

# Narratives

## Executive Summary

An estimated 705 RSVP volunteers will serve in the Utah, Wasatch and Summit counties of the Mountainland region. These volunteers will reduce food insecurity, help older adults remain in their homes, provide service to Veterans, tutor children and adults in reading, assist with disasters, and distribute information to hospital and museum patrons through a network of a National Service Program, the Area Agency on Aging and community organizations. The primary focus area of this project is Healthy Futures. At the end of the three-year grant, companionship will be provided to 100 homebound individuals, respite will be provided to 50 caregivers, 90 Veterans will receive information on accessing benefits, 10,000 meals will have been served to seniors and low-income families, 200 individuals will receive information on health insurance, and 125 students will show improved reading and math skills. The CNCS federal investment of \$75,985 will be supplemented by \$93,556 of non-federal resources.

## Strengthening Communities

The Mountainland Association of Governments (MAG) service area covers Utah, Wasatch and Summit Counties, with total population of 616,814 (2013, Governor's Office of Planning and Budget). These counties are comprised of 5,199 square miles and include metropolitan, urban and rural areas. From 2000 to 2010, the Mountainland area experienced the highest population growth rate in the state, with the top twelve fastest growing communities located in the region. This rapid growth includes the senior population. In a report prepared by MAG Aging and Family Services, the aging population is expected to experience a 42.6% growth rate from 2010 to 2020. At the end of 2013, an estimated 61,106 persons sixty years of age and older reside in the region (Governor's Office of Planning and Budget). The region is home to 20,591 Veterans, 44% who are age 65 or older (U.S. Census). As of 2010, the poverty rate for the region was 11.9%, with 3.7% persons age 65 and older living below the poverty level. The Utah State Office of Education reports that 30.9% of children in Utah County, 33.65% of children in Wasatch County, and 27.94% of children in Summit County receive school lunch through the free or reduced price program of the National School Lunch Program. The Utah Department of Workforce Services (DWS) reports that the food stamp caseload continues to trend upward, an increase of 112% in 2011, even as they also report that unemployment in the region has been declining; currently 3.6% in Utah County, 3.9% in Wasatch County, and 4.7% in Summit County. While this reduction in unemployment represents a favorable economic benefit to the region, this growth has been divisive due to the types of skilled jobs that are being created. Many

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unskilled workers, seniors and Veteran's have not benefitted equally from this growth, contributing to increases in the working poor and elderly who experience food insecurity. Resources to meet the needs of this population are limited and strained, and will continue to be so in the foreseeable future. Our projects' Primary Focus Area is Healthy Futures. Volunteers will provide home meal delivery, transportation and companionship to help seniors remain in their homes; provide respite to caregivers and increase social ties and linkages to other services for care receivers; staff food pantries, deliver food boxes to food pantries and seniors, and serve meals to homeless and displaced individuals and families; provide health insurance information to seniors; and provide education for food security independence. Due to rapid growth in the senior population, and an increase in numbers who need food program assistance, the community has an increasing need for volunteers that can provide compassionate support to home-bound individuals, to families and to caregivers. Volunteers will be actively involved in the home delivery meal program; preparation and distribution of food items through local food banks to seniors and families with children to reduce food insecurity; providing transportation and companionship for seniors with limited mobility, programs which assist seniors and families to maintain independence, well-being and provide increased social support. In addition, volunteers will provide information about health insurance and benefits through individual and group interactions; provide services to support veterans and their families; as well as tutoring and mentoring at-risk youth.

