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Executive Summary

LEGAL APPLICANT (sponsor organization): Black Hills State University

An estimated 420 RSVP volunteers will serve at approximately 75 stations such as Food Banks, Schools, Nutrition Sites and Senior Centers. RSVP Volunteers will serve children, frail elderly, homeless, veterans and poverty level citizens who are in need for food assistance, independent living assistance or educational assistance. Volunteers will also serve other nonprofit agencies through capacity building.

The Primary Focus Area of this project is Healthy Futures. At the end of the performance period, 50 RSVP volunteers will have served in Measure H10; number of individuals receiving emergency food from food banks, food pantries or other nonprofit organizations. This will be monitored and data will be provided to demonstrate the outcome of increased food security for those individuals. Likewise, another 75 volunteers will serve in this focus area in Measure H8; number of homebound or order adults and individuals with disabilities receiving food, transportation, or other services that allow them to live independently.

The CNCS federal investment of \$59,490 will be supplemented by \$31,600 of non-federal resources.

Strengthening Communities

DESCRIPTION OF THE COMMUNITY SERVED

Black Hills State University (BHSU) RSVP is a very large, rural territory that covers the north and western portions of South Dakota comprising of 17,299 square miles and a total population of 77,062. The average number of people per square mile in this area is only 4. The majority of this area is a very rural where ranching and agriculture drive the economies. However, also included in this territory, is the Black Hills, where tourism is the major economic contributor. Butte, Custer, Haakon, Harding, Jackson, Lawrence, Meade and Perkins Counties are included in this territory and contain the major cities of Belle Fourche, Custer, Philip, Buffalo, Kadoka, Spearfish, Sturgis and Lemmon respectively. Because of the large territory and sparse population, BHSU RSVP has struggled to continue services with the decrease in funding both at the federal level. Listed below are U.S. Census Bureau statistics (<http://quickfacts.census.gov/cgi/bin/qfd>) describing the area served with populations updated in 2011.)

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BUTTE County (2250 sq mi) has a total population of 10,228, with the 55+ age group comprising of 3032 persons. Ethnic population represents 2.1% Native American, 3.3% Hispanic 0.4% African American and 94.7% Caucasian. The number of families below poverty level is 15.0% and the average household size is 2.49. The number of veterans is 1067. Belle Fourche is the largest city with a population of 5594.

CUSTER County (1557 sq mi) has a total population of 8339 with the 55+ age group comprising of 3404 persons. Ethnic population is 3.1% American Indian, .5% Black, .4% Asian, 2.5% Latino and 94.1% Caucasian. The number of families below poverty level is 9.4% and the average household size is 2.07. The number of veterans is 1308. Custer is the largest city with a population of 2067.

HAAKON County (1811 sq mi) has a total population of 1939 with the 55+ age group comprising of 710 persons. Ethnic population is 2.0% American Indian, .2% Black, .6% Asian, .1 Hawaiian, .9% Latino and 94.4% Caucasian. The number of families below poverty level is 12.8% and the average household size is 2.23. The number of veterans is 168. Philip is the largest city with a population of 779.

HARDING County (2671 sq mi) has a total population of 1316 with the 55+ age group comprising of 444 persons. Ethnic population is 1.6% American Indian, .1% Black, .1% Asian, 1.6% Latino and 96.7% Caucasian. The number of families below poverty level is 12.8% and the average household size is 2.45. The number of veterans is 71. Buffalo is the largest city with a population of 330.

JACKSON County (1864 sq mi) has a total population of 3191 with the 55+ age group comprising of 718 persons. Ethnic population is 51.46 American Indian, .5% Black, 1.9% Latino and 42.9% Caucasian. The number of families below poverty level is 31.8% and the average household size is 3.12. The number of veterans is 155. Kadoka is the largest city with a population of 654.

LAWRENCE County (800 sq mi) has a total population of 24,397 with the 55+ age group comprising of 7510 persons. Ethnic population is 2.3% American Indian, .7% Black, 2.7% Latino and 94.2% Caucasian. The number of families below poverty level is 14.1% and the average household size is 2.10. The number of veterans is 2578. Spearfish is the largest city with a population of 10,494.

