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Executive Summary

An estimated 480 RSVP volunteers will serve. Some of their activities will include: Preparing Federal and Indiana Income Taxes; Providing assistance with enrollment in the Affordable Care Act Healthcare Marketplace; Providing transportation services to disabled and older adults; Providing education and food resources to low and moderate income families; Assist Veterans and Military Families, and providing warm winter coats to low income children. The primary focus area of this project is Healthy Futures. At the end of the three-year grant, 480 RSVP volunteers will provide food resource to 6,630 individuals; food supply and nutrition education to 7,776 individuals; provide 3,000 warm winter coats to low income children; free transportation, meal delivery, and wellbeing visits to 250 older adults or individuals with disabilities; Financial literacy education to 756 individuals, 2,688 Federal and Indiana tax preparations and assist 150 military families and veterans. The CNCS federal investment of \$ 112,429 will be supplemented by \$78,245 in local resources.

Strengthening Communities

Allen County RSVP (Retired Senior Volunteer Program) is a Federal grant program from the Corporation for National and Community Service. This flexible volunteer service model taps the skills and talents of volunteers aged 55 and older to meet a wide range of important community needs to make a dramatic difference in their communities. Serving through RSVP offers maximum flexibility and choice to its volunteers. The program matches the personal interests and skills of older Americans with opportunities to help solve community problems, and invites participants to serve for as many hours as they are able. The program also offers important benefits to participants, including supplemental insurance while serving, leadership opportunities, and pre-service orientation. RSVP programs do not offer a stipend to volunteers. In a recent study, the Corporation for National and Community Service reported that RSVP has increased the number of baby boomers serving in the program and provides those volunteers with activities that make use of their career skills.

Allen County is the largest county in Indiana with a population of 363,014 (2/3 urban and 1/3 rural). Indiana University--Purdue University Fort Wayne's Community Research Institute (CRI-2013) revealed there have been numerous changes in the makeup of the county's population and economic condition. The population continues to become more diverse.

The Hispanic population grew by 66 % and Asian population grew by 109%. African American population grew by 11 %, with 2% growth in the white population. Fort Wayne has an average income of \$34,088 (below the national average). Challenges include a 5.7% unemployment rate, 14.4%

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poverty rate, and 23.4% of children living in poverty (Kids Count 2014). There are significant differences in educational attainment by race and ethnicity, with only 40% of Hispanic females having obtained a high school diploma. 13% of the Allen County population has a disability (Cornell University Employment and Disability Institute, 2008).

Indiana University profile (2013 STATS. Indiana.edu) showed that Allen County has the fastest growing population of people aged 65+ in Indiana. Currently at 12.8 % (2013), the population of people age 65 and over is expected to grow to 13.9 % by 2015. In 2014, 15.8% of Allen County residents age 65+ falls below the poverty line and are at risk of being malnourished.

Allen County is home to many military units; the 122nd Fighter Wing Air National Guard Air Base Command, 1st Battalion, 330th Regiment, 84th Division Army Reserve, and the 293rd Infantry, Indiana National Guard. The units have faced numerous deployments and many military members have served up to 5 deployments in the last 12 years. These deployments have left 712 military children in Allen County, Indiana with a missing parent in the home. Resources for active military and veteran's assistance are shrinking. A number of traditional military support organizations (American Legion, Veterans of Foreign Wars, Disabled American Veterans and AMVETS) are closing their doors due to the economy. Most families with deployed service members are isolated in our community. The problems facing military families are economic fragility, isolation and lack of peer support. For 70% of National Guard members a deployment means a decrease in family income.