The Mountainland Aging Advisory Council and Executive Council (MAG's governing body comprised of the Mayors and three elected County representatives in each county), has designated Nutrition as being the most critical need for seniors in the region, followed by supportive services for caregivers. Based on waiting lists and increasing number of service requests, the MAG Executive Council committed \$50,000 in local funding, representing cash contributions from local jurisdictions, to support nutrition and respite programs. Medical research indicates that positive social ties and feeling that support is available can help individuals continue stay and thrive at home (Holt-Lunstad J., Smith TB, Layton JB (2010) Social Relationships and Mortality Risk: A Meta-analytic Review). In response to a survey conducted by Mountainland AAA in July 2014, 44.85% of clients receiving a home-delivered meal report their driver/volunteer as the only person they see on some days. Many programs that reach homebound seniors are only possible with the support of volunteers. These volunteers not only provide service, but provide enhanced safety and well being for isolated seniors, helping them feel they are connected to the community and that they are persons of value. In the Mountainland region, volunteers are an integral component to the Meals on Wheels program,

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providing nutrition to homebound seniors; the CarePartners Program, providing respite, education and support to caregivers; and the Senior Health Insurance Information Program, offering one-on-one counseling and assistance to people with Medicare and their families. Volunteers are also critical to the supply, operation, staffing and food delivery functions of the areas food pantries, as these community organizations are also experiencing increased need.

With the current RSVP's project's sponsor being the local Area Agency on Aging (AAA), this partnership provides outstanding support to the activities of the Primary Focus Area. Mountainland has operated the senior nutrition programs for more than 25 years. To meet increased demand, the program has established a robust volunteer program to assist with meal delivery and to promote community engagement of isolated, homebound individuals. In a survey completed by Mountainland AAA in July 2014, 80.72% of clients report that services received from the home-delivered meals program help them to continue to live at home, and 70.83% report that the home-delivered meal is their primary daily meal. The CarePartners Program was established in partnership with the AmeriCorps VISTA Program. This program links volunteers with over-burdened caregivers, 54% of whom report respite as their highest priority need, based on a 2012 survey of caregivers conducted by the University of Utah. Respite for long-term family caregivers is essential to allow the caregiver to re-energize, aiding caregivers to refresh both mentally and physically, while taking care of their own needs. In addition, the program coordinates support groups, a forum that enhances social support, allows for sharing of experiences and provides encouragement to caregivers, and provides a series of classes to increase education on a variety of topics that impact caregivers. Mountainland also sponsors a health insurance information program to assist seniors navigate the complex world of health insurance, benefits and eligibility. Over 90% of the clients who have received information through this program report that they have been helped with resolving problems, gaining greater understanding of their health care benefits, and as a result, have decreased their worry about health care concerns.

Due to the rapid growth of the senior population, the Mountainland Area Agency on Aging is actively developing long term plans and funding strategies to meet both current and expected demand for supportive services. Facing flat or declining federal and state financial resources, the Agency is expanding the role of volunteers in providing service delivery and companionship. The Aging Advisory Council and Executive Council are involved in looking for new sources of support that can augment existing services, while embracing and recognizing the value of service provided by volunteers to serve the senior population. Other community partners, including food pantries and

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schools, also have a need for additional volunteer support due to increased service demand, and these partners report on the valuable contribution volunteers make to their further their efforts.

To collect outcome data for this project, project staff will maintain positive communication with volunteers and volunteer station managers, work closely with station staff to educate them on the importance of the outcome measure the volunteer will be meeting, to develop appropriate survey tools and timelines for completion, and establish deadlines for reporting the outcome data from stations.

Surveys and questionnaires will be used to provide feedback. Information will then be evaluated by staff members, and reported to RSVP Advisory Council and to MAG's Aging Advisory Council.

Volunteer records will be accurately maintained through the Volunteer Reporter database, a software program specifically purchased to collect and report CNCS statistics. We recognize the important role of volunteer stations, and have established positive working relationships with station staff that have been in place for many years. We are invested in continuing these partnerships to benefit volunteers and project outcomes.