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MEADE County (3471 sq mi) has a total population of 26,052 with the 55+ age group comprising of 6354 persons. Ethnic population is 2.5% American Indian, 1.7% Black, .8% Asian, 3.5% Latino, .1% Hawaiian and 92.2% Caucasian. The number of families below poverty level is 12.1% and the average household size is 2.46. The number of veterans is 3184. Sturgis is the largest city with a population of 6627.

PERKINS County (2871 sq mi) has a total population of 3037 with the 55+ age group comprising of 552 persons. Ethnic population is 1.5% American Indian, .3% Black, .2% Asian, .8% Latino and 96.8% Caucasian. The number of families below poverty level is 13.5% and the average household size is 2.15. The number of veterans is 253. Lemmon is the largest city with a population of 1227.

Major employers in the service area include US VA of the Black Hills and Rapid City Regional health care facilities, Black Hills State University, several financial employers, Devils Tower Forest Products (manufacturing), US Forest Service, tourism industries and the Sanford National Science Lab, which is a national project under the National Science Foundation to turn the largest gold mine in the world into an underground science lab. However, the majority of the population still relies, at least in part, on the farming and ranching industry. Non-profit agencies are relied upon in this area to fill critical roles in our community that government or faith based organizations can't reach. Those in need use non-profit agencies for food security, thrift store clothing and household goods, medical assistance, transportation, domestic violence assistance, heat and rent assistance as well as cultural activities such as theatres, community centers and arts centers.

The Primary Focus Area for this grant is Healthy Futures. According to the South Dakota Temporary Assistance for Needy Families (TANF), 43.5% of children in our service area are eligible for free or reduced lunches. Another factor is the Black Hills Community Needs Assessment conducted by the Chiesman Center for Democracy in 2010, 44.5% of the 33,012 surveyed participants felt the lack of access to food was a community issue. As demonstrated above, we also have a significant percentage of community members that fall below the poverty level. This can lead to increased hunger, less access to transportation, and decreased ability to perform in school for children. BHSU RSVP will address those needs by using RSVP volunteers at food pantries, commodity programs, delivering Meals on Wheels, providing transportation for veterans and other elderly to promote independent

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living, and assisting in our schools and after school program for those students who need additional help.

By placing the RSVP volunteers in these areas, this will meet the national performance measures H12; Number of individuals that reported increased food security, H9; Number of individuals with disabilities having increased social support and ED23; Number of children demonstrating gains in social and/or emotional development.

BHSU RSVP will continue to conduct surveys to the clients served by the RSVP volunteers to determine activity/participation, if clients were able to avoid hunger, live better independently, and for students, if they were able to attend, participate and adapt to school better. All of these surveys are conducted annually and the stations that use RSVP volunteers are very familiar and cooperative with these surveys.

As noted above, this area has a large percentage of veterans since the VA Black Hills Medical Center is in this service territory. RSVP will continue to provide transportation to the VA center for doctor appointments, provide companionship to those without family in the area, support families of deployed soldiers, and assist with food assistance/delivery to those vets needed food assistance.

The other focus areas BHSU RSVP will support is Education, Capacity Building and Environmental Stewardship by assisting in the classrooms, supporting nonprofit organizations with volunteer management activities and recycling.

BHSU RSVP will continue with community activities to involve RSVP volunteers with community members to promote the program as well as increase awareness of the focus areas and needs.

According to the Bureau of Labor Statistics (BLS), the number of Americans volunteering declined by .3% between September 2011 and September 2012 but the number of those 65 years of age and older increased by .4%. In the past, South Dakota has ranked in the top 5 states nationwide for older adult volunteers providing volunteer hours with a rate of 39.2% while the average national volunteer rate was 26.4% per year. In our program, we are proud to report our volunteers average 121.37 hours and they average 3 assignments. The work ethic in our area is one of always helping others as seen

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through many generations of volunteers.

