wealth; there are growing ethnic communities including Hispanic/Latino, Indian, Asian, and African-Americans. Newcomers to the United States often deal with language barriers; many do not often interact with the general community, are unaware of available resources, and have many unmet needs. Based on 2013 US Census statistics, Middlesex County has a population of 828,919; 9.3% of the state's population including senior adult retirement communities in Monroe Township home to 19,000 senior adults. The median household income in Middlesex County is \$79,442; the median income for the state is \$71,637; 22% of families earn below \$50,000. 22.2% of the population is under 18 and 13.2% (109,417) is 65 or older. The foreign-born population is 30.3% compared to 20.8% for the state. 41.2% of the population speaks a language other than English at home; the state's average is 20.8%. The breakdown of the primary racial and ethnic groups is Asian-23.5%, Black-11%, Hispanic/Latino-19.5%, and White-46.4%. The averages for the State of New Jersey are Asian-9.2%, Black-14.7%, Hispanic/Latino-18.9%, and White-57.6%. 8% of Middlesex County residents live below the federal poverty level compared to 9.9% statewide.

Middlesex County began as a farming community; a few central city locations developed. In the past 50 years, farmland was sold and sprawling suburbia followed. The suburban expansion led to new roads but the development of public transportation options was limited; most individuals rely on private cars to carry out their daily activities. As individuals age and begin to curtail and eventually stop driving, limited transportation options are a challenge to aging in place and in accessing care. How do I get to the supermarket to purchase food? How do I get to the doctor? How do I get to the senior center to see my friends? These are questions that are asked everyday by Middlesex County senior adults; there are no easy answers and many individuals and families need others to assist them to resolve these issues.

The goal of Healthy Futures is to allow senior adults to maintain independent living for as long as possible. Recent research has focused on the role of socialization and its contribution to healthy aging and independence; senior adults with strong social networks have better health, higher quality of life,

Narratives

and live longer than those with little social support. Glass and Berkman's 2003 study supports the concept that strong social support limits cognitive decline; the 2011 Harvard School of Public Health study determined that an active social environment delays memory loss. This active social life provides a sense of belonging, encourages the senior adult to stay relevant to their environment, adds contentment to their life, and prevents depression and suicide (Aging Suite, 2010.) Healthy Futures will focus on the home delivery of meals for senior adults and the provision of senior adult socialization activities. A positive outcome for an individual from these services will be secured upon receiving 20 home-delivered meals, attending 8 senior adult socialization group sessions, or participating in 6 friendly visits.

Additionally, access to care will be provided through the distribution of health insurance information. In today's complex world, individuals are often confused about health care regulations, health care insurance options, and the costs for insurance coverage. Specific information is critical to the individual's ability to make necessary decisions which fit their health care needs, their lifestyle, and their pocketbook. Health care information provides the foundation for good decision-making, serves to develop a library of information that can be used for future reference, and can lead to personal health care changes. Each individual, 100% of participants, who attends a health care education program has a positive outcome from their attendance and the information provided.

RSVP Middlesex will also focus on helping individuals become employed. New Jersey has been slow to recover from the recession placing many individuals and families into the economically disadvantaged group. In June 2014, New Jersey unemployment rate was 6.6% compared to 6.1% nationwide. Many individuals need assistance to do a job search, write a resume, learn how to use social media, and present themselves to employers in a competitive hiring environment. Public Private Ventures best practice literature shows that these employment activities improve employability and job retention; these and other services are provided by volunteers.

JFVS Volunteer Services Infrastructure Leads to National Performance Measures: JFVS has a long history in the use of volunteers to support community activities and JFVS programs. These volunteer activities have laid the groundwork for JFVS to assume the leadership role for RSVP programming in Middlesex County. The agency has an infrastructure to support volunteer programs that will be used as the foundation from which to build RSVP Middlesex. Current building blocks of this foundation include: Volunteer Coordinator, volunteers, collaboration between Volunteer Coordinator and Program Coordinators, volunteer recruitment activities, agency communication tools including social media, volunteer application process including references and background checks, volunteer

Narratives

orientation, volunteer training and supervision, current JFVS volunteer activities, JFVS newsletters, volunteer advisory councils, existing community relationships and partnerships, Memorandums of Understanding, community outreach events, annual volunteer recognition event, computer databases, and Professional Services Committee of the Board of Trustees. JFVS will strengthen the Middlesex County community by developing RSVP Middlesex volunteer stations, identifying and directing volunteers to appropriate volunteer stations, monitoring volunteer activities, and collecting data on volunteer activities. The goals are to develop volunteer stations that offer challenging volunteer opportunities in organizations serving diverse populations and to recruit individuals from diverse populations to become RSVP volunteers.

