

# Narratives

## Executive Summary

SEICAA RSVP will have an estimated 345 volunteers serving at 24 workstations throughout southeast Idaho. SEICAA RSVP will supplement the \$64,181 of CNCS-provided federal funding with 30% in local non-federal cash and in-kind (approximately 15% cash and the remaining 15% will be in-kind). SEICAA RSVP's primary focus area will be Healthy Futures. Volunteers will serve in workstations providing home-delivered meals and telephone reassurance/ friendly visiting to homebound or older adults with disabilities as well as to caregivers of the above population. Volunteers will also provide home-delivered meals to elderly veterans. The successful outcome by the completion of Year 3 of the grant will be that 110 individuals will respond to surveys and 100 of those will respond that they feel they have increased their social ties and social support as a result of RSVP-assisted services. Volunteers will also serve in food bank/pantry workstations assisting with the distribution of food boxes to low-income individuals and families experiencing household food insecurity. The outcome of this activity will be that individuals and families receiving food will report that they have reduced the food insecurity in the home. Other RSVP volunteer service activities within the Healthy Futures will be elderly abuse prevention, blood pressure and other health screenings, assistance with Medicare enrollment and other insurance related assistance (in Idaho this is known as the SHIBA program). Volunteer service activities outside of the Primary Focus Area will consist of tutoring to elementary school children, mentoring youth in grades K-12, assisting individuals to obtain their GED, providing friendship and assistance to elderly veterans in the Idaho State Veterans Home, working at IRS - VITA tax sites that provide tax preparation and filing to low-income individuals, disaster preparedness efforts, capacity building by assisting organizations with fundraising efforts, and no more than 30% of volunteers will work in community priority activities such as providing nutritious meals to the elderly in congregate meal settings.

## Strengthening Communities

Southeastern Idaho Community Action Agency Inc., (SEICAA) RSVP's service area includes both urban and rural communities that cover seven (7) southeastern Idaho counties. The area encompasses approximately 11,299 square miles, with the majority consisting of a rural population (average 19 people per square mile). According to the United States Department of Commerce, U.S. Census Bureau 2013 report, southeastern Idaho has a combined population of 166,284, of which 95% consists of Caucasians, .5% are Black, 2% are Native American, 11% are Hispanic, and .6% are Asians. The same report showed that 30% of the service population is under the age of 18 and 15% is over the

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age of 65. The key economic features of Southeastern Idaho include a seven county 2012 median income of \$45,557. The total employment level, as of 2012, in Southeastern Idaho is 86,558. The unemployment rate is 4.8%. The major types of employers in Southeastern Idaho include trade, service, agriculture and agriculture-related, manufacturing, mining, and government. Pocatello is home to a public 4-Year University as well as the Idaho State Veterans Home. The City of Pocatello, located in Bannock County, is the location of SEICAA's Administration and RSVP Office. SEICAA has outreach offices in all seven (7) counties of the RSVP coverage area.

The seven counties served by SEICAA RSVP are -

BANNOCK County (pop 82,839 - 14.5% below poverty)  
BEAR LAKE County (pop 5,986 - 15.4% below poverty)  
BINGHAM County (pop 45,607 - 15.4% below poverty)  
CARIBOU County (pop 6,963 - 7.7% below poverty)  
FRANKLIN County (pop 12,786 - 11.8% below poverty)  
ONEIDA County (pop 4,286 - 15.1% below poverty)  
POWER County (pop 7,817 - 12.5% below poverty)

The CNCS primary focus area selected by SEICAA RSVP is Healthy Futures. According to National Feeding America data of 2011, 8.4% of all seniors experienced some food insecurity. For elderly, protecting oneself from not having enough to eat and dire hunger was more difficult than for the general population. The senior population in southeast Idaho is 28,194 (2010 Census Statistics). 17% of the 65+ population in the area is living alone and furthermore, with 5% of those living in poverty. A 2012 Boise State University Needs Assessment Survey states that 9% of seniors do not have enough to eat; that same percentage requires some assistance in the preparation of a meal. 16% of seniors in SEICAA RSVP's coverage area receive some form of in-home support from outside agencies, one of these services is Home Delivered Meals. According to an Administration on Aging Research Brief (Number 1, July 2010) 91% of participants reported that home delivered meals allowed them to remain in their home.

According to the American Association for Marriage and Family Therapy, nearly 25% of US households are providing care to individuals 50 years of age and older. Of those providing care to loved ones, 80% are stressed or depressed, caregivers are experiencing physical health problems

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themselves, such as more colds and other viral illnesses. It is noted within the report that strained caregiver spouses are at increased risk of dying. According to the 2012 Boise State University Needs Assessment Survey results, 8.5% of the survey respondents declared themselves as caregivers in SEICAA RSVP's coverage area.

SEICAA RSVP's coverage area has 16.8% of its aging population who live alone and according to a Boise State University Needs Assessment Survey, 6% of the elderly in Idaho do not have an informal support system to call if needed. Per an Idaho Commission on Aging Needs Assessment, 6.4% of seniors in Idaho don't have anybody to call if they needed assistance and 22.1% of seniors in Idaho indicating that feeling lonely, sad or isolated has been a problem for them during the past 12 months.

Volunteers will serve in workstations providing home-delivered meals and telephone reassurance/friendly visiting to homebound or older adults with disabilities as well as to caregivers of the above population. The successful outcome by the completion of Year 3 of the grant will be that 110 individuals will respond to surveys and 100 of those will respond that they feel they have increased their social ties and have social support as a result of RSVP-assisted services. Veteran status of the homebound or older adults receiving these services will be tracked and recorded.

