

Narratives

Executive Summary

CAC RSVP PROPOSAL - APRIL 1, 2015 - MARCH 31, 2016

The Knoxville-Knox County Community Action Committee (CAC) submits this proposal to administer RSVP in Knox County, Tennessee. The CAC Retired and Senior Volunteer Program (RSVP) proposes to enroll 315 unduplicated volunteers, with 65% of them in outcome based work plans. Volunteer activities will include delivering hot and nutritious noon-day meals to frail and homebound seniors, providing transportation and escorting individuals with disabilities to doctor appointments and grocery shopping, leading health education workshops on managing chronic conditions, providing safety checks and routine visits to vulnerable seniors, distributing information on health care insurance and healthcare access, and participating in community-based activity that serve homeless veterans. Seventy-one percent of volunteers will be serving in the primary focus area of this project - Healthy Futures. At the end of the three-year grant, 1,150 homebound or older adults and individuals with a disability will receive home delivered meals, transportation assistance, and/or home safety checks each year to allow them to live independently; Seventy-five percent of clients served will report increased social ties/perceived social support. Additionally, 1,360 homebound clients will increase access to care through distributed information on health insurance and health benefits and participate in health education programs. We request \$49,208, which will be supplemented by \$21,731 of non-federal resources.

Strengthening Communities

Community Need

The CAC RSVP serves the City of Knoxville and Knox County, Tennessee located at the eastern foothills of the Smoky Mountains and the southern area of the Appalachian region. Knox County has 526 square miles with 101 of those miles within the city limits of Knoxville. The 2013 U.S. Census Bureau indicates that the Knox County total population is now 444,322, a 2.9% increase over the 2012 Census. Of the total Knox County population, 182,200 live within the Knoxville city limits, with 232,122 living in the suburban and rural areas of Knox County; 109,332 (25.4%) of the population are over the age of 55.

Current community needs include providing supportive services to allow seniors to age in place through food delivery, transportation assistance, and home safety checks to prevent Elder Abuse;

Narratives

promoting access to care through distributing information on health insurance and health benefit programs, and providing health education programs.

Aging in Place -- Food Insecurity: According to the 2013 U.S. Census, 7,871 (7.2%) of the Knox County population over the age of 65 reported incomes below the poverty level. Knoxville ranks 24th among the top 100 metropolitan areas for 'food hardship,' with nearly 26% of households without enough money to buy needed food (Food Hardship in America 2012 Report). The Employee Benefit Research Institute reports that about 70% of citizens living below the poverty line have experienced an acute health condition such as cancer, lung disease, heart problems or stroke, which affects an individual's ability to maintain an independent lifestyle without adequate support. In Knox County, seniors continue to face increase challenges meeting food need due to limited income, disability, health decline, limited family support, and age related limitations. Currently there are 19,461 Knox County residents over the age of 65 with a disability who often find it difficult to prepare a meal or drive to the grocery store (2013 U.S. Census). Since the onset of the recession in 2007 until 2012, the number of seniors experiencing the threat of hunger has increased by 49%; locally, Tennessee is ranked top 5 in the worst states in terms of threat of senior hunger (State of Senior Hunger in America 2012 Report, released May 2014). In 2013, RSVP station Mobile Meals served home delivered meals to 1,374 seniors age 60 and over who were unable to cook for themselves and had no one to cook for them. Station supervisor reported that "without RSVP volunteer support in delivering meals, the number of seniors served would have drastically decreased due to budgetary restraints."

Aging in Place -- Transportation: Research shows that as people age, the likelihood of having a disability of some kind increases. "Across the country, around 12.6% of people 35 to 64 years old have a disability; the share doubles to one out of four people of retirement age (65 to 74 years). People 75 years of age and over face the largest prevalence, with one out of every two having a disability (The Prevalence of Disability in the Knoxville Region 2013)." Locally, 46,000 people or 10.6% of the Knox County population reported a disability. "To help understand the role a disability plays in the life of an individual, the U.S. Census Bureau classifies disabilities into six types: hearing, vision, cognitive, ambulatory, self-care, and independent living. When considering all age groups, ambulatory difficulty is the most prevalent type, accounting for 28,444 people (6.6%) in Knox County. Individuals with an ambulatory disability experience serious difficulty walking or climbing stairs, which often results in limited physical activity and further health decline. Among the senior population, ambulatory difficulty was also the most prevalent, and at much higher rates: 25.2% (13,998 people) in Knox County. The second most prevalent disability type among the senior population was independent

Narratives

living difficulty with 16.6% (9,221 people) in Knox County. Individuals with independent living difficulty encounter challenges performing instrumental activities of daily living such as shopping or visiting a doctor's office (The Prevalence of Disabilities in the Knoxville Region)." To meet this need, in 2013, RSVP volunteers serving through Volunteer Assisted Transportation (VAT) provided 4,069 trips for seniors and people with disabilities to medical appointments, grocery shopping, and other related errands. Through VAT, RSVP volunteers provide not just door to door transportation, but escort clients -- providing door through door service. VAT reported that they were unable to fill 617 ride requests due to lack of support and funds, and without RSVP volunteers, that number would grow substantially.