JFVS will develop Memorandums of Understanding with each of the volunteer stations; the following JFVS programs will become RSVP volunteer stations: Senior Medicare Patrol of New Jersey, Senior Options, Immigration Services, Career Center, and Food Pantry.

Senior Medicare Patrol of New Jersey: In 1995, the US Administration on Aging became a partner in a government-led program to fight fraud, waste, and abuse in the Medicare and Medicaid programs through the implementation of Operation Restore Trust (ORT). ORT's purpose was to coordinate and target federal, state, local, and private resources on those areas most plagued by abuse. The partnership includes US Department of Health and Human Services, Centers for Medicare and Medicaid Services, Office of the US Inspector General, and US Administration on Aging. The program is called Senior Medicare Patrol (SMP); each state and the District of Columbia have one SMP; JFVS holds the federal contract for the SMP of New Jersey and is considered a national leader in the SMP network. New Jersey has a very active and involved SMP which offers challenging volunteer opportunities. Staffed by 43 active volunteers including a volunteer Complex Issues Coordinator, SMP of NJ volunteers have the following functions: prevent, detect, and report healthcare fraud; present health insurance information at community events; counsel beneficiaries about Medicare issues including Medicare Summary Notices, pharmaceutical plans, durable medical equipment, and the process to lodge a complaint with Medicare regarding errors on health care bills and deceptive health care practices (illegal marketing, providing inappropriate or unnecessary services, and charging for services that were not provided); and reporting fraud, waste, and abuse to the appropriate agency (Centers for Medicare and Medicaid Services and their anti-fraud contractors, Office of the US Inspector General, New Jersey State Attorney General, local law enforcement, State Health Insurance Assistance Programs-SHIP, New Jersey Department of Banking and Insurance, and other organizations that are qualified to intervene.) In 2013, 15,000 individuals were educated about

Narratives

Medicare fraud, abuse and waste. 43 SMP of NJ volunteers provided 773 hours in both community outreach events and one-on-one sessions; \$17,611 was recovered.

Volunteer recruitment and training for SMP of NJ is rigorous. Although SMP volunteers come from a variety of locations throughout the state, all volunteer training, including the interviewing of potential volunteers, takes place in the JFVS Milltown/Monroe Township offices. All volunteer data is recorded and maintained in Middlesex County through a national software program, Smart Facts. Access to Care: H2: 200 to whom information on health insurance, health care access, and health benefits programs are delivered. Service activities are developing materials and distributing information. Outcome: Not required by grant, but 100% of participants will benefit.

Senior Options offers a variety of services to address the needs of senior adults in Middlesex County. Service elements include Meals on Wheels and senior adult socialization programs. Meals on Wheels (MOW) is a well established program that helps senior adults and disabled individuals who are no longer able to shop and prepare food. Services are open to clients at every socio-economic level and religious denomination, with a priority given to clients with limited financial resources. MOW is the only meals on wheels program in Middlesex County that provides kosher food. Meals are provided by a kosher caterer who, in conjunction with a certified nutritionist, insures that meals meet the federal guidelines for senior adults. Depending upon need, one or two meals are delivered Monday through Friday; weekend meals are delivered on Friday. A team of dedicated volunteers meet at the caterer's restaurant or the JFVS Monroe Township office to sort the food by route. Annually, 100 volunteers participate in this program sorting and delivering meals and making personal contact daily with the senior adults. In 2013, 25,000 meals were provided to 175 program participants. The daily social contact between the senior adult and the MOW volunteer serves the dual functions of monitoring the senior adult's status while providing an opportunity to socialize. Volunteers report back to the Program Coordinator when a client appears to be declining in their mobility or speech, appears depressed, and/or other apparent changes are noted. JFVS staff follow-up as needed. The objective is to identify and address needs quickly so that the participant can remain independent at home in the community. For many program participants, this is their only social contact of the day; social contacts reduce feelings of isolation, depression, and anxiety while increasing the clients feeling of connectedness to the community. MOW meets the RSVP community impact strategies goals of fostering self-sufficiency, increasing the individual's ability to remain in their own home with the same or improved quality of life for as long as possible, and to care for senior adults and individuals with disabilities. This is a critical program for Middlesex County as one in every six residents is 60