The project's service to Veterans will include providing information on services offered and benefits available to Veterans and promoting Veterans programs at community events. MAG is currently administering the Veteran Directed Home and Community-Based Service program, developing a mix of goods and services to allow Veterans of any age who are determined by the Veterans

Administration to be at risk of institutional placement to live more independently. This partnership with the Veterans Administration provides opportunities to engage volunteers in providing support to Veterans and their families by providing companionship and respite. MAG is also partnering with the Veterans Administration in providing information to Veterans about benefits that are available to them and how to access those benefits. Volunteers will help to distribute information to Veterans and their families, with focus on those in rural areas of the region, to help them to be more aware of these services that can help them gain access to state and federal benefits. Volunteers are involved in several community health fairs conducted throughout the region, providing additional opportunities to reach Veterans one-on-one and to provide information and assistance. An additional emphasis of the program will be to reach out to eligible Veterans and/or family members who can serve as volunteers, to enrich the community and the program by sharing their unique experiences in a meaningful way.

The Mountainland RSVP's partnership with the local Area Agency on Aging provides a unique opportunity to recruit volunteers, and to help RSVP volunteers, their family and friends as they age, with referrals, information and services. In addition to the Nutrition Programs, CarePartners

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Program, Senior Health Insurance Information Program, and the Veteran Directed Home and Community-Based Service program, the AAA houses five in-home service programs, as well as Ombudsman, Transportation, Aging and Disability Resource Center, Respite Care, Chore Service, Information and Referral, Low Income Home Energy Assistance Program, Preventative Health Programs, and coordination with the area's 15 Senior Centers. RSVP staff is knowledgeable about these programs and can provide information and referral services to volunteers or their family members. Reciprocally, the AAA staff is knowledgeable about the RSVP program and often refers eligible individuals who are looking for volunteer opportunities. The working relationship between the AAA and RSVP staff is outstanding and provides for seamless transitions to needed services.

### **Recruitment and Development**

The MAG RSVP program ensures a quality experience for our volunteers by working closely with community partners, Advisory Council members, the AAA and the MAG Executive Council to develop a broad spectrum of community volunteer opportunities. Community needs will be identified utilizing data and assessments from a variety of sources, including city, county and state agencies, school districts, and non-profit organizations, to aid the project in identifying community priorities and potential community partners. Project staff will ensure that station development is targeted toward meeting the community's unmet needs and the established CNCS focus areas, and that the stations will be a good fit for volunteers who want to make a positive impact within their communities. In establishing new stations, RSVP project staff will meet with them to determine eligibility, to explain the goals of RSVP and the role and involvement of stations in supporting those goals to benefit the volunteer experience. Staff will ensure the station is equipped to provide appropriate training and supervision needed to support volunteers, as well as to demonstrate the positive impacts volunteers can make to their organization. This relationship will continue as RSVP project staff provides ongoing support to volunteer stations to ensure value of the volunteer experience.

Effort is made to assure that each volunteer is placed in a position that meets their interests and provides an opportunity for that volunteer to utilize their skills and abilities in benefiting the community. Once volunteers are determined to be eligible, RSVP staff provides an RSVP handbook and introduction to the program as part of an orientation process prior to placement. Volunteers are introduced to the station and any questions are answered to help integrate the volunteer. Staff will follow up on the volunteer placement to ensure that the match is meeting the volunteer's expectations, and that the volunteer station is providing positive training and supervision. Job specific orientation, training and supervision will be provided by the individual station where the volunteer is

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placed, and stations will report yearly on outcomes. If the volunteer desires a change in service opportunity or placement, staff will work with them to identify another volunteer assignment. Staff will maintain ongoing communications with stations to discuss volunteer duties, ensure their satisfaction with volunteers, and to identify additional needs that can support stations or benefit the volunteer experience. Each station will be surveyed at least once in the grant period to gain additional feedback on their experience with the RSVP program and volunteers.

The RSVP program partners with organizations that possess a proven track record at providing quality training and supervision to volunteers. The Education Focus Area partner, Alpine School District has been training volunteer tutors with the Star reading program for 8 years. Members receive specific "train the trainer" training from the State Office of Education on the Star program in order to effectively prepare the volunteer tutors. The literacy program requires training highlighting learning techniques and best practices. The Ombudsman program requires a shadowing training for all volunteers. Our partner with the Area Agency on Aging (Healthy Futures), hospitals (Community Priorities), and other stations, all provide quality training in the delivery of services. RSVP staff is periodically involved with training programs provided by our stations, and asks for feedback from volunteers to ensure their effectiveness in introducing them to the agency and to the volunteer assignment.