Aging in Place -- Elder Abuse: The TN Commission on Aging and Disability reports that only 1 in 23 cases of elder abuse are reported statewide. Often signs of bruising go unnoticed, or the abuser controls the victim's access to the outside world. Homebound seniors with limited support are often the most vulnerable to crime. Crime against the elderly increased by 7% from 2009 to 2011 in TN, with 90% of crimes taking place in victim's homes (TN Bureau of Investigation Report 2013). To address this growing concern, in 2013, RSVP volunteers serving through Senior Citizens Awareness Network (SCAN) provided home safety checks to 250 frail and homebound vulnerable seniors who voluntarily enrolled in the program.

Access to Care -- Health Education: The CDC indicates that chronic diseases such as heart disease, stroke, cancer, and diabetes are amongst the most prevalent, costly, and preventable of all health problems. "Tennessee residents have high incidences of chronic conditions, with the state ranking above the national norm when compared to other states in prevalence of nearly every chronic condition - 45th in cancer deaths, 44th in cardiovascular deaths, 46th in diabetes, 49th in heart disease, 49th in heart attacks, 48th in high blood pressure, and 44th in strokes (TN Task Force on Aging Report 2014)." The three leading causes of death in Knox County are heart disease, cancer, and stroke (Knoxcounty.gov). According to the National Health Council, more than a third of the population now is living with multiple chronic conditions, accounting for 75% of all healthcare costs in the US. Additionally, Chronic Conditions cost the nation more than \$1.3 trillion annually in healthcare spending and loss in economic productivity. CDC indicates that lifestyle changes such as healthy nutrition, increased exercise, access to preventative healthcare, and healthy behavior greatly reduce a person's risk for developing chronic disease. In response to this growing concern, the Knoxville Health Department trains local RSVP volunteers to lead series of workshops called Living Well with Chronic Conditions. Developed by Stanford University, Living Well with Chronic

Narratives

Conditions (LWCC) is an evidence-based six-week workshop that teaches people how to better manage the physical, social, and emotional effects of chronic conditions like arthritis, diabetes, and lung and heart disease. The program is designed to help empower people to manage their health by providing tools for coping with disease symptoms, improving quality of life, and strengthening or building a support system to navigate the many challenges encountered along the way.

Access to Care -- Access to Healthcare:

The Tennessee Commission on Aging and Disability (TCAD) indicates that in the next 15 years, an additional 1,245,064 Tennesseans or 20% of the current population will reach the age of 65, which is an increase of over 60% of Tennesseans who will require programs and services. In response, the TACD conducted a comprehensive community needs assessment to understand the current and future needs of the local senior population. According to the TCAD, 66.7 percent of participants identified that not having enough insurance or money to pay for doctors or medication was the most pressing need in East Tennessee. Additionally, 39.5 percent of the participants identified that health insurance and Medicare health insurance assistance were the most important issues facing the senior population. To meet this need, the Affordable Medicine Options for Seniors (AMOS) provides Medicare education, advising on low prescription drug coverage, and health benefits information to seniors in Knox County. Last year, 1,663 people called into the AMOS office for information and advice on health insurance. Additionally, 2,532 people attended AMOS presentations, exhibits, and educational in-services. Last year, RSVP AMOS volunteers worked more than 1,600 hours and assisted 800 more seniors than could have been accomplished with its one staff position. Station supervisor indicated that if RSVP volunteers had not been available, staff would only have been able to serve 300 individuals.

Veterans & Military Families -- Homeless Services:

There are currently 28,000 veterans in Knox County (2013 U.S. Census). Since 1986, the Knoxville-Knox County Homeless Coalition has sponsored studies designed to determine the extent of homelessness in Knoxville-Knox County. The current Biennial Study on Homelessness was conducted in January and February of 2014, and found that there were 9,806 homeless individuals in the Knoxville area, with 1,079 (11%) being homeless veterans. Additionally, 25% of the homeless veterans indicated they were homeless due to loss of job, 37% reported having been hospitalized due to physical health since becoming homeless, 37% have been victims of crime since becoming homeless, and lack of funds was most frequently cited (48%) as a reason for not being able to get into housing. To assist homeless veterans, Volunteers of America Tennessee, Remote Area Medical, and Department of

Narratives

Veterans Affairs organizes an annual event called Homeless Veteran Stand Down, an all day event to provide veteran services in one location. Over 25 community partners, including RSVP will participate in the event to ensure that homeless veterans receive access to VA benefits, job placement assistance, legal assistance, housing assistance, vision and dental services, registration for VA Health Care, clothing, a warm meal, transportation support, and access to community resources.