Community Need in the area of HEALTHY FUTURES is documented in the following:

FOOD DELIVERY, FOOD EDUCATION, AND FOOD DISTRIBUTION SERVICES-

Although the Allen County unemployment rate has improved, CANI (Community Action of Northeast Indiana) reports that a high number of their current clients (whose income below than 120% of poverty) are working two low-paying jobs with no benefits. A part-time, temporary, or low-wage job doesn't mean there is enough money to support a family-especially if something else goes wrong. People make choices between food and medicine, transportation, utilities, education or housing. Jane Avery, Executive Director of Community Harvest Food Bank of Northeast Indiana reports that hunger is a volatile issue in Allen County. "You break your arm. Your car engine goes out. Your furnace goes out. That's just called life," Avery said. "But when you're living paycheck to paycheck, it doesn't really allow you to build up a nest egg for some of these issues."

The Feeding America Northeast Indiana Report 2011- of clients served at Community Harvest Food Bank:

-44% report having to choose between paying for food or paying for utilities,

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-40% had to choose between paying for food or paying for their rent or mortgage

-35% had to choose between paying for food or paying for medical care

-39% had to choose between paying for food or paying for transportation

-40% of families report at least one member of the household is a veteran or active military member

The older adult poverty rate is 2.3% higher than the state average (13.5%) (Kaiser Commission/US Census Bureau March 2012). As people age the chances of developing chronic illnesses limits their ability to perform routine tasks that allow them to remain independent. These tasks include purchasing and preparing regular nutritious meals. Meals on Wheels Association of America Survey 2008, reports that 60% of home-delivered meal participants reported having 3 or more diagnosed, chronic illnesses. US Administration on Aging 2012 National Survey of Older American Act Program participants reported 91% of clients reported that home delivered meals enable them to live at home. In the face of the growth of the population and the challenges faced (malnourished, physically limited), Aging and In Home Services of Northeast Indiana (2012) reported that seniors who maintain acceptable nutritional health standards are more likely to remain independent than those seniors who are not receiving proper nutrition. Medical research from the University of Michigan Health and Retirement Study also indicates that positive social ties, and feelings that support is available can help individuals continue to remain physically and mentally healthy (Holt-Lunstad J, Smith TB, Layton JB (2010) Social Relationships and Mortality Risk: A Meta-analytic Review). For some homebound seniors, the daily home-delivered meals, transportation and wellbeing checks provided by RSVP volunteers may be the only contact with others and the only hot, nutritious meal they eat in a day. To address the nutritional health needs of homebound older adults in Allen County Homebound Meals program provides a meal delivery program.

SERVICE ACTIVITY 1: 64 RSVP Volunteers pick up food supply, deliver weekday food to homes, and conduct 10 minute well-being check on homebound older adults or individuals with disabilities and veterans. Each volunteer serves 2 hours a week and delivers 3 meal packs a day. 64 RSVP volunteers serve 6,656 hours per year and make 9,984 deliveries and wellbeing visits to 225 clients.

SERVICE ACTIVITY 2: On a rotating basis, trained RSVP volunteers will distribute nutrition and food resource information to individuals who come to 6 local food distribution sites and 26 food pantries in the greater Allen County area. Information includes sites and hours of food pantries, shelters, soup kitchens, and food banks. Required documents and frequency of allowed visits will be addressed. Information will be provided in written form in the Allen County Resource Guide, Purdue Extension Service materials and the Allen County Military Family Resource Guide. Food topics will

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change each month. Topics include eliminating food insecurity, food storage, preparing nutritious meals, using less processed food, and the availability of fresh fruits, vegetables and meats at a number of distribution locations. Each RSVP volunteer will serve 3 hours per month at rotating sites. They will provide 15 minute food education information sessions to 12 unduplicated individuals per month. Annually 59 volunteers will serve a total of 2,124 hours of service and provide nutrition resource information to 7,776 individuals.

SERVICE ACTIVITY 3: RSVP volunteers will distribute food, collect food, sort, weigh, record, rotate stock, coordinate food drives, and assist consumers receiving services at 6 local food distribution sites and 26 food pantries. Each RSVP volunteer will serve 4 hours per month, and serve 67,776 unduplicated individuals, with each family receiving an average of 30 pounds of food per visit. Annually 150 volunteers will serve a total of 7,200 hours of service at sites.