Narratives

years old or older for a total of 70,000 senior adult households. MOW community-based partners includes local hospitals, health care offices of St. Peter's University Hospital located in the Monroe Township senior communities, physicians, senior centers, visiting nurse services, home care services, rehabilitation facilities, municipal/county offices on aging, and other home-delivered meal programs. Volunteers are the life-blood of MOW. Senior Options offers activity/socialization programs for active senior adults through frail senior adults. All service elements enhance the physical, cognitive and/or social well-being of adults age 60 and over. The foundation of the programs is the enjoyable, therapeutic, and social interaction that senior adults receive through their participation. Program objectives include: promote socialization for senior adults, create new and meaningful relationships, enhance community connectedness, support dignity and independence, and facilitate access to community services. Senior Options provides a wide range of activities including art, current events discussions, educational activities, exercise, games, guest entertainers, guest speakers, holiday celebrations, movies, music, singing, and much more. Service elements are Elderday, CAMEO Senior Nutrition, Senior Chai, Cafe Europa, and Friendly Visitors. Elderday, a social adult daycare program, offers five hours of structured programming three days per week in Highland Park for frail senior adults. CAMEO Senior Nutrition combines activities and lunch for cognitively intact senior adults; many are in their 80's and 90's. CAMEO operates three days per week in Highland Park and in Monroe Township. Senior Chai and Cafe Europa are group programs which offer recreation and socialization monthly. The functions of volunteers in these group service elements are to provide stimulating activities and entertainment, participate in discussions, serve as guest speakers, run a workshop, register participants, assist with meal preparation and serving, and interact with participants. Friendly Visitors offer one-on-one relationships to homebound senior adults. Volunteers come for a visit, play cards, take a walk, open mail, and help balance a checkbook. Volunteers participating in the senior adult activity/socialization programs are well-loved and respected. The senior adults consider them as friends and confidantes. They look forward to spending part of their day with the volunteers. In 2013, 450 senior adults participated in socialization programs. Aging in Place: H8: Number of homebound or older adults receiving services that allow them to live independently. Service activities are food delivery and companionship. Outcome H9: 150 homebound or older adults reported having increased social ties/perceived social supports.

Career Center is a comprehensive career center for the unemployed, underemployed, women in transition, career changers, individuals with disabilities, new Americans, and early retirees needing to enter or reenter the workforce. Career Center services include career evaluation and assessment,

Narratives

career and educational counseling, career planning, resume writing, job search assistance, interview preparation, computer training, life skills workshops, financial management, and job seekers support group. Of special note is the JFVS Women's Center; JFVS helps women in transition as a result of separation, divorce, death, or disability/military service of a spouse or long-term partner. The Women's Center is one of fifteen centers funded by the New Jersey Department of Children and Families; most women are economically disadvantaged. These free services help women gain personal and economic self-sufficiency. Volunteers have a critical role in the Career Center as they teach computer classes, provide individualized computer training, and teach life skills workshops. The volunteers support the staff by managing the Program Coordinator's calendar to ensure that each client receives individual quality time with the coordinator. Volunteers research a wide range of educational programs including dental hygienist, physician assistants, truck or school bus driver, phlebotomist, home health aide, and chef that are available for clients. JFVS computer classes offer high tech equipment mixed with a comfortable community environment. Classes include Word, Excel, PowerPoint, Outlook, and QuickBooks. Volunteers with technology backgrounds teach classes; provide one-on-one training/tutoring; and assist clients with faxing, email, letter writing, etc. All volunteers provide support and encouragement to clients. In 2013, 300 clients received career services. JFVS provides immigration and career services to refugees and asylees who have come to the United States legally from all over the world. Funding from the New Jersey Department of Human Services Division of Family Development allows JFVS to assist refugees/asylees to secure employment. Most recently, these immigrants come from Cuba, Egypt, and Columbia; some meet the LGBT category (lesbian, gay, bisexual, transgender). Volunteers assist in the job search, help complete on-line employment applications, and serve as interpreters. Employment O2 Outcome: Economically disadvantaged individual receive job training and other skill development services. O10 Outcome: 20 economically disadvantaged individuals placed in jobs.