Community Priorities -- Other -- Over the past 32 years, CAC RSVP has become a hub for volunteer driven change. In 2013, the Stanford Social Innovation Review conducted a survey of over 6,000 nonprofits from around the country who responded that their greatest challenge is being unable to meet demand. The State of Sector survey further indicates that "the picture is even worse for nonprofits serving poor communities, with almost two-thirds of these organizations report being unable to keep up." Currently there are over 1500 non-profits in Knox County according to United Way of Greater Knoxville, and often these community partners rely on RSVP volunteers to assist with one time emergency or immediate needs. For example, during the ice storm of 2013, RSVP On-Call volunteers gathered to pack and deliver 2,000 emergency shelf stable meals for homebound seniors, who otherwise would not have had a meal. Over 500 interested volunteers, non-profit organizations, and community businesses work with RSVP to meet immediate local challenges. RSVP On-Call mobilizes 80 unduplicated volunteers annually to deliver books to the homebound, assist local non-profits with mailings, pack meals for the homebound, clean up trails for the local nature center, and make garden aprons and quilts for homeless families receiving a home through habitat for humanity. Currently RSVP On-Call has a signed MOU with 9 area non-profits, and RSVP On-Call volunteers answer the call to assist with one time emergency or immediate needs of the community.

Performance Measures

A total of 225 unduplicated RSVP volunteers, working through five different volunteer stations, will participate in activities in the Healthy Futures primary focus area to increase senior's ability to age in place and improve access to primary and preventative health care: 110 unduplicated RSVP volunteers will deliver noon-time nutritious meals, five days a week, to 800 older adults; 35 unduplicated RSVP volunteers will provide transportation assistance to doctor's appointments, grocery shopping, and other necessary errands to 150 individuals with a disability; and 60 unduplicated RSVP volunteers will conduct home safety checks once a week to 200 vulnerable senior homes to prevent elder abuse. Through these efforts, 1,150 homebound or older adults and individuals with a disability will receive food, transportation, and/or safety checks that will allow them to live independently. In addition to

Narratives

independent living, these volunteer activities will increase social interaction for the individual's served, which research supports is a protective risk factor for healthy living and independence. Geriatricians at the University of California conducted a longitudinal 6-year study with 1,604 seniors over the age of 60 and found that 45% of individuals who reported feeling lonely were more likely to die over the six-year period and 59% were more at risk for physical decline (measured as performing daily living activities such as bathing, dressing, and eating), than those that reported satisfaction in their sense of connection with others.

Measured Outcome: 863 or 75% of the homebound or older adults and individuals with disabilities who receive meals, transportation, and home safety checks will report having increased social ties and perceived social support after receiving services in accordance to the established minimum dosage for each service activity.

Additional output based service activity in the primary focus area will include 10 unduplicated RSVP volunteers working with the Affordable Medicine Options for Seniors program to help distribute health insurance information to 1,300 low income seniors. Ten unduplicated RSVP volunteers will provide health education programming to 60 unduplicated clients through a six-week workshop called Living Well with Chronic Conditions.

Data Collection

Working with local stakeholders -- RSVP Staff, Station Supervisors, RSVP Advisory Council, and Volunteer Station Coordinators, CAC RSVP has established a comprehensive data collection plan to measure and manage the National Performance outcomes and outputs.

Following the guidance provided by CNCS NOFO Appendix B, CAC RSVP staff and volunteer station staff have reviewed definition of key terms to ensure that the clients served and activities conducted by RSVP volunteers meet the required guidelines.

Output Data will be collected in accordance with Measure H8, Measure H2, Measure H4, Measure V1, and Measure SC1 requirements. Outcome Data will be collected in accordance with Measure H9 requirements.

Measure H8 -- 1,150 homebound or older adults and individuals with disabilities will receive food, transportation, and home safety checks to allow them to live independently.

Data Measure/Collection: Individuals who have received at least one week of home delivered meals, at least two assisted transportation rides, and/or at least two home safety visits in a span of a program year will be considered qualifying individuals. Please note that qualifying individuals served through

Narratives

one station will only be counted once. Information on qualifying individuals served will be collected using the Social Assistance Management Software (SAMS) in July, November, and March from volunteer stations to ensure accuracy, and will be compared with a final report submitted by the station supervisors at the end of the year. Measure H9 - Qualifying individuals who have received at least one week of home delivered meals will participate in a Senior Nutrition Program Home Delivery Meal Survey (Modeled after the Senior Corps Independent Living Performance Measure Survey) administered four times a year, with each client participating once. Qualifying individuals who received at least 2 assisted transportation rides will participate in the Senior Corps Independent Living Performance Measure Survey conducted twice a year, with each client participating once.