The Mountainland service area includes metropolitan, urban and rural areas where approximately 21% of the state's population resides. The demographics below are from the United States Census, updated in 2014.

Utah Mountainland Service Areas		
Population	2,900,872	616,814
Over 65 years	9.8%	9.9%
White	91.6%	95.1%
Black	1.3%	.6%
Native American	1.5%	.8%
Asian	1.1%	1.4%
Hispanic	12.9%	11.7%

RSVP project staff will work with many established community partners and develop new partnerships to disseminate information on volunteer opportunities with RSVP stations, including outreach to Veterans and eligible individuals from minority groups, persons with disabilities, and other underrepresented groups. RSVP program materials will be translated into Spanish, the second largest

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segment of our population. The staff will work with stations, community partners and other community programs to distribute RSVP information at their events, on their websites and in social media. Tools that are utilized for recruiting include posting information on web sites such as Volunteer Match, news articles, speaking engagements, flyers, posters, notices in city newsletters and utility bills, community fairs, city cable channels, United Way volunteer referrals, service club referrals, senior publications, senior centers and community calendars. The members of the RSVP Advisory Council serve as community ambassadors for the program in supporting outreach efforts and are actively engaged in recruiting volunteers for the program. RSVP volunteers are also encouraged to assist in identifying friends and neighbors who are interested in becoming RSVP volunteers. Staff will encourage diversity by working with community partners, participating in community events, conducting targeted outreach, and utilizing publications providing information about the program and volunteer opportunities that are reflective of the regions demographics. We will coordinate with the American Legion and Veteran Referral Services to distribute RSVP information to Veterans and their family members about volunteer opportunities. The project staff will develop a marketing/recruitment plan every year of the grant and involve the Advisory Council in the development and execution of the plan. The plan for the first year will include:

- \* Recruitment articles written and placed in two local newspapers;
- \* Three recruitment presentations made to service organizations and community organizations;
- \* Distribution of recruitment information at three community events;
- \* Two stories about volunteers will appear in print and/or television media;
- \* Conduct one "Bring a Friend" recruitment event;
- \* Place recruitment brochures and materials in libraries, businesses, non-profit organizations and senior centers;
- \* Place information on volunteer recruitment websites;
- \* Partner with stations to place RSVP recruitment information on their websites and social media sites;
- \* Place recruitment articles in local municipality utility billing newsletters.

The staff will review and add to this list as additional opportunities present themselves. We will identify how new volunteers learned about the program to help understand the most effective measures and to strengthen our outreach and recruitment efforts. Utilizing feedback, the marketing plan will be revised at the end of the first and second years by project staff and the Advisory Council. Staff will continue with marketing strategies that were effective and will continually look for

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additional methods to recruit and disseminate information about the program.

Our experienced team will employ a varied approach to recognize and retain RSVP volunteers.

Volunteer retention is dependent on individual satisfaction with the volunteer experience, as well as feeling that their service is valued, knowing they are making a difference, and receiving recognition. It is important that volunteers understand the significant impact their efforts are making within the communities they serve. Project staff will visit each station during the year and provide recognition to the station coordinator and staff. We will also invite volunteers and those they serve to be in attendance, providing information about the total number of volunteers and hours of service. In addition, we will make presentations to peer groups, city council meetings, county commission meetings, school district board meetings, and senior center director's meetings, as well as other boards and committees, to emphasize the impact our RSVP volunteers are making in their communities. The staff will submit award nominations for volunteers 2-4 times a year such as the AARP Andrus Award.