RSVP volunteers serve with community volunteers for the National Days of Service (Martin Luther King Day, 911 National Day of Service) and we also participate in Make a Difference Day, National Volunteer Week, Senior Corps Week and have paired with a local Ameri*Corps VISTA to promote Ameri*Corps week in the past. This promotes volunteerism throughout the community as a whole to people of all ages. Also, RSVP provides station roundtable meetings for any all station representatives and others in the community in which training, networking, and managing skills are taught. This will increase the amount of knowledge the non-profit agencies have in our area to increase the awareness of volunteer assistance, regardless of volunteer age. These roundtable presentations are offered throughout the area to any nonprofit, not exclusively those currently working with RSVP. This will strengthen all of the nonprofits in our community and encourage these agencies to utilize RSVP volunteers where prudent. The presenters/trainers for these events are from the local area and volunteer to share their expertise with the group.

RSVP is also working with Black Hills State University to provide inexpensive classes or seminars for non-profit agencies in our area, and giving RSVP stations a discount to participate. This will encourage all non-profit agencies to utilize the resources throughout our region and promote volunteerism within their agency.

BHSU RSVP is a partner agency with the City of Spearfish in the ACHIEVE grant which promotes healthy living. The Spearfish School District, the Spearfish Community Coalition and RSVP will enlist volunteers to plant, water, weed, and harvest the community garden throughout the year. These volunteers will also help place signage along the 18 mile bike path, walking paths and throughout the city park.

Recruitment and Development

HIGH QUALITY EXPERIENCE FOR VOLUNTEERS.

RSVP assures a high quality experience for volunteers in many different aspects of the communities served. Volunteers learn how to coordinate activities for other agencies, facilitate operations and activities of other volunteers, including scheduling and assignments; participate in development of projects, and giving hands-on support. 37 percent of South Dakota residents volunteered between 2008 and 2010, helping the state earn its Top 5 ranking in the 2011 Volunteering in America report issued by the Corporation for National and Community Service. Volunteers develop computer skills, leadership skills and communication skills by serving in this capacity. RSVP ensures that volunteers receive orientation, training, local workstation supervision, and assessment in order to improve

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satisfaction with their volunteer service. The volunteers have opportunities to periodically meet to discuss their service, change volunteer assignments, problem-solve, and share ideas about how to make their volunteer teams stronger and more effective. Volunteering increases the involvement in the community and gives each volunteer a sense of belonging and satisfaction to enhance quality of life.

In our service area, according to the 2010 Census Bureau statistics, there are 8,977 veterans. We recruit those veterans to serve in our impact areas, but especially to serve other veterans. The comfort provided to our veterans knowing that the volunteer helping has also served our country, is unmatched. The RSVP volunteers serve the veterans directly through the US VA Center of the Black Hills, the local American Legion, and the VFW, but indirectly through Meals on Wheels, commodity programs, thrift centers, and provide transportation to our veterans. The RSVP volunteers take pride in serving fellow veterans and the recipients of the service are reassured that they will be well cared for by someone who understands their experiences.

April 1, 2014, the three of the mayors of communities served participated in the Mayor's Day of Recognition to thank the volunteers for their service. These mayors understand all of the needs CNCS volunteers address and how important that is to the neediest of citizens. The local newspaper also discussed the Day of Recognition and listed volunteer opportunities as well as thanked volunteers for service and how this enhances the quality of life for all of us.

BUILDING A CORPS OF VOLUNTEERS INCLUDING RECRUITING, RETAINING, and RECOGNIZING SENIOR VOLUNTEERS BY SUPPORTING 420 VOLUNTEERS, 45,000 HOURS, AND APPROXIMATELY 95 STATIONS.