Qualifying individuals who received at least 2 home safety visits in a span of a program year will participate in the Senior Corps Independent Living Performance Measure Survey conducted twice a year, with each client participating once. All surveys will be completed by service recipients or caregivers of service recipients, and administered by volunteer station staff, RSVP advisory council members, or RSVP On-Call volunteers. Surveys will either be conducted through a phone interview, in-person through hand delivery, or by direct mail. Survey results from the Measure H9 will be entered into the CNCS provided spreadsheet.

Measure H2 -- 1,300 individuals will receive information on health insurance and health benefits. Data Measure/Collection: Qualifying individuals will receive at least one unit of information about medication discount programs, health insurance assistance, and other health benefits through personal advising, informational material, group presentations, and phone assistance. Please note that each client will only be counted once, even if they receive ongoing advising and assistance. Client information will be collected using SAMS.

Measure H4 -- 60 individuals will participate in six-week classes to learn how to manage their chronic conditions.

Data Measure/Collection: Individuals will participate in at least one full 2.5 hour workshop. Please note that each client will only be counted once, even if they participate in all 6 workshops.

Information on qualifying participant will be collected at the end of each class using the Activity Log by the workshop leader.

CAC RSVP data collection plan is developed to ensure that all data collected is consistent with the goals of the program. Data will be collected from all volunteer station sites, however it will not be collected with the same frequency because of the diversity in the number of clients served and performed service activity. Collected data will be in congruence with dosage, and there will be clear

Narratives

guidance provided for data collection. CAC RSVP clearly documents data collection methods to ensure that the methods used are specific to the work plan. Finally, Senior Corps Manager and Office on Aging Director review the data before submission to check for errors.

Documentation that the data collection plan was followed and reviewed will be detailed in the program progress report at the end of the year.

Veterans Service Activity

Measure V1 -- 10 unduplicated RSVP volunteers will assist 100 veterans gain access to state and federal benefits, legal assistance access, and registration for VA Health Care through the Homeless Veterans Stand Down initiative.

Data Measure/Collection: Services provided to individuals "who served in the active military, naval, or air service, and who was discharged or released there from under conditions other than dishonorable" will be considered qualifying individual. Qualifying Individuals will be tracked through Activity Logs at the event. Each veteran will be counted only once per grant year.

Recruitment and Development

Quality Volunteer Assignments

In order to establish a partnership with RSVP, potential volunteer stations start by discussing station's volunteer needs and the impact of volunteer assignment on the community. The Senior Corps Manager and RSVP Coordinator review the volunteer assignment and meet with station administrators to establish a Memorandum of Understanding (MOU) with clearly outlined roles, responsibilities, and policies that would result from the partnership. RSVP work plans, primary focus area, and target goals are also discussed with stations during this visit. Current RSVP stations communicate volunteer needs on a monthly basis with RSVP coordinator, and submit a "Volunteer Job Description" to assist in volunteer recruitment, and to establish a quality volunteer assignment. RSVP volunteer advancement opportunities are offered through existing RSVP volunteer stations and sponsor hosted events. For example, volunteers that assist clients with health insurance coverage through AMOS receive continued professional training to conduct the necessary research and distribute information on how to advise individuals about their options.

RSVP stations are encouraged to identify current volunteers as program spokespeople for RSVP to recruit and expand the volunteer corps. As an example a former RSVP council member accepted the leadership role for training and scheduling assignments for 90+ RSVP volunteers at the SCAN

Narratives

Program. The new position/assignment enabled the volunteer leader to expand the program with additional training methods for on-going classes as well as new-recruit classes ahead of schedule. Such volunteer positions are included in the community priorities work plan that covers many specialized volunteer activities that are crucial to our community, but whose impact is difficult to measure.

Volunteer Training

RSVP has identified that training is a key component of volunteer success and retention. RSVP volunteers receive pre-service orientation in three steps. First, all new volunteers enroll in RSVP with a personal face to face meeting with the RSVP Coordinator. During this meeting, volunteers complete an RSVP Enrollment Application, receive a program overview, and learn about volunteer opportunities based on their interest. Second, the volunteer receives the RSVP Volunteer Handbook, which covers important topics: RSVP Program Overview, RSVP Mission and Goals, CNCS, Volunteer Benefits, Volunteer Recognition, Volunteer Responsibilities, Volunteer Timesheets, Volunteer Insurance, Volunteer Prohibited Activities, and Volunteer Separation.