Program staff and family members accompany volunteers receiving awards. Additionally staff will submit a story about the volunteer, their accomplishments and the RSVP program to local and state-wide newspapers and media outlets. The staff will send birthday, get well and condolences cards to volunteers. Annual recognitions events will be held in various locations where volunteers, station representatives, and a guest are invited to attend. Volunteers will be recognized at this event for their years of service and the hours of volunteer service provided. Quarterly newsletters are also sent to volunteers that include training and motivational articles, information about the work volunteers are accomplishing, and other pertinent updates. Volunteers are also invited to submit articles to be included in the newsletter and volunteers are highlighted who have made a significant contribution to their community. We have also partnered with an organization that donates tickets to entertainment and sporting events for use by seniors and low-income families. Many times a year RSVP volunteers have the opportunity to request tickets for various events free of charge as a special thank you for their volunteerism. A recent survey indicated that most volunteers taking advantage of the free ticket incentives felt appreciated and experienced a greater sense of well-being and happiness by receiving these tickets as a thank you.

While recognition events assist in retaining volunteers, it is also important to make regular contact with volunteers to ensure they remain engaged in their assignment. Follow up will be made quarterly with volunteers who have not reported hours, and all volunteers will be surveyed during the grant period to determine their satisfaction with their assignment and station. This is valuable feedback that can help the program strengthen volunteer assignments, recognition programs, and increase

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retention.

### Program Management

Two RSVP staff members will be responsible for interviewing all potential stations to ensure they meet CNCS criteria for an RSVP station. As part of the discussion, staff will review the CNCS focus areas and outcomes, required data reporting, written job descriptions, time sheets, ADA requirements, communication, volunteer safety and prohibited activities. In 2013, RSVP staff attended a Train the Trainer workshop on volunteer management sponsored by the Utah Commission on Volunteers. The staff will distribute pertinent information from the training each year of the grant to all station representatives either via an email, conference call or in person training.

During new volunteer RSVP orientation, staff will discuss prohibited activities, requesting that the volunteers notify them should they be asked to volunteer outside of their position description. During the grant period, stations will receive an annual visit, with more frequency if needed or requested. Site visits are meant to be supportive and educational; volunteer duties and assignments will be reviewed during these visits, as well as a comprehensive review of RSVP program regulations to ensure the station continues to meet these guidelines. Staff will also survey volunteers once during the grant period to determine if volunteer management is effective and that the physical location is accessible and safe.

RSVP staff participates in local organizations that address community needs such as Interagency Council, Council on Aging, Continuum of Care, and Professionals for Seniors. Participation in these community groups and others allows the organization to stay informed of pressing community needs, determine best placement of volunteers, and to identify new station opportunities for RSVP volunteers.

RSVP staff and the Advisory Council will periodically review critical community indicators to assess gaps in unmet community needs. Particular attention will be paid to gaps falling within CNCS focus areas and to determine if CNCS approved organizations are addressing the need and possess the infrastructure to adequately train and manage volunteers. If a new station is identified that can meet a community need, staff will meet with them to ensure their capacity to serve as a volunteer station, and to explain RSVP policies, outcomes and requirements, before beginning to recruit volunteers from within the existing pool and/or in the community to meet those needs. Tracking of all volunteer activities is done by utilizing Volunteer Reporter. Records are reviewed monthly to ensure current and up-to-date information in our system. One-on-one personal communication with each station takes place at least quarterly by either a staff or advisory council member. Each month stations are provided with an RSVP volunteer roster where hours can be reported by a station representative.

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Time sheets are reviewed by the project manager and data is entered into the Volunteer Reporter database by a RSVP volunteer.

Project performance is measured in various ways, for example, the total numbers of persons and caregivers who experience increased social support, number of individuals who report increased food security will be determined through activity logs and surveys. The number of meals delivered by volunteers, number of persons who receive respite, numbers of individuals who receive health insurance information are all tracked utilizing MAG's Aging service database. Schools and literacy centers use measurement tools, such as the Star Reading Program, which tests the success of volunteers in helping students improve skills. Progress in meeting performance goals of the program are evaluated quarterly by staff, and reviewed with the Advisory Council, and in-depth review is conducted annually during the strategic planning process.