TRANSPORTATION- Many elderly are no longer able to drive and limited public transportation services further isolate seniors. The Center for Home Care Policy & Research Community Survey- Indiana, 2008, notes that 27% of older adults in Allen County report a problem with public transportation and 26% of older adults live alone. Of this group, 45% have no access to public transportation. City Link Transportation Services in Allen County has a mobile accessible transport van that charges \$5/ round trip and has a limited service schedule. For many low income seniors this cost is an unsurmountable barrier. St. Vincent DePaul and Cancer Services of Northeast Indiana provide free regular transportation services that allow the older adult to get to medical appointments and other events and have the peace of mind to know support is available to them.

According to the Indiana University/ Allen County Profile (2013), at least 7,601 seniors are living alone in Allen County, IN and have incomes at or below the poverty level. A 2008 study commissioned by the Aging and InHome Services of N.E. Indiana found that one out of every four seniors in the region has experienced anxiety or depression in the last year and one in five has some long-term physical limitation that hinders their ability to care for themselves. 21% felt isolated and did not know who to call about services in their community.

SERVICE ACTIVITY -35 RSVP Volunteers transport low income older adults or individuals with disabilities to medical appointments and grocery shopping. RSVP Volunteers who serve at St. Vincent DePaul obtain a CDL (Commercial Driver's license) License. Cancer Service Drivers provide their own vehicle transport, gasoline, and automobile insurance. St. Vincent DePaul provides training, commercial vehicles, gasoline, maintenance, insurances and trip scheduling. Cancer Services provides training and trip scheduling. St. Vincent DePaul Care-A-Van drivers transport 9 clients a day. Cancer

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Services drivers transport 1 client per day. 35 volunteers serve 4 hours per week for 52 weeks =208 service hours per year. And provide transportation to 250 unduplicated clients.

FINANCIAL LITERACY -Community Need: According to Aging and In Home Services of NE Indiana 4% of older adults in Allen County, IN reported that they were having problems paying for medical care and could not locate services available to them. The same group reported problems with budgeting, paying for medication and health care. A third of this group was unbanked and used alternative financial services such as either paid check cashing services or pay-day loan services with very high fees. A new study by Tufts University, The Cost of Cash in the United States, reports that many un-banked older adults don't trust or understand the non-cash system. Yet having a traditional bank account is "particularly important for the elderly," says Sherrie Rhine, a senior economist at the Federal Deposit Insurance Corp, "We don't want our elderly to keep money in their house or in their purse." RSVP Volunteers are the trusted individuals to assist them in learning about the new non-cash system.

SERVICE ACTIVITY -Purdue Extension Service trained RSVP Volunteers will provide individual information on budgeting, banking, cost savings measures, Federal and Indiana Tax Credits and future tax planning, and veterans benefits, to low income older adults or individuals with disabilities. Each volunteer provides a 30 minute financial literacy session at the end of tax preparation. Each volunteer annually serves 12 individuals for 30 minutes each for a total of 6 hours year. 63 RSVP Volunteers serve 756 clients for a total of 378 volunteer hours per year.

COMPANIONSHIP -- For seniors isolated in their homes, the lack of companionship can contribute to a wide variety of problems that can hasten dependency and lead to institutionalization. Regular supportive visits from caring peers can help decrease feelings of isolation. 26% of older adults in Allen County live alone and 21% of this group reports that they do not know where to call for services that may be available to them.

Medical research also indicates that positive social ties and feelings that support is available can help individuals remain physically and mentally healthy (Holt-Lunstad J, Smith TB, Layton JB (2010) Social Relationships and Mortality Risk: A Meta-analytic Review). The contact with RSVP volunteers providing transportation, financial literacy information, meal services and providing social welfare checks can address both the physical and social connections needed for good health. The healthier people are, the more likely they are to remain living in their own homes.