Third, prior to starting their service activity, RSVP volunteers receive orientation from volunteer station, which addresses community needs, service activities, volunteer safety protocol, and much more. Orientation offered through volunteer station varies in time depending on the service activity: Mobile Meals Delivery provides a 45 minutes pre-service orientation, with a follow up 2 hour orientation annually (topics include food safety, client confidentiality, reporting elder abuse, etc.); Volunteer Assisted Transportation provides a 25 hour pre-service orientation, with 10 hours of on-going training annually (topics include driver improvement training, first aid, and DOT recertification); Affordable Medical Options for Seniors provides a 20 hour orientation, with ongoing training opportunities through ETHRA State Health Insurance Assistance Program; Senior Citizens Awareness Network provides a 40 hour pre-service orientation, and provides annual driver recertification training; Living Well with Chronic Conditions provides a 20 hour orientation, and volunteers receive 8 hours of retraining as material becomes available through Stanford University; Volunteers working the Homeless Veterans Stand Down will receive onsite training on veterans benefits criteria, tips on assisting veterans with application process, and additional training based on service activity; RSVP On-call provides a brief training based on the service activity, for example, volunteers packing emergency shelf-stable meals for homebound seniors receive a 15 minute training on safety and efficient packing techniques. As evident, training is not just a primary but an ongoing

Narratives

component of program infrastructure, provided in partnership with RSVP, CAC, Volunteer Stations, and local non-profits.

Volunteer Recruitment

The 2014 U.S. Census estimates that 86.4% of the Knoxville population is white, 9.1% is Black or African American, and other racial groups make up less than 5% of the population. An important contact for CAC Senior Corps this year has been the Centro Hispano de East TN, which provides educational opportunities such as GED classes, language assistance, information and referral services, and legal advice clinics. This is an important contact given that 3.7% of the total population in Knox County is Hispanic, with over six percent of the total county population speaking a language other than English at home. CAC RSVP will work closely with Centro Hispano to increase volunteer recruitment to diversify the current volunteer pool.

RSVP staff will continue its work with the sponsor and place a priority for senior volunteer services to augment the CAC mission of "people helping people become self-sufficient." RSVP partners with the recreation departments of the city and county governments to ensure volunteer opportunities and activities for low-income, volunteers with a disability, and socially isolated residents in public housing and senior centers. Currently RSVP volunteers from 5 low-income public housing buildings serve delivering meals, and serving on projects with RSVP on-call.

RSVP has also developed a new partnership with the local Air Force Sergeants Association (AFSA) to assist with veteran volunteer recruitment. One of the core values of AFSA is service, and over 400 AFSA members look for opportunities in Blount and Knox County to serve the community.

RSVP also provides volunteer opportunities to the Senior Community Service Employment Program applicants (low income older adults) and former participants to aid in their resume building. Recently released study by CNCS shows that volunteering can increase employment opportunities, and the study has aided CAC RSVP in developing new partnerships to recruit volunteers.

Recruitment tools will include the public distribution of flyers, posters, and brochures. Online recruitment tools such as match listings, social media, local list serves, and sponsor hosted web sites. Two public or inter-agency speaking engagements will be arranged each quarter to help build public awareness of the program. These will include presentations by RSVP staff, advisory council members and other Office on Aging staff, to organizations and professional associations. They will also participate in local exhibitions and utilize networking opportunities to promote RSVP and develop new community resources. For example, RSVP participates annually during the Women Today Expo, the

Narratives

Healthy Living Expo, and the Covenant Senior Health Fair to build public awareness and recruit a diverse array of volunteers.

Public service announcements will be made through social media and print media to promote volunteer recruitment and program mission. The Knox County Senior Service Directory issued by the sponsor also advertises the RSVP. The sponsor issued "Elder News and Views" a publication that reaches over 18,000 homes and businesses showcases RSVP recognition efforts, and volunteer recruitment efforts. The Sponsor has a monthly community television program, The Aging Advantage, which highlights RSVP at least once a year, to increase public awareness and volunteer recruitment. A new RSVP platform for volunteer recruitment has been the Knoxville Senior Listserve, which consists of over 500 professionals working in the senior services industry.

Retain and Recognize Volunteers

CAC RSVP has recognized that the key to volunteer retention is ongoing communication, relationship building, and volunteer recognition.

The baby boomer generation has proved to be more tech savvy than previous cohorts, thus making the communication process manageable and affective. CAC RSVP utilizes sponsor hosted Facebook page, monthly e-mail bulletins, and local senior publications to provide ongoing support and information to volunteers. These efforts allow RSVP to make quick contact with our large groups of volunteers until there is an opportunity to see them in person.