Food Pantry: JFVS maintains kosher food pantries in Milltown and Monroe Township. Food is available to all community members regardless of religious affiliation; 80% of the clients are not Jewish. The Centre for Studies in Food Security defines the five components of food security as availability, accessibility, adequacy, acceptability, and agency policies and procedures. These components shape food pantry activities. Volunteers assist in contacting organizations to initiate food drives. Volunteers unpack and arrange donated food in the pantry, review all food donations for current dating, rotate food on pantry shelves, assemble food packages, and maintain recipient records. In 2013, 2,032 individuals received food from the pantry. Obesity and Food: H10: Individuals receive

Narratives

support services, education, and/or referrals to alleviate long-term hunger. Service activities are food distribution, food collection, and food pantry support. Outcome H12: 40 individuals report increased food security for themselves and their children as indicated by client satisfaction surveys.

New Volunteer Stations: JFVS has a number of successful and ongoing volunteer programs housed within the agency; these programs, as described above, will be developed into RSVP Middlesex Volunteer Stations. Upon award of the grant, JFVS will meet with the current vendor to transition current RSVP volunteer stations to RSVP Middlesex. JFVS partners with a number of different agencies within the county. JFVS will reach out to our current partners to develop new volunteer stations; JFVS will develop new partners to develop new RSVP Middlesex Volunteer Stations to ensure that there are a variety of volunteer opportunities in Middlesex County. RSVP Middlesex will begin its outreach to the following community organizations to expand the reach of RSVP Middlesex: Jewish Federation of Greater Middlesex County; United Way of Central Jersey; Interfaith Network of Care; Middlesex County Community College; State Health Insurance Program of New Jersey (SHIP); New Americans Citizenship Campaign (NALEO); Puerto Rican Action Board (PRAB); ARC of Middlesex County; Perth Amboy, New Brunswick, South Amboy, Edison, and Metuchen YMCAs, Jewish Community Center of Middlesex County, Anshe Emeth Community Development Corporation, Jewish Renaissance Foundation, hospitals, rehabilitation facilities, and many more organizations. In addition, JFVS will outreach to the Service Corps of Retired Executives (SCORE); this national organization encourages the formation, growth and success of small businesses through counseling and mentoring programs; volunteers are used for financial activities, planning, marketing, and product development.

JFVS plans to develop 25 volunteer stations in the first year of this grant to service 248 individuals who will benefit from the services offered by RSVP Middlesex volunteers.

Recruitment and Development

Recruitment Activities: Volunteers have always been an integral part of the JFVS culture. Volunteerism begins with the identification of community needs; development of volunteer activities that address these needs; development of job descriptions; recruitment, assignment, orientation, education, and training; supervision; and ongoing monitoring of volunteers. JFVS embraces volunteers through a variety of recruitment activities. JFVS believes that active, energetic volunteers lead to new active, energetic volunteers; JFVS encourages all volunteers to share their experiences with their friends, neighbors, and colleagues with the expectation that this will generate new volunteers.

Narratives

Recruitment is a daily activity. Many volunteers who are retired spend their winters in warmer climates. Sometimes volunteers are unable to fulfill their volunteer commitments due to health issues, family issues, or a need to return to paid employment. Therefore, there is always a need for new volunteers; current volunteers are included in recruitment activities. JFVS has two volunteer advisory councils; the Monroe Senior Advisory Council of twelve volunteers meets monthly; the council has been very successful in encouraging other senior adults to become active volunteers at JFVS. SMP of NJ Advisory Council includes the NJ Foundation for Aging, Assistant US attorney, Visiting Nurse Association of Central Jersey, Healthcare Quality Strategies, Quality Improvement Organization, Centers for Medicare and Medicaid Services, SHIP, and retired volunteers. RSVP Middlesex will develop a volunteer advisory council comprised of RSVP volunteers and partner agencies to assist with recruitment and volunteer development activities.