SERVICE ACTIVITY: RSVP Volunteers make scheduled monthly 30 minute wellbeing visits to homebound, older adults, or individuals with disabilities. They inquire about health, family, social

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interaction and evaluate need for additional services. Each RSVP volunteer serves 5 clients a year with 12 monthly visits for a total of 30 service hours a year. 56 RSVP volunteers provide 3,360 wellbeing visits and serve 1,680 hours a year.

HEALTH EDUCATION- Indiana Public Use Microdata Area Mapping reports 22.7% of the Allen County, Indiana population under age 65 (38,828) have no health care insurance (Enroll American, 2014). The assumption that those who are eligible for the Healthcare Marketplace will enroll has proven inaccurate. Consumers who receive help from a Navigator are twice as likely to successfully enroll as consumers who attempted to enroll online without help (Enroll American, 2014). A number of military veterans lack knowledge of the array of Veterans Administration benefits that they are entitled to receive and have not applied for Veteran's Benefits.

SERVICE ACTIVITY: 15 RSVP volunteers will provide one-on-one education on AFC (Affordable Care Act) Health Marketplace enrollment to individuals in the Allen County community. This service will take place at various sites during Health Marketplace education and enrollment events. This includes required documents, enrollment sites, and health care plan options. RSVP Volunteers will also provide education on Veterans Benefits. One RSVP Volunteer, who is a Veteran, serves as RSVP Military Liaison and will assist Veterans and Military families in obtaining benefits. RSVP Volunteers will provide education on common insurance terminology such as co-pays, deductible, and pre-existing conditions. They will set up Email accounts for persons who may not have access to residential Internet. 15 RSVP volunteers will serve 20 hours on this service project and provide Health Marketplace information during open enrollment periods. RSVP volunteers will serve a total of 300 hours on this project.

STATISTICAL DATA COLLECTION - The Allen County RSVP Statistical Data Collection Handbook contains data collection procedures, schedules, and protocol. This handbook will be utilized to maximize uniformity in the procedure and adherence to the annual data collection schedule. Surveys are designed to measure the approved CNCS Performance Measures included in the RSVP grant. In the past years, trained RSVP Volunteer Data Collection Specialists have supervised the administration and the collection of the survey data collection instruments. All RSVP volunteer statisticians will receive training in current data collection to eliminate bias and ensure uniformity in the procedure. Surveys will include written, verbal and computerized data collection. Sample surveys will be distributed to a test group to analyze the questions and assure that those being surveyed understand the information that is being requested. The first results will be reviewed by the Statistical Committee, and any necessary corrections to the survey will be made before administering them to the target

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population. Data will be collected during January, February, and March, or when services are rendered as appropriate, analyzed and reported to the Statistical Review Committee of the Board of Directors. Committee members will certify the results obtained from clients responses and present the results to the RSVP director and staff member assigned to data collection for verification of outcome results. The results of these surveys will be reported to CNCS. This complete data collection will lead to accurate reporting of the service activities of the National Performance Measures Output and Outcomes. Results will be retained for a period of 7 years for possible review from CNCS.

Recruitment and Development

Station assignments must utilize the strengths of volunteers, provide meaningful service and assist with documentation and statistical data collection in CNCS Focus areas. Station Managers receive an RSVP Station Manual including information on the CNCS Focus areas and RSVP benefits for both the station and volunteer. Stations sign a formal Memorandum of Agreement and agree to allow data collection which is used to evaluate and demonstrate volunteer impact in achieving workplan goals. Stations are required to submit documentation of nonprofit status, agency mission, goals and volunteer job descriptions when requesting volunteers.