RSVP coordinator makes site visits at least once a quarter to ensure volunteer satisfaction with assignment, develop a relationship with the volunteers, and show volunteer appreciation. The RSVP Coordinator also visits stations during special events to show support and take pictures, which are later shared with the volunteer and station supervisor.

RSVP will continue its tradition of hosting special celebrations at volunteer stations and recognition events for volunteers, volunteer stations, partners and friends of the program. Limited financial resources are supplemented through advisory council solicitation for creative approaches and locations, local celebrities and simple refreshments that make the events enjoyable. A few years ago RSVP hosted a bus tour of featured neighborhood trails during Knoxville's Dogwood & Arts Festival. The bus and sack lunches were provided by the City Recreation Department. This event was very popular with volunteers who do not drive.

RSVP volunteers will also be recognized through Public Service Announcements and volunteer impact stories submitted to the Knoxville News Sentinel as well as community newspapers. Local businesses

Narratives

and organizations, volunteer stations, and RSVP advisory council members participate in Mayors Day of Recognition in April, Senior Corps Week, MLK Day of Service, 9/11 Day of Remembrance, and RSVP volunteer recognition events. During each of these events, CNCS and RSVP logos are displayed in program brochures, flyers, invitations, and other media material to promote public awareness. The CAC building, Senior Corps offices, J.T. O'Connor Senior Center, and volunteer stations also display the RSVP logo. In addition, to recognize RSVP volunteers, each volunteer will display the Senior Corp "S - RSVP" on their name tag or volunteer button.

Program Management

Program Compliance

To ensure that volunteer stations are in compliance with RSVP program regulations, CAC RSVP utilizes four important tools: Memorandum of Understanding (MOU), RSVP Volunteer/Station Handbook, Accessibility Checklist, and Safety Checklist.

Volunteer Stations renew their MOU every three years or each time there is change in the volunteer station supervisor, RSVP staff, or in federal guidelines that govern RSVP regulations. The MOU includes key staff contact information, amendment and termination terms, roles and responsibility of the sponsor and volunteer station, volunteer station commitment of training, cash and In-Kind contribution, and synopsis of CNCS Regulation. CNCS regulations such as the grievance procedure, employee displacement clause, prohibited volunteer activities, prohibition of discrimination, volunteer separation procedure, publicity policy, disability accessibility policy, accessibility checklist, and safety checklist are all a part of the MOU.

To further assist in volunteer station compliance with RSVP regulations, each volunteer station participates in annual update with RSVP staff to review the MOU and the RSVP Volunteer/Station Handbook. Each volunteer station receives a copy of the Volunteer/Station Handbook to keep on site. Volunteer stations are also required to resubmit the Accessibility and Safety checklist at the start of each RSVP program year. The Accessibility Checklist assesses the station's ability to accommodate volunteers with a disability. The Safety Checklist ensures that volunteer stations have adequate emergency training, procedures, and equipment in place to provide a safe environment for volunteers.

Supervision of Volunteer Stations and Service Activities

At the start of each assignment, volunteers sign a volunteer job description, which includes station name, service activity description, and a signature line to document volunteer and RSVP staff understanding of assigned activity. The volunteer station supervisor provides the ongoing supervision

Narratives

and support to ensure that volunteers are performing assigned service activities. RSVP staff makes unannounced visits to ensure that volunteers are following safety precautions and performing assigned activities.

Volunteer activities are documented on monthly timesheets that are completed by individuals and/or station supervisors. This method is efficient in obtaining required signatures, service activity data, and documentation of in-kind values. Data is collected monthly and records of volunteer hours of service are computerized, utilizing spreadsheet software. The volunteer timesheets allow RSVP staff an opportunity to enforce volunteer station supervision and oversee performed volunteer activities.

Graduating Stations

In preparation for the 2015 RSVP competition, over the past two years, CAC RSVP has graduated 5 volunteer stations to ensure that volunteers participate in the CNCS approved focus areas. Two volunteer stations had to close their doors due to loss of funding, and volunteers from these sites were quickly provided new assignments to minimize disruption. The other three stations did not have adequate volunteer supervision capabilities and did not have active RSVP volunteers when they were graduated. Currently, there are no plans to graduate any additional stations. New stations that provide volunteer opportunities to address CNCS focused areas will be invited to join RSVP.

Sponsor Experience

CAC has been fortunate to sponsor three Senior Corps programs as well as one of the first state/national AmeriCorps program established in 1994. Almost all of the CAC and Office on Aging programs depend on volunteers to carry out their goals and objectives. A very conservative estimate is that 13,702 individuals provided 401,000 hours of volunteer service in CAC programs during the year that ended June 2013 (CAC National Performance Indicators Report FY 2012-2013).