Recruiting takes place by speaking at volunteer station meetings, public events, senior functions, service clubs, senior apartments, living centers and other residential areas. E-newsletters and printed newsletters are disseminated to churches, volunteer stations, and public officials and other organizations. Volunteer stations, such as the High Plains Western Heritage Center, the Spearfish Chamber of Commerce, the Sturgis Chamber of Commerce and the Belle Fourche Senior Center, are asked to include RSVP articles in their newsletters also. Information Booths are set up to distribute information to participants at various events such as the Sturgis Health and Community Organization Fair, the Spearfish Organization and Activity Fair, and the Custer Community Fair.

National/State/Local level media releases are utilized in these recruiting efforts whenever possible. Local media such as the Rapid City Journal, the Black Hills Pioneer, KEVN television and the Butte County Post print/promote activities whenever possible.

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BHSU RSVP has aligned our volunteer opportunities with the CNCS support focus areas in that last grant year, 196 RSVP volunteers volunteered for 25 food/nutrition stations and served nearly 17,000 hours. Of those, 19 volunteers were baby boomers and 51 were veterans who served meals or distributed food boxes and worked in area food pantries.

Approximately 6,800 veterans received services by RSVP volunteers whether directly serving hours at the US VA Center of the Black Hills in Sturgis or indirectly, through services with the American Legion, or VFW. 13 families of active duty military were served by RSVP Volunteers through letters of support, or collaboration with the Family Readiness Group for family events such as mailing Valentine's and the Easter Egg Hunt.

Educational opportunities are a priority for our program as we had 10 RSVP Volunteers serving in 5 schools, or community centers, to tutor or mentor students to improve self-esteem and skill levels. BHSU RSVP also has 140 volunteers serving in stations to improve the economic development strategies of those stations. Volunteers served over 6,000 hours helping agencies raise funds to increase awareness of the needs within the community as well as further their mission to assist clients in need.

Volunteers, the Advisory Council members and station coordinators are encouraged to refer seniors to volunteer with the program and approximately 15% of our new volunteers come from these referrals. The Program promotes retention of volunteers by offering challenging volunteer opportunities such as managing volunteers at the Matthews Opera House, coordinating volunteer staff for High Plains Western Heritage Center, the local Chambers of Commerce and area thrift stores and food pantries. The volunteer coordinators for those agencies have a great working relationship with staff in these agencies. RSVP recognizes volunteers for their contribution by acknowledging their personal achievements and holding a recognition event where CNCS staff; public leaders/officials (local and governmental), elected officials; 3 US Congresspersons, and other governmental officials are invited each year and most attend to visit with constituents learn the successes of the program.

TRAINING AND TECHNICAL ASSISTANCE.

The program ensures that all volunteers receive the necessary orientation and training prior to starting their service by informing each new volunteer about insurance benefits, time sheet requirements, and a variety of volunteer opportunities available. A Volunteer Handbook is also given to each volunteer. Volunteer Station Supervisors conduct on-site training for the volunteer pertinent to their assignment and responsibilities. Station Supervisors are provided orientation and ongoing training/technical assistance by project staff and others via trainings or presentations throughout the

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area but mostly through online webinars from outside organizations to stay abreast of volunteer management issues as provided by Energize, Inc, or similar organizations.

Volunteers and Advisory Council members receive training by attending the Station Roundtable presentations at no cost and have opportunity to network with other volunteers/station directors at the same time. Topics covered are volunteer management, social media training, marketing your nonprofit and revenue generation for nonprofit agencies. These Roundtable presentations have featured other partnering agencies such as the Black Hills Area Community Foundation, the South Dakota Nonprofit Association, the Belle Fourche Chamber, and Black Hills State University.