RECRUITING/RETENTION

Each new volunteer completes an extensive interview process to discuss opportunities for service in their areas of interest including leadership capacity. At this time they will receive a Volunteer Handbook and a calendar of scheduled training opportunities. Accreditation trainings include, IRS Tax Certification, Department of Defense: Operation Military Kids, Indiana Navigators (IN Medicaid) and Department of Health and Human Services/Federal Affordable Care Act- Navigators, and RSVP Volunteer Data Collection Statistician. A year-round training schedule is offered in specific CNS focus areas. Dr. Ruby Cain, PhD presents an annual workshop for RSVP Volunteers on the topic of, Understanding Generational Poverty. Veterans Administration Social Services Homeless Support Coordinator presents a RSVP Volunteer workshop on Causes of Homelessness and VA Benefits and Support Available. Aging and InHome Services of NE Indiana outreach staff present an annual workshop on Federal and Local Services Available to the Local Older Adult Population. These three formal training opportunities offer times for RSVP volunteers to meet and support for each other and reflect on the service. All trainings will include curriculum, written materials and pre-post surveys to measure effectiveness. Many stations offer training unique to their mission. Outcomes are reported to volunteers to demonstrate the change that their service has made in the community. An annual volunteer survey is utilized to improve programing and to measure volunteer satisfaction with

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volunteer assignments. The total message is that they are a valued volunteer team that provides measurable and documented improvements to their community. Our strongest recruiting tool is the experienced, trained and enthusiastic RSVP volunteer. We have found that the best speakers for community groups are satisfied volunteers.

DEMOGRAPHICS OF THE COMMUNITY

Allen County is the largest county in Indiana with a population of 363,014 (2/3 urban and 1/3 rural). Indiana University--Purdue University Fort Wayne's Community Research Institute (CRI-2013) revealed there have been numerous changes in the makeup of the county's population and economic condition. The population continues to become more diverse.

The Hispanic population grew by 66 % and Asian population grew by 109%. African American population grew by 11 %, with 2% growth in the white population. Fort Wayne has an average income of \$34,088 (below the national average). Challenges include a 5.7% unemployment rate, 14.4% poverty rate, and 23.4% of children living in poverty (Kids Count 2014).

Allen County is home to many military units; the 122nd Fighter Wing Air National Guard Air Base Command, 1st Battalion, 330th Regiment, 84th Division Army Reserve, and the 293rd Infantry, Indiana National Guard.

A high number of projects and request for RSVP volunteers come from of civic and military groups and non-profit organizations. Many require specialized competences and language skills that require a collaborative effort in recruiting these skilled individuals. An example is a request from Deborah McMahan, MD, Health Commissioner Fort Wayne Allen County Department of Health. She requested RSVP assistance in enrolling a large uninsured Burmese population in the Health Marketplace. RSVP trained Navigators provide the enrollment service and the RSVP Station, Department of Health, would recruit Burmese translators and addition medical volunteers.

We seek to partner with diverse organizations including churches, temples, synagogues and mosques and utilize these groups for recruitment. RSVP staff estimates 20% of volunteers are minority groups with 19 different languages spoken.

Volunteer teams offer unique opportunities for diverse groups to work on project design and implementation with accommodations made for volunteers with disabilities. Volunteers represent our agency in a number of community groups and coalitions and have accepted leadership roles. Training and certification of senior volunteers enable many to serve in new and more technical roles. Agencies lack staff to serve clients. Volunteers allow agencies to expand service and to meet their goals and extend their resources.

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SPECIAL POPULATIONS

Developmentally Disabled-We have partnered with Stations that serve the developmentally disabled population. With a grant from the Anthony Wayne Services Foundation we have developed the I CAN Volunteer Team that is made up of 8-12 developmentally disabled RSVP volunteers. The RSVP Volunteers on this team serve in scheduled important public community projects that allow for inclusion in the community and a celebration time to reflect on the meaning of service.