RSVP Middlesex will conduct Meet the RSVP Project Director events where current volunteers will share their experiences and success stories with potential volunteers. The RSVP Project Director will reach out to community clubs and organizations to educate potential volunteers 55+ years of age about community needs and volunteer opportunities to address these needs. With a significant presence in Monroe Township, home to 19,000 residents in senior adult communities, JFVS is already represented at community health fairs and other community events. JFVS has a similar presence in community activities in other areas of the county; the RSVP Project Director and RSVP volunteers will represent RSVP Middlesex at community health fairs and other community events to meet potential volunteers and encourage them to further explore volunteering at RSVP Middlesex to address Healthy Futures and other focus areas in which they are interested.

Middlesex County is the most diverse county in the state. There will be an emphasis on contacting organizations which represent the diverse communities within Middlesex County. JFVS already has relationships with community organizations that identify individuals in need of a specific JFVS service and/or volunteers to assist in the provision of services. For example, Citizenship Days are conducted as a part of JFVS Immigration Services. These events are publicized on local television and radio stations in a variety of languages; local newspapers including foreign language newspapers; and flyers posted in houses of worship, community centers, and other public places. RSVP Middlesex volunteer opportunities will be announced through articles in local newspapers, flyers and presentations at local libraries, use of social media to post volunteer opportunities on the JFVS website, and JFVS quarterly newsletters. The RSVP Project Director will meet with appropriate JFVS staff to review their contacts and partnerships within diverse communities as a starting point for RSVP Middlesex recruitment.

Narratives

JFVS values the service of volunteers with disabilities. Staff strives to include volunteers with disabilities in all facets of the agency to the extent that an individual's physical, intellectual, and emotional capacity allows the individual to complete required activities. The ARC of Middlesex currently shops for Elderday. RSVP Middlesex will make reasonable accommodations to meet the special needs of volunteers with disabilities.

The recruitment process for volunteers includes the following activities: identify and screen appropriate volunteers; conduct initial interview including discussion of interests, skills, employment/volunteer history, and application process; complete application with personal/professional references and background checks; and sign confidentiality pledge. These recruitment activities will take place in both the Milltown and Monroe Township JFVS offices; and at other community sites where JFVS program activities are conducted. JFVS utilizes individuals with professional experience to market volunteer opportunities. These marketing volunteers create Facebook and LinkedIn pages; utilize consistent look and feel for all JFVS communications, develop and distribute recruitment materials; and gather data regarding outreach activities to potential volunteers.

Upon grant award, the RSVP Project Director and the Executive Director will meet with the leadership of the current RSVP program in Middlesex County to ensure a smooth transition between the two organizations. JFVS will work with the national RSVP office to identify current RSVP volunteers and reach out to them for continuation in the program. If the RSVP volunteer chooses not to continue, JFVS will encourage them to complete their project; if necessary, JFVS will assign the project to another volunteer. The RSVP Project Director will make a list of potential partner agencies/organizations; this list will include organizations of various sizes which meet different community needs and service diverse populations. The RSVP Project Director will outreach to potential partners and current JFVS partners to determine their interest and appropriateness for participation in RSVP Middlesex. A Memorandum of Understanding between RSVP Middlesex and partner agencies/organizations will be developed; appropriate partner agencies will be asked to join RSVP Middlesex and sign the memorandum. An RSVP website and Facebook page will be developed. A list of volunteer opportunities from partners will be condensed into an RSVP Middlesex list of volunteer opportunities; potential volunteers will be able to connect to partner agency websites through the RSVP Middlesex website. A volunteer referral process will be established and distributed to partner agencies. JFVS volunteer applications, policies, and procedures will be reviewed and revised to develop a RSVP Middlesex Volunteer Policy and Procedures Manual including volunteer

Narratives

application. An RSVP volunteer database and reporting mechanisms will be established.