Program Management

DEVELOP AND MANAGE VOLUNTEER STATIONS

By collaborating with community leaders, the advisory council and current volunteers, BHSU RSVP will maintain work stations that meet the critical needs of the community and have a significant impact on citizens. This collaboration is also utilized to actively seek out volunteers and update volunteer job duties as needed. We also meet with other community organizations such as FGP and SCP in our service area, Black Hills Area Community Foundation, and the Chiesman Center for Democracy the South Dakota Nonprofit Association, The, which conducts a needs assessment for this region. This collaboration helps to identify priority needs and potential impact-based assignments with emphasis on current local, state and federal priority initiatives. RSVP will update all Memorandums of Understanding (M/U) with attached Impact/Performance Measurement work plans accordingly and discuss with each station what the needs are, how that can work with the Primary Focus Area or outside focus areas. Stations that are not currently meeting any focus area will be reassessed to change to capacity building or work as a partner agency, as desired by the agency. The Advisory Council, that is representative of the service area, will conduct an assessment annually to assure all programs Impact/Performance Measurement work plans and grant requirements are being met. The BHSU Advisory Council will combine with the new service territory to "share" an Advisory Council membership. The Advisory Council will complete the Community Stakeholder Survey to analyze how RSVP is working with various organizations to stay abreast of the needs in our service area. Appropriate reports such as the Financial Report, Progress Report, and the Progress Report Supplement and the minutes will be submitted to CNCS. RSVP also conducts volunteer and station evaluations annually to determine if needs are continuing to be met, or if changes are needed or desired. Black Hills State University (BHSU) also conducts an annual strategic plan assessment that ensures RSVP is collaborating with various departments at the university and has a relevance to the

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overall strategic plan. The BHSU strategic plan covers the 1 year, 5 year and 10 year plans. RSVP also partners with the Chiesman Center for Democracy to extrapolate data from the Black Hills Community Needs Assessment that is conducted by their agency every 5 years.

As a current grantee of CNCS, we have a superior track record for meeting and exceeding performance measures outcomes. Last year, BHSU RSVP served 1331 clients at food pantries, commodity programs and delivered Meals on Wheels. Of those served, 77% said they were able to avoid food insecurity and 95% were able to use the money saved to pay other bills. In Education, 273 students received tutoring services and 96% showed improvement in their participation, socialization and attendance at school.

MANAGE INFORMATION

By monitoring volunteer activities through monthly timesheets, RSVP will be able to determine where the volunteers are serving and if areas are neglected or overwhelmed. These timesheets will be used to generate a variety of monthly reports, including number of service hours, types of volunteer activity, number of individuals assisted, and volunteer stations served. RSVP will utilize the Volunteer Reporter software to help determine where additional needs for various stations may be a focus on those areas for recruitment. Surveys are conducted annually or bi-annually by volunteers and/or clients served by volunteers to determine impact results and those numbers/statistics are reported to CNCS.

MANAGE PROJECT RESOURCES

BHSU has a very complex accounting system that is capable of accurately accounting for and safeguarding all types of funding; federal, state, local and private. Separate accounting records are kept for federal and non-federal dollars, cost accounts from the grantees cash account, and records are provided as to how the project receives, expends and accounts for all cash resources. BHSU's Sponsored Programs office oversees all grant funding for the University, including funds from CNCS and others for the RSVP department. William Kelly, Director of Sponsored Programs, has worked with these types of funds for over 20 years. Diane Watson, Director of Grants Accounting, reviews all notice of fund awards and completes all draw-downs of those funds for each department, including RSVP. She has been in this type of position for 17 years. The program also maintains a Program Inventory List, which designates property purchased with federal CNCS funds, non-federal funds, and in-kind donations. Because our sponsor is an entity of the State of South Dakota, detailed and articulate financial reporting is mandated and all financials are very secure and regimented. Each department plays a role in managing all resources secured by RSVP, as well as every grant funded program for the University. In our recent compliance site visit, conducted in July of 2011, BHSU was

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commended by the CNCS representative for the detailed and accurate financial reporting completed.