Veterans and Military Families- Our regular programming with the 122nd Fighter Wing Air National Guard, and Army National Guard units have attracted a large number of military family members and Veterans who wish to serve this population in significant projects as RSVP volunteers. The projects include Operation Military Kids and Operation Yellow Ribbon events. These are DOD (Department of Defense) pre and post deployment events for servicemen and military families. Military support also includes annual Military Family Day Picnics, Holiday Celebrations, and Military Take Your Daughter/Son to Work Day. Veterans are served with RSVP Volunteers service at Military Standdown events and Military Honor Flights.

RETENTION AND RECOGNITION

Allen County RSVP, Inc. conducts both formal and informal recognition of volunteers throughout the year. Outcomes are reported to volunteers on a regular basis to demonstrate the change that their service has made. The message is that they are a valued team member that provides measurable and documented improvements to the community. Training options expand their skills and allow them to participate in important new roles that broaden their service opportunities. New training opportunities prevents burn-out and leads to increased volunteer retention. An annual Volunteer Recognition Celebration is held to recognize the contributions made by the RSVP volunteers in the Allen County, IN

Program Management

Volunteer Stations will sign a formal Memorandum of Understanding with Allen County RSVP, Inc. They will also be required to submit volunteer job descriptions and will be provided both the RSVP Station Handbook and a copy of the workplan and measurement tool that will be used to document statistical outcome information. Our agency will provide the enrolled RSVP Volunteers. We will complete Volunteer Background Checks when requested. The Volunteer Interview process will verify age and eligibility of each RSVP volunteer. A copy of the CIMA Volunteer Insurance Policy will be provided to RSVP Volunteer Stations upon request. The annual Station Training workshop serves as a refresher course in accountability. Station staff will become part of a collaborative partnership to

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ensure compliance with RSVP Program Regulations. Our staff and volunteers are valued as statistical data resources by Volunteer Stations and their staff. Members of the Board of Directors Volunteer Committee serve as agency ambassadors and advocates of the RSVP volunteers during site visits. To minimize the disruption of volunteers, any graduated volunteer station would no longer be an active service station for the RSVP grant. Volunteers associated with these stations will be provided other service opportunities through other service stations outside of the RSVP program.

Healthy Futures is our primary focus area. Our successful Signature programs have concentrated on RSVP volunteers working with the low to moderate income population for the last 10 years. The volunteers have gained the trust of both Stations and the people they serve. Our VITA tax program has expanded into financial literacy services that provide information beyond the tax season. In 2013 we were asked by Neighborhood Health Clinics (FQHC-Federally Qualified Health Center) and CANI (Community Action of Northeast Indiana) to provide volunteers for enrollment in the Affordable Care Act: Health Marketplaces. This effort was supported by our Board of Directors because it was an unmet need in the community and our agency had both a successful VITA Income Tax and a volunteer assistance in enrollment of state and federal programs (SNAP, Energy Assistance, Medicaid, and Unemployment). The model of this program is based on our successful VITA Tax Preparation and benefit assistance programs. The programs had the same basis: Recruitment, Training, and On-Site supervision

47 RSVP Volunteers assisted over 1,200 individuals in Health Marketplace education and enrollment during the 2013-14 enrollment periods. 50% of the volunteers were new to our agency. Many newly recruited RSVP volunteers were professionals (Law, Medicine, CPA, etc.). A staff member developed a 6 hour training program with written materials and policy and procedure for CAC Certification. Group training sessions were most successful with a 90% pass rate.

RSVP assisted our Station; St. Vincent DePaul in the development of the successful Care-A-Van transportation program has recruited 100% of the volunteer drivers. The statistical data measurements that we collected assisted them in a number of successful funding requests to expand their program.

Community Harvest Food Bank of Northeast Indiana has utilized the services of RSVP volunteers in the operation of their food bank and food delivery systems for the last 10 years. The Executive Director of Community Harvest requested assistance in the development and refining of their volunteer program. RSVP volunteer Larry Drook, provided consulting, technical assistance and guidance in the implementation of a volunteer tracking and scheduling system. He assisted them in the selection of

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the Volunteer Reporter software and provided installation, set up and data transfer. He also provided staff training and continues to serve as a staff consultant at no cost.