Staff communicates with station coordinators and volunteers to outline the RSVP primary focus areas and to ensure meaningful volunteer opportunities that are in alignment with program goals. During the project period, it may be necessary to transform volunteer roles at an existing site. In this situation, staff will work closely with station coordinators and volunteers to minimize any disruption to volunteers and to ensure volunteers are willing to move into newly identified roles. Should we need to graduate a station due to changing community needs; the staff will meet with the station representative, discuss the purpose for taking the action, and ask for their assistance in transitioning volunteers. The staff will then meet with volunteers to explain the need for the transition and provide volunteers an opportunity to transition to another volunteer placement or to continue serving at the current station and no longer be an RSVP volunteer. Because the project is the current RSVP project in the Mountainland service area, we have the infrastructure in place and experience to track Memorandums of Understanding, including their renewal dates and staff information. Memorandum of Understanding documents are reviewed and updated at least every three years, or as needed by agreement to address change, ensuring compliance with RSVP regulations. We utilize the Volunteer Reporter database, a proven tool, to accurately collect and report CNCS statistics, and possess a staffing structure which allows us to complete a one-on-one comprehensive interview with new volunteers to ascertain their eligibility and interests. We currently have an active Advisory Council in place that assists the program with identifying community needs and potential stations, volunteer recruitment, publicity, outcome measurement, volunteer recognition, statistical analysis and acquisition of donations that promote recognition. The Advisory Council has been instrumental in planning and implementing the MLK Day of Service projects for the past three years. The Advisory

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Council is a critical partner in administering the project, and we are confident that role will continue.

### Organizational Capability

Mountainland AOG has managed the RSVP program for over 40 years as a program of the Aging and Family Services Department. The commitment and competency of both Mountainland and Aging Services' administration has afforded this program the ability to maintain the highest level of accountability. Mountainland AOG has a total of 45 full-time equivalent staff members, 24 of whom are assigned to the Aging and Family Services Department.

Mountainland Association of Governments (MAG) was organized in 1972 and serves Summit, Utah and Wasatch Counties. The combined population of the three counties is 616,814 according to 2014 Census statistics. Membership in MAG and responsibilities of the Executive Council are governed by an Interlocal Cooperation Agreement between MAG and all participating entities, and through Bylaws of the Association. MAG's Executive Council is the governing board and final policy-making body of the Association. It is comprised of mayors, commissioners, and county council members of member jurisdictions within the Association's boundaries. This body meets monthly, approves budgets, staff policies, and provides direct oversight to all programs and services coordinated by MAG. The Association regularly coordinates with a number of jurisdictions, federal and state programs, and community partners to successfully implement a broad range of services, and has developed strong positive working relationships throughout the region.

Within MAG, the Aging and Family Services Department is designated by the State of Utah as the Area Agency on Aging (AAA), charged with the responsibility of planning, advocating and providing services to address the needs and concerns on behalf of 61,106 older adults age 60 and older. The Department Director, Scott McBeth, has been with MAG Aging Services for ten years, and previously worked with Salt Lake County for 30 years, including 16 years as Associate Director of Aging Services. Scott has previous experience supervising Senior Companion, Foster Grandparent and RSVP Programs, and is Past-Chair of the Utah County Senior Advisory Council for their Foster Grandparent and Senior Companion programs. He also served on the National Association of Area Agencies on Aging Board (n4a) from 2005-2011. The Program Manager meets regularly with the Director and Deputy-Director to discuss staff issues, progress towards outcomes, program successes, budget monitoring and identification of issues where help is needed. The Deputy-Director, Heidi DeMarco, has been with Mountainland AOG for 22 years, including the last 7 years with Aging Services, and provides fiscal management for the program, reviews the budget and expenditures along with the Program Manager, and is involved in the preparation of all program and fiscal reports.