The Office on Aging (OOA) was founded in 1975 as the unit within CAC charged with developing and providing services to ensure aging in place and access to care for all older citizens of Knox County. The OOA has 20 different programs to assist older, homebound adults, and individual's with a disability to remain in their home. Independently funded programs include Mobile Meals, Congregate Meals, Mobile Meals Kitchen, CAC Transit, Volunteer Assisted Transportation, One Call Club, Grandparents as Parents, Senior Employment Service, In-Home Assessment & Case Management, Senior Citizens Information & Referral Service, East Tennessee 2-1-1, minor home repair, adult day care and a large multi-purpose senior center. Programs assist seniors with medication management,

Narratives

adopting a pet, and installation of a donated computer. It also includes the Senior Corps programs -- Foster Grandparent Program, Senior Companion Program and RSVP.

CAC and the OOA participated in impact-based programming before it was required by CNCS. Staff has benefited from training in Outcome Measurements provided by the University of Tennessee, School of Social Work Office of Research and Community Service (SWORPS) (funded through the TN Department of Human Services). In addition, staff received training through United Way and the Tennessee Commission on Aging & Disability in measuring outcomes. Most recently, RSVP staff has benefited greatly from the CNCS's training in Impact-Based Programming during the 2014 Senior Corps Virtual Conference. In addition to the three Senior Corps programs, the following Office on Aging programs report outcome measures to diverse funding sources in the primary focus area of healthy futures: Mobile Meals, Project LIVE, One Call Club, Senior Citizens Information & Referral Services, Daily Living Center, Volunteer Assisted Transportation, AMOS, and Knox CAC Transit. Advisory Council, MOU, and Volunteer Eligibility

Local input into the program design and evaluation is ensured through the RSVP Advisory Council. Currently, the RSVP advisory council has 10 members, made up of professionals, community members, volunteer station representatives, sponsor staff, and RSVP volunteers. The RSVP Advisory Council reviews the program at monthly meetings and makes recommendations about policies and procedures. Many RSVP Advisory Council members actively participate in the primary focus area with their profession, and are able to provide ongoing assessment updates to ensure that RSVP volunteers are meeting community needs.

In 2012, CAC RSVP developed a new RSVP Volunteer Database, an excel based spreadsheet to organize RSVP volunteer application and volunteer timesheet information, such as, volunteer demographic information, hours of volunteer service, volunteer station roster, and background check verifications. Four different background checks are now conducted for each volunteer, including National Sex Offender Registry, TN Department of Health Abuse Registry, TN Felony Offender Registry, and TN Meth Offender Registry. This RSVP Volunteer Database offers not only flexibility for required reporting, but also serves as safe-guards to ensure that all enrolled volunteers are over the age of 55. In addition to the electronic files, RSVP maintains secure hard-copy files of volunteers and volunteer stations as required. Paper files are cross-referenced to the electronic files.

An annual internal audit of volunteer files and database is conducted by Senior Corps Manager and Office on Aging Director to ensure that MOU's are signed and updated, volunteer files contain a description of volunteer job assignment, and that enrolled volunteers are eligible to serve in RSVP.

Narratives

Organizational Capability

Oversight and Accountability

RSVP financial and in-kind resources are managed by the RSVP Coordinator with assistance of CAC support staff, and oversight of the Senior Corps Manager and the Office on Aging Assistant Director. Knox County government provides financial accounting services at no cost to the agency. CAC accounts are audited annually by an independent firm, with excellent reports. CAC has a reputation in the community for fiscal responsibility and accountability, with low administrative costs. The independent auditor has determined CAC to be a "low risk auditee."

CAC has an Administrative Cost Sharing Plan that is approved by the Tennessee Department of Human Services. The Office on Aging approach to sharing program support staff is very cost effective and efficient. Each of the Office on Aging programs share the costs of the Director, Assistant Director, Receptionist, two Accounting specialists, and Data Entry Specialist.

Cash and in-kind resources are carefully documented and recorded by RSVP and posted in Knox County Central Accounting records. They include sponsorships from city and county governments, health care institutions, private businesses, volunteers, and the media. Training events are supported by public safety organizations, banks, retailers and others in the management field. Volunteer recognition events and other volunteer benefits conducted by volunteer stations provide cash and in-kind contributions that match federal funds.

CAC is a public, non-profit agency created in 1964 by a joint resolution of the Knoxville City Council and Knox County Quarterly Court. The agency receives funds from federal, state and local governments as well as community contributions. Accounting, payroll, purchasing and banking functions are performed by Knox County government at no cost to the agency. The agency is audited annually by an independent company and the most recent audit included with this grant application verifies that the record-keeping and financial practices of the applicant are sound and comply with the standards of Knox County Finance Department and with the requirements of OMB Circular A-133.