Marketing activities will include media outlets, social networking, announcements at community meetings, meetings with key personnel of potential partner agencies, and meetings with senior citizen groups to develop interest in volunteering. A RSVP Middlesex launching event will be offered with partner agencies participating; this launching event will announce RSVP Middlesex to the community.

These recruitment and development activities were developed upon review of the demographics of the community and the pool of volunteers needed to serve this diverse county. Based on 2013 US Census statistics, Middlesex County has a population of 828,919; 9.3% of the state's population. The median household income is \$79,442; the median income for the state is \$71,637. 22.2% of the population is under 18 and 13.2% (109,417) is 65 or older. The foreign-born population is 30.3% compared to 20.8% for the state. 41.2% of the population speaks a language other than English at home; the state's average is 20.8%. The breakdown of the primary racial and ethnic groups is Asian-23.5%, Black-11%, Hispanic/Latino-19.5%, and White-46.4%. The averages for the State of New Jersey are Asian-9.2%, Black-14.7%, Hispanic/Latino-18.9%, and White-57.6%. 8% of Middlesex County residents live below the poverty level compared to 9.9% statewide.

Training Activities: Once a volunteer has been recruited successfully, they receive a customized congratulations letter signed by the RSVP Project Director and the Executive Director. The letter includes a brief history of JFVS and an introduction to RSVP. Training begins with an orientation meeting with the volunteer, RSVP Project Director, and Program Coordinator. Volunteers are informed of their rights and responsibilities. Rights include meaningful work assignments, orientation and training, effective supervision, constructive feedback, formal and informal recognition, assurance of confidentiality, and open communication with the RSVP Project Director. Responsibilities include successful completion of the volunteer application with updates if information has changed; representation of the agency only to the extent that the specific position and role authorizes; maintenance of agency confidentiality, no promotion of religious or political beliefs; no personal business dealings; and reporting abuse involving clients, accidents, or injuries. For volunteers who drive as part of their responsibilities, additional responsibilities as follows: abide by all traffic laws including speed limits, carry liability insurance on their vehicle, notify Program Coordinator or RSVP Project Director if auto insurance coverage lapses, and notify Program Coordinator or RSVP Project Director if driver's license expires or receives restrictions that limit volunteer duties. JFVS covers volunteers under its liability and automobile accident policy for activities within the scope of their

Narratives

volunteer duties. Volunteer Accident and Health Coverage policies are under review.

RSVP Middlesex will offer educational programs for RSVP Middlesex volunteers and agency staff participating in all volunteer stations; volunteers will suggest topics which are relevant to their experiences in the field. These educational programs will help RSVP Middlesex volunteers gain knowledge of the ongoing challenges confronted by the target populations served, ways to handle difficult situations with program participants, when to turn over issues/problem situations to the professionals, and to learn about community resources.

There are formal and informal training activities depending upon the nature of the service and funder requirements. The Program Coordinator is responsible for the training program for specific programs including on-site training and knowledge test if required by funder. During participation in program activities, the Program Coordinator explains the purpose of specific activities, supervises the volunteer's activities, provides feedback on the volunteer's actions, and monitors volunteer's performance. If needed, the volunteer will be provided with additional training, coaching, adjustment of volunteer duties, or reassignment to a different role.

Volunteer Recognition: Appropriate and ongoing communication is the first step in volunteer recognition. Communication with RSVP Middlesex volunteers will include activities which follow the format implemented with the SMP of NJ volunteers. A quarterly RSVP Middlesex newsletter will be published by the staff and volunteers; a volunteer will be recruited to edit the newsletter. RSVP Middlesex volunteers will be encouraged to submit articles for publication in the newsletter. The newsletter will be sent to all RSVP Middlesex volunteers and potential RSVP Middlesex volunteers (names collected at community events) via email or postal mail. The newsletter serves as a recruitment tool as well as a means of informing the volunteers about community issues and information relevant to the lives of 55+ individuals.