SECURING RESOURCES AND CONTRIBUTIONS

BHSU RSVP continually seeks funding from various areas including federal, state, county, and city governments, stations grants, foundations, and service organizations grants. The Advisory Council notifies RSVP when funding might be available in their community or through an entity they represent. This provides RSVP with the support needed for any changes to be successful and to ensure that the mission of the program stays intact. The BHSU Sponsored Programs Office also reviews all applications for additional funding for recommendations or suggestions to strengthen those proposals. Cash funds are continually sought out (i.e. federal, state, county, and city governments, sponsor, stations grants, foundations, and service organizations) as follows:

\$ 59,490 Corporation for National & Community Service
10,000 United Way of the Black Hills
6,500 City of Spearfish
3,000 City of Belle Fourche
3,000 Sturgis Rally Charities Foundation
2,100 MDU Grant
2,000 Black Hills Corporation
2,000 Greater Belle Fourche Area Community Foundation
1,000 Sturgis Area Community Foundation
1,000 Shopko Hometown Foundation
1,000 Spearfish Area Community Foundation
\$ 91,090 TOTAL

In-kind funding is continually sought (i.e. sponsor, stations, businesses, service organizations, etc)

\$ 2,500 Other in-kind contributions (Technical support)
1,500 Miscellaneous support (office support, paper, discounted supplies)
\$ 4,000 TOTAL
\$ 95,090 GRAND TOTAL (Budget is \$90,937)

Organizational Capability

DESCRIBE YOUR ORGANIZATION'S EXPERIENCE IN THE PROPOSED PROGRAM AREA.

BHSU administers many federal, state, and private grants and has extensive experience in this capacity. Some of the funding agencies include; NASA, The National Science Foundation, the Small Business Administration, and the National Department of Health and Human Services. The RSVP

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program has been added to the Student Life Department, to promote volunteerism and service learning opportunities to meet community needs. As BHSU has listed intergenerational learning in the strategic plan, RSVP volunteers will be utilized to mentor students, work within the classrooms along with students and provide service learning opportunities with the seniors in RSVP. RSVP has expanded the service territory from 2 counties to 8. We have developed positive relationships with non-profit agencies in each of our service counties as well as key leaders within the community to direct us to find RSVP volunteers and/or to find stations that want to work with our volunteers. We travel to these areas and promote RSVP volunteers within the service area via social media, newspapers, and newsletters to continue developing these relationships and additional volunteer stations.

KEY STAFF POSITIONS RESPONSIBLE FOR PROGRAM MANAGEMENT, BACKGROUND AND EXPERIENCE.

The organization of staff is very efficient, and the personnel responsible are highly qualified to operate RSVP. Dr. Jane M. Klug, Director of Student Services provides administrative guidance and oversight for the RSVP. Klug oversees the Student Union and all students' activities, Student Health Services, the Child Care Center, and the Service Learning program. She has served in this administrative capacity for the past 15 years. Her employment at BHSU for 21 years has provided her extensive programmatic knowledge and she is a direct link to the 70+ student organizations on campus. Fortunately, with the current staff of RSVP and the addition of the varied capabilities of the BHSU staff, talent is not an issue. Nancy Wietgreffe is the Project Director with 10 years of experience. She holds a B.S. degree in Business Economics as well as previous experience with the School to Career grant program in Colorado handling volunteer management, grant budgeting and reporting and staff supervision. PD Wietgreffe was also a commissioned member of the South Dakota State Service Commission and a member of the Service Commission Conference Planning Committee. PD Wietgreffe has also served as a Peer Mentor for five years at the recommendation of the CNCS State Director. The 4 Peer Mentee Directors were located in Aberdeen, SD, Sioux Falls, SD, Mitchell, SD, and Devils Lake, ND. Job descriptions are on file.

DESCRIBE YOUR FINANCIAL MANAGEMENT SYSTEMS:

The Black Hills State University Grants Office has personnel dedicated to managing grant funds appropriately. The Sponsored Projects Director provides guidance and approval of all grants written under auspices of the University. In addition, the Director of Grants Accounting, certified in post-award grants management, provides financial support to the project. Program expenses are paid for

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through the BHSU business office upon RSVP written request for payment. Each account is tracked separately to ensure separation for federal funds and all other funding received and accounts are audited by the State of South Dakota each year.