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RSVP staff is comprised of the full-time Program Manager and two part time Volunteer Coordinators. The RSVP Manager, Bonnie Lewis, has worked with Mountainland AOG for 11 years, with the past 7 years in Aging Services. She has extensive experience managing reporting and recordkeeping processes, in conducting assessments and interacting with seniors. She has managed program implementation and scheduling for the Nutrition Programs, and has experience in the recruiting and placement of volunteers. She has served as a volunteer for many organizations, and participated on a variety of Boards and committees. She has experience in grant writing, public relations, volunteer management, and fundraising, as well as many other skills associated with management of non-profit and volunteer programs. Bonnie focuses on program oversight and development, coordination with the Advisory Council, all program reporting and budget processes, station development to meet community needs and coordination of activities to meet the performance objectives of the program. Dawn Loper, Volunteer Coordinator, has extensive experience in writing and editing, in recruiting and managing volunteers, public speaking, providing information and outreach, and working with organizations, businesses and professionals. Dawn coordinates the outreach, information dissemination, accurate record keeping to the Volunteer Reporter database and recognition activities of the program. SueAnn Lawson also serves as a Volunteer Coordinator, and brings solid experience gained through work experience in the health industry. She focuses on volunteer recruitment, placement and training, and ongoing coordination with volunteers and stations. The project also receives support from the MAG Network Administrator, Andrew Wooley, in maintaining all computer, software and web-based support to the program. All staff have completed required criminal history background checks. The staff brings their collective experience to successfully administer the RSVP program, and to meeting community needs through outreach and volunteerism. (NOTE: We are currently transitioning to a new Program Manager due to pending retirement of the current Program Manager. The new Program Manager was hired in mid-August 2014; the current Program Manager will be retiring at the end of October 2014. Bonnie Lewis, the new Program Manager, will be responsible for implementing this project.)

Steve Johnson, CFO, has coordinated finance and administrative policies of the Association for more than 30 years, including financial recordkeeping, reporting, risk management, and management of accounting, purchasing and audit responsibilities. The Department of Administration also includes HR Manager and Payroll/Accounts Payable Specialist. The Fiscal Manager and fiscal support staff continually monitor grants ensuring fiscal compliance. MAG complies with all OMB A-133 audit requirements, and undergoes an independent annual audit after completion of the fiscal year at June

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30. The agency has never received less than a satisfactory rating on its audit and has never been required to reimburse grant funds to the funding agency. All MAG programs and employees must follow the Association's Personnel Policies and Procedures, as well as policies regarding purchasing, payroll reporting, hiring, program management, GRAMA, ethics, workplace safety and asset management. The Association provides monthly training to all staff on a variety of workplace topics, including discrimination and harassment, diversity training, health and wellness, safety, emergency preparedness, and other relevant issues. MAG maintains general liability insurance coverage in the amount of \$3,000,000 through Utah Local Governments Trust.

Mountainland, and the Department of Aging and Family Services, has an extensive and successful track record in managing federal and state grant funding. MAG's total approved budget for FY2015 (July 1, 2014 through June 30, 2015) is \$11,068,339, including Federal, State and Local funding; total budget for Aging Services is \$5,928,196, or 54% of the total MAG budget, and total federal funding managed by the organization is 62.2%. The Department of Aging and Family Services has been an annual recipient of federal funds through the Older Americans Act for over forty years, and has received funds from the Corporation for National and Community Services (and its predecessor ACTION), Social Service Block Grant, Low Income Home Energy Assistance Program, U.S. Department of Agriculture, U.S. Department of Veterans Affairs, CMS funding through the Medicaid Aging Waiver Program and New Choices Waiver Program. Mountainland also manages funding from the U.S. Department of Transportation, Federal Transit Administration, Economic Development Administration, and Community Development Block Grant. The Association also receives state and local funding to support many programs, and has applied for and received funding from several foundations and private donors. Federal and state audits of programs and funds management by the Association have revealed minimal, if any, issues regarding the utilization and management of these funds. MAG Aging Services receives and manages funds from over 50 funding sources each year. The project staff and Advisory Council have been successful in identifying financial resources in the community to support the volunteer service work plan. Goals for these resources are in alignment with those of the RSVP performance objectives and regular reporting to these funding partners assures accountability and outcomes. Additional funding sources have also been secured in partnership with the Mountainland Area Agency on Aging.

### Other

Not applicable.

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### PNS Amendment (if applicable)

Not applicable.