According to Feeding America, the USDA defines food insecurity as meaning "consistent access to adequate food is limited by a lack of money and other resources at times during the year. Food insecure households are not necessarily food insecure all the time. Food insecurity may reflect a household's need to make trade-offs between important basic needs, such as housing or medical bills, and purchasing adequate nutritional foods."

In Feeding America Map The Meal Gap data of 2014 southeast Idaho has an 11.27% Food Insecurity rate (22,300 individuals reported having food insecurity).

Volunteers will also serve in food bank/pantry workstations assisting with the distribution of food boxes to low-income individuals and families experiencing household food insecurity. The outcome of this activity will be that individuals and families receiving food will report that they have reduced the food insecurity in the home.

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Other RSVP volunteer service activities within the Healthy Futures will be elderly abuse prevention, blood pressure and other health screenings, as well as assistance with Medicare enrollment and other insurance related assistance (in Idaho this is known as the SHIBA program).

SEICAA RSVP will utilize a performance measurement tool/survey that has been used in the Agency's Meals On Wheels program for 9 years and has been recently been adopted by the Area Agency on Aging to be utilized by programs throughout southeast Idaho to record the success and satisfaction of services being provided to elderly and disabled wishing to "Age in Place". This performance measurement tool provides results as to the increase in social supports as well as the importance of being able to remain independent in their home as a result of this service.

SEICAA RSVP also has previous experience with Healthy Futures/Obesity and Food. In the current 3-Year grant that SEICAA RSVP is operating under, one of the performance measurements being tracked is the reduction in food insecurity in homes receiving food boxes from local pantries. This performance measurement goal has been achieved in Year 2 and is expected to be achieved in Year 3 as well.

Southeast Idaho is home to the Idaho State Veterans Home (one of three in Idaho). It is a 66-bed facility that averaged 71% occupancy in 2013. The Idaho State Veterans Home has planned outings and events for its' residents and rely on volunteers to provide companionship and assistance throughout the year. SEICAA RSVP will reach out to the Idaho Veterans Home to create new volunteer opportunities for individuals with the desire to serve the veteran population. SEICAA operates a veterans homeless shelter. SEICAA's Veterans Program staff meet regularly with RSVP staff to discuss veteran and other military needs in the community as well as opportunities for veterans to participate in RSVP. SEICAA RSVP has also invited, as part of the newly formed collaboration of National Service members here in southeast Idaho, Americorp members to the table to discuss the Veterans Serving Veterans program housed at Idaho Labor Department offices. Opportunities will be pursued with these Americorp members to further the Veterans Serving Veterans program.

SEICAA RSVP will visit annually with workstations that will be assisting in data collection for CNCS National Performance Measures. Data tools will be shared and timeframes will be provided as to

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when data is to be collected. When required, data collection reports will be created by RSVP staff and shared with all workstations involved. RSVP staff will maintain a strong relationship with workstations through verbal and electronic communication to assure information regarding Performance Measurements are being effectively measured, collected and entered in electronic tracking databases (i.e. Volunteer Reporter and necessary Excel spreadsheets).

SEICAA RSVP staff and Advisory Council will meet once per quarter to review and discuss progress of Performance Measurement outputs and outcomes and if necessary, possible ways to increase volunteer support.

All data collection results and performance outcomes will be shared with workstations, Advisory Council members, SEICAA Administration and Board Members. Results will be prepared in a readable format and distributed to all political leaders (local, state and national) upon completion of Year 3.

### **Recruitment and Development**

SEICAA RSVP serves as a bridge between individuals seeking volunteer opportunities and organizations in need of volunteers to assist in fulfilling their mission.

SEICAA RSVP ensures that all volunteers are provided the opportunity to engage in meaningful community roles that allows them to share their strengths and skills while meeting community needs in the region. SEICAA RSVP will successfully recruit individuals over the age of 55 through various avenues; local AARP organizations, Kiwanis and Rotary clubs, local churches and faith-based organizations as well as SEICAA's seven outreach offices, one office in each county that SEICAA RSVP covers. Current RSVP volunteers are especially successful in recruiting new members through their sharing of the physical and mental benefits that their volunteer assignment has provided them as well as the feeling of self-worth and accomplishment of making a difference in their community.

Relationships will be maintained with local military organizations in order to keep veterans abreast of the volunteer opportunities, including in the Primary Focus Area of delivering meals and providing telephone reassurance to elderly veterans. SEICAA operates a veterans homeless shelter and the Agency Veterans Program staff meet regularly with RSVP staff to discuss veteran and other military needs in the community as well as opportunities for veterans to participate in RSVP. SEICAA RSVP

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includes veteran status on volunteer enrollment forms. SEICAA RSVP will reflect that 10% of all volunteers will report being a military veteran.

SEICAA RSVP's Advisory Council consists of recent baby boomers that provide input as to what this generation looks for in volunteer opportunities. Baby Boomers are increasingly looking for short-term assignments. Volunteer enrollment forms will identify those interested in short-term and/or immediate assignments (i.e. emergency and disaster situations).

The pool of SEICAA RSVP volunteers will reflect the demographics of the region in that 95% will be Caucasian and will have an average age of 75 years old. 10% will be veterans. Based on surveys that will be sent out to all volunteers in Year 1 and Year 3 of the grant cycle, 80% will state that they volunteer to stay active and healthy.

The SEICAA Senior Services Director actively promotes RSVP and the need for volunteers at public speaking engagements, in interviews with media and in written press releases. SEICAA RSVP participates in Health Fairs conducted in counties