RSVP utilizes the Volunteer Reporter software to track and record volunteer hours, services and station information. We have a good relationship with the staff at Volunteer Inc., whenever issues arise, changes are made, or additional information is needed. This is an invaluable resource for grant reporting, not only to CNCS, but other granting agencies. BHSU RSVP has never had any audit findings. BHSU itself is a part of the South Dakota Board of Regents and that audit finding can be found on the State of South Dakota Legislative Audit webpage for the most recent fiscal year.

DISCUSS YOUR TRACK RECORD IN SUCCESSFULLY MANAGING VOLUNTEER PROGRAMS, INVOLVEMENT WITH SENIORS, AND IMPACT-BASED PROGRAMMING.

BHSU has over 70 student organizations that are volunteer- based. RSVP volunteers work with BHSU students to help the students in a variety of projects including service learning projects and activities. Additionally, RSVP volunteers serve at the BHSU Child Care Center along with campus volunteers to work with the children there. Volunteers help with our freshman orientation program by helping new students find their dorms on move-in day and providing bags stuffed with information, coupons, and activities throughout the community. We also have volunteers who are retired professors/teachers that serve on campus for tutoring or supervision/instruction. BHSU also hosts other grant funded programs such as TRIO, Upward Bound, and the Service Learning Program, formerly an AmeriCorps* VISTA program and a variety of National Science Foundation grant projects and curriculum based activities in conjunction with the Sanford Science Lab in Lead, SD. RSVP has worked with the federal grant project since 1973 and has always evaluated our impact via client, volunteer or station surveys to ensure proper compliance. All of this data is also submitted to the BHSU Grants Office as they will also ensure compliance with all grant regulations.

ORGANIZATION'S CAPACITY TO ASSURE THE PROJECT HAS ADEQUATE FACILITIES, EQUIPMENT, SUPPLIES, PURCHASING PROCEDURES, PERSONNEL MANAGEMENT SUPPORT, AND ROLES FOR STAFF AND ADMINISTRATORS INCLUDING INTERNAL POLICIES AND TRAVEL.

We have established a permanent location for the RSVP project, occupying a small two-story house located on BHSU Campus. It is fully furnished with all necessary office supplies. The office is located on the first floor of the building and has an extra room for files and storage and all internet, phone and technology access required.

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BHSU has very stringent internal policies and procedures to meet state compliance standards for all purchases of supplies and equipment, personnel management issues and travel policies. RSVP staff does not directly handle any project funds. All purchases and payments made by RSVP must be made through and approved by the sponsoring agency's purchasing office. BHSU's University Support office then handles all ordering, and receiving of shipments. RSVP staff uses the South Dakota state's on-line time entry system to track and maintain hours worked and leave accruals. Timesheets are approved by direct supervisors and then submitted to the BHSU Human Resource department for final approval. Travel requests are made through University Support Services regardless of whether a state vehicle is requested or a personal vehicle is used. The University tracks and verifies mileage and makes payments to and from the appropriate accounts. Staff reimbursement/per diem levels are dictated by State policy and are subject to verification through relevant documentation. If costs are expected to exceed \$150 per day, additional levels of approval are required. All BHSU RSVP accounts are audited within the guidelines of the State of South Dakota and must have traceable invoices, purchase orders and requisitions.

DESCRIBE YOUR ORGANIZATION'S PROCEDURES OR SYSTEMS FOR SELF-ASSESSMENT, EVALUATION, AND CONTINUOUS IMPROVEMENT.

The advisory council does a program assessment annually to determine if the needs of the communities are being met; if activities are appropriate for the objectives, and if the volunteers are active in all areas, etc. This provides instruction as to which areas need improvement and gives the staff direction for next year's programming. Also, each volunteer is contacted annually to determine if the volunteer activities are adequate for his/her expectations or if additional duties are preferred. And, we conduct a station evaluation each year to determine if the RSVP volunteers are meeting the needs of the non-profit agency and how we can improve the volunteer opportunities at each location. RSVP staff also conducts self-evaluations as well as supervisory evaluations are done for each employee.

Other

N/A

PNS Amendment (if applicable)

N/A