JFVS greatly appreciates the many and varied contributions of its volunteers to the agency's success and strives to recognize volunteers for all types of productive service and not simply for the number of hours they work annually. Supervisors recognize and reward volunteer services both formally and informally. Informal recognition may take the form of feedback on the results of a volunteer's work, a thank you note, a birthday card, or an invitation to participate in the decision-making for a project or activity. JFVS provides an annual volunteer appreciation event where awards are presented in three categories: Distinguished Achievement Awards, New Volunteer of the Year, and Volunteer of the Year.

Program Management

Narratives

JFVS will expand its current volunteer services infrastructure to address the needs of RSVP Middlesex. Current pieces of this foundation includes: RSVP Project Director, volunteers, collaboration between RSVP Project Director and Program Coordinators, volunteer recruitment activities, agency communication tools including social media, volunteer application process including references and background checks, volunteer orientation, volunteer training and supervision, current JFVS volunteer activities, JFVS newsletters, volunteer advisory councils, existing community relationships and partnerships, Memorandums of Understanding, community outreach events, annual volunteer recognition event, computer databases, and Board of Trustees Professional Services Committee. JFVS will strengthen the community by developing RSVP Middlesex volunteer stations, enhancing social media outlets, identifying and directing volunteers to appropriate volunteer stations, monitoring volunteer stations and volunteer activities, and collecting data on volunteer activities. The goal is to serve diverse populations and to recruit individuals from diverse populations to become RSVP volunteers.

RSVP Project Director: RSVP Middlesex will be managed by the RSVP Project Director who is responsible for the development, implementation, and ongoing supervision of the program. The RSVP Project Director is responsible for writing the policies and procedures manual, volunteer application, and handbook; developing meaningful volunteer opportunities; recruiting appropriate volunteers; ensuring volunteers function in an appropriate manner, developing and coordinating volunteer services with volunteer stations, and overseeing data collection and data review. The RSVP Project Director will spend much time in the community meeting with potential volunteer stations; nurturing these relationships; assisting the organizations to establish, develop, and provide RSVP volunteer opportunities; ensuring that policies and procedures are implemented and followed; reviewing the training and supervisory process for volunteers; and monitoring the collection of data. The RSVP Project Director will be responsible for the smooth transition of this contract from the current vendor to JFVS. Current RSVP volunteer stations in Middlesex County will have the opportunity to move to RSVP Middlesex, similarly, volunteers will have the opportunity to continue to participate with RSVP through RSVP Middlesex. The RSVP Project Director will be attentive to changing community needs, will evaluate current RSVP volunteer stations against these changing needs, make suggestions for modifications and changes, help to guide the implementation of the changes, and monitor ongoing activities.

JFVS has much experience in the primary focus area of Healthy Futures and specifically in the areas of aging in place, obesity and food, and access to care. In 2013, JFVS delivered 25,000 meals to 175

Narratives

homebound senior adults. 450 senior adults participated in socialization programs. 15,000 individuals were educated about Medicare/Medicaid fraud, abuse, and waste and 2,032 individuals received food from the pantry. In addition, 300 individuals participated in career services which address a second priority area of Employment Opportunities. Data Management: JFVS takes the management of data very seriously. A volunteer database is maintained and managed on a daily basis. Reporting of the number of volunteers and volunteer hours is available for each program, by timeframes, for the entire agency, age, gender, place of residence, and other languages spoken. Contact information for each volunteer is securely kept; lists of active volunteers are available at all times. Reports are run monthly; statistics can be generated for specific timeframes to review volunteer activities. The database is expandable to incorporate RSVP volunteers into the system; JFVS will consider the purchase of Volunteer Reporter. The data is monitored and managed by the RSVP Project Director who ensures that each program has appropriate volunteers who remain active with the program. What is measured is managed and JFVS seeks to provide the highest level of service to its clients and volunteers. JFVS is well prepared to take on this new project.