RSVP volunteers created the Here-to-Help Resource Guides that are used to assist families in their search for services such as food, healthcare, transportation and other resources in the Allen County community. The Resource Guides are distributed at all local government offices, food banks and soup kitchens in our geographic area. This group of RSVP volunteers also developed an Allen County Military Family Resource Guide that is distributed at the VA Hospital, shelters for Homeless Veterans and by the Family Readiness staff at 122nd Fighter Wing, Indiana Air National Guard Base. RSVP volunteers have expanded to serve the entire state of Indiana with the development of the Military Family Resource Guides for each of Indiana's 92 counties. These documents identify military resources and benefit sites in each Indiana County. This extensive project was requested by the Family Readiness staff members of the 122nd Fighter Wing, Indiana Air National Guard. It is available on the Indiana Military One Source website www.militaryonesource.mil.

Organizational Capability

For the last 10 years, RSVP Allen County, Inc. has proven the able to identify a community need, develop a program to address this need, harness a coalition of community partners, resources and recruit additional RSVP volunteers to operate the program. Our 10 years past achievement in successfully managing and expanding the RSVP grant program demonstrates our ability to continue in this role.

FISCAL OVERSIGHT

The Board operates under the agency five-year strategic plan and is actively involved in the program development and agency operation. This includes financial management, payroll and bookkeeping. The agency works under written policy and procedures with Board oversight and review. Finance Committee meets by-monthly to review monthly financial reports and bank statements utilizing the Financial Internal Controls Manual. The Finance Committee is composed of a CPA experienced in the non-profit sector, and bank and finance executives. Bank reconciliation is performed by a third-party bookkeeper with monthly financial reports (both financial and in-kind) is reviewed by the Finance Committee and the Board of Directors. Following the Policy and Procedures in the Financial Internal Controls Manual; there is a separation of check processing, requisition and signing. All bank checks require two signatures for payment requests. An independent Audit is held by an experienced CPA group at the end of each 3 year Federal Grant cycle.

PROGRAMATIC REVIEW

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The Board Directors and staff work to ensure compliance with RSVP program requirements (statutes, regulations, and applicable OMB circulars) and to ensure accountability and efficient and effective use of available resources.

PROJECT STAFF

Under the leadership of the present staff we have gained the trust of community partners by meeting goals and objectives with the service of talented RSVP volunteers. We are a multicultural-bilingual office (English and Spanish). The 3 positions are:

Project Director: The RSVP Director is responsible for the management of the RSVP program and reports to The Board of Directors of RSVP of Allen County, Inc. The Project Director selects trains and supervises a staff of three, and works cooperatively with the Board members and volunteer stations as well as other state RSVP Directors and officials of the Corporation for National Service in program planning and implementation. The Director is responsible for preparation of Federal CNCS reports including data collection systems and statistics, funding proposals, public relations, and maintenance of program records.

Present staff: Jean Joley, MSN, has 29 years of service in health services, education, non-profit programing

Program Manager: Under the direction of the RSVP Director/Executive Director, the Program Manager supervises all in office volunteers and contractual staff, and assists with the implementation of the RSVP volunteer program. The RSVP Program Manager is responsible for the day to day duties of volunteer recruitment, placement and coordination of volunteer activities and assists the RSVP Directors/Executive Director with the implementation of new volunteer goals and initiatives.

Present staff: Ani Etter, BS, has 13 years of service at RSVP and 24 years of the service in the senior sector

Administrative Assistant/Volunteer Trainer: Responsible for the creation of volunteer training schedules and manuals; updating the agency web site and Facebook page, data entry and record keeping of volunteer records in Volunteer Reporter software, accounting records, and deposits.

Present staff: Gretchen Neuhaus has 6 years' experience in RSVP operations and an additional 18 years' experience in corporate program management and marketing.

Other

NA

PNS Amendment (if applicable)

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NA