Staff Positions

The principle staff that will be directly working to accomplish project goals and maintain a high quality program will be the RSVP Program Coordinator, Senior Corps Administrative Specialist, and the Senior Corps Manager.

The RSVP Coordinator joined the CAC Senior Corps team on January 1, 2013. She was the Mobile Meals Volunteer Specialist for almost three years, and previously served as an AmeriCorps member

Narratives

here in Knoxville. Having served with national service, she has many years of experience recruiting/training volunteers, along with her energy and excitement to build upon CAC RSVP. The RSVP Coordinator is employed 30 hours a week. The RSVP Program Coordinator will report to the Senior Corps Manager and will be responsible for all aspects of program management, for accomplishing project goals, volunteer recruitment and training, ensuring performance measure data collection plan is executed, monitoring volunteer assignments and timesheets, and maintaining a high quality program.

The Senior Corps Administrative Specialist previously served as the Administrative Officer with the Foster Grandparent Program. She is responsible for assisting the RSVP Coordinator and Senior Corps Manager in many aspects of program management, providing staff support to the RSVP Advisory Council, making visits to Volunteer Stations, maintaining a volunteer roster database, and documentation of in-kind services. The Senior Corps Administrative Specialist is employed 40 hours a week, and shares responsibilities with CAC FGP and CAC SCP.

The Senior Corps Manager, a Masters Level Social Worker, previously served as the Senior Companion Manager for over two years. Prior to working for SCP, she worked with the Office on Aging as an intern, assessor, and case manager. Her volunteer experiences include serving as an AmeriCorps member and as a prior assistant director for a volunteer service program called the Bonner Scholars Program. She is responsible for planning and management of SCP, FGP, and RSVP to assure compliance with federal and program guidelines and that expenditure remain within budgetary constraints. The Senior Corps Manager is employed 40 hours a week.

The Office on Aging support staff, including the Office on Aging Director, Assistant Director, accounting specialists and receptionist are listed in the budget through Shared Costs.

To meet the RSVP federal regulations for background checks, RSVP Coordinator, Senior Corps Manager, and Senior Corps Administrative Specialist, who have access to vulnerable populations, will have the National Service FBI Fingerprint based criminal history background check, National Sex Offender Public Website Check, TN Meth Offender Registry Check, TN Felony Offender Registry Check, and TN Department of Health: Abuse Registry Check in their personnel file.

Operating Procedures

The CAC Office on Aging (OOA) adheres to a strict purchasing process that incorporates the requirements of the Knox County Purchasing Department, CAC procedures, and OOA's own internal controls. Because of the efficiencies afforded by a centralized OOA Support Services staff under the supervision of OOA Assistant Director, the various OOA program staff, including RSVP, work very

Narratives

closely with the Support Services staff to ensure that correct procedures are followed and that all revenue and expenditures are properly documented. Routine purchases are typically initiated by program staff; invoices are processed by the Support Services staff that review the invoices, determine account codes, and secure the RSVP program manager's approval. Appropriate accounting documentation is then used to process the invoices through the finance system to generate valid payments. During this processing, all purchases are reviewed by the OOA Assistant Director, the OOA Director, and the CAC central financial staff before being approved by the Executive Director or her designee and forwarded to Knox County Finance for payment. Non-routine purchases are facilitated by the Support Services staff in concert with the program staff, the needs of the program, and the Knox County Purchasing Department procedures.

Managing Capital Assets

Knoxville-Knox County CAC and Office on Aging will provide office space, equipment, utilities, maintenance service and administrative support, with charges distributed to each program based on an approved Administration Cost Sharing Plan. Knox County provides financial, purchasing and payroll service at no cost to the agency. Purchasing procedures meet all regulation requirements, including bid procedures and minority business solicitation. Payroll procedures and records are maintained by the Knox County Finance Department and are carefully monitored. CAC has a Personnel Department with clearly defined Personnel Policies and Job Descriptions that define roles for each employee's position. Travel policies follow the regulations of the State of Tennessee.

Financial Management

CAC administers large grants of programs including Head Start, Workforce Development Program, Low-Income Energy Assistance Program, Minor Home Repair, services for the homeless families and individuals, Neighborhood Centers, Community Nutrition Programs, multiple services funded through Community Services Block Grant, and the 20 programs of the Office on Aging. CAC's total expenditures for the year ending June 30, 2013 were \$34,764,233. Since its establishment in 1965, CAC has consistently complied with financial and programmatic requirements.

Other

Not Applicable

PNS Amendment (if applicable)

Narratives

Not Applicable