Organizational Capability

JFVS has been operating for 35 years; volunteers have been a critical part of agency services since the organization's beginning. Many volunteers provide services directly to JFVS clients; others provide program and administrative support functions. Volunteers deliver meals to frail senior adults and individuals with disabilities in Middlesex County; serve food and interact with participants in the senior nutrition, social adult daycare programs, and other socialization programs; and provide weekly friendly visits to homebound senior adults. Volunteers teach citizenship classes in English to help immigrants pass their citizenship interview and become citizens; individual tutoring for this interview is provided in English and Spanish. Volunteers participate in JFVS Citizenship Day events by assisting in the completion of US Naturalization Application Forms in English and Spanish. Volunteer teachers offer computer training classes to individuals needing to develop or upgrade their skills to secure employment. Volunteers organize the food pantry and ensure that all canned foods have not expired for use.

Of special importance, is the role of volunteers in the Senior Medicare Patrol of New Jersey; JFVS is the New Jersey grantee for this federally-funded program and is considered a national leader in this arena. JFVS volunteers participate in the educational programs offered throughout the State of New Jersey on Medicare/Medicaid fraud, abuse, and waste. Volunteers accept calls from Medicare/Medicaid recipients questioning their Explanation of Benefits, research the benefit

Narratives

information, and resolve reimbursement issues. A recent Medicare beneficiary was reimbursed \$17,611 for premium overpayment.

JFVS has the established infrastructure to move Middlesex RSVP forward. A RSVP Project Director; list of volunteer opportunities, volunteer applications, volunteer policies and procedures, and relationships with many community organizations utilizing volunteers are already in place. JFVS is a grantee of the US Administration for Community Living, New Jersey Department of Children and Families, Middlesex County Department of Human Services, United Way of Central Jersey, Middlesex County municipalities, and many private foundations. JFVS sits on many community-wide committees (Middlesex County Department of Senior Services, Middlesex County Regional Chamber of Commerce Women in Business, Middlesex County Workforce Investment Board, Central Jersey Job Developer's Association, Middlesex County East Health and Human Services Consortium. JFVS will outreach to these community organizations to encourage them to partner with RSVP Middlesex. In many instances, JFVS has existing Memorandums of Understanding with these organizations; it is anticipated that these organizations will be eager to sign a second Memorandum of Understanding and become a volunteer station for RSVP Middlesex. JFVS offers Middlesex County a strong foundation for RSVP Middlesex from which to build this new project.

Staff: The JFVS RSVP Project Director will assume major responsibility for the development, implementation, and ongoing leadership of this program. Ms. Freed holds a Master's Degree in English and Education; her work experience has been varied to include administration, grant writing, research, telecommunications technology, public speaking, and teaching. The RSVP Project Director reports to the Executive Director; 17.5 hours per week will be dedicated to RSVP Middlesex.

The RSVP Project Director will be assisted by a paid Volunteer Services Aide. The aide's responsibilities will include outreach to new and established partner agencies, maintain volunteer database, prepare grant reports, and manage social media activities. The aide reports to the RSVP Project Director; 17.5 hours per week will be dedicated to RSVP Middlesex.

As the program develops, the RSVP Project Director will identify roles and tasks that can be filled by volunteers. These volunteer opportunities will be listed on the RSVP Middlesex website and appropriate volunteers identified to fill these positions.

JFVS provides executive management through its Executive Director, Sara Levine. Ms. Levine has a Master's Degree in Social Work, is a human services executive with 40 years' experience in program administration, program development, fiscal management, supervision and training. The Executive Director reports to the JFVS Board of Trustees. JFVS' Finance Department manages the agency

Narratives

budget and all grants; the Finance Department is very capable of adding RSVP Middlesex to their responsibilities. All fiscal matters related to RSVP Middlesex will be addressed by the JFVS Controller who holds a BS in accounting. The Controller reports to the Executive Director.

Volunteer Councils: JFVS has an active Board of Trustees that provides overall agency oversight. RSVP Middlesex activities will be reported to the Board's Professional Services Committee.

JFVS will implement a RSVP Middlesex Advisory Committee to enhance and extend the collaborative efforts of this program. The Advisory Committee will be composed of RSVP partners who are volunteer stations and RSVP volunteers. The Advisory Committee will meet quarterly to evaluate the program's ability to meet outcomes, problem-solve, and make suggestions for program improvements.

Other

N/A

PNS Amendment (if applicable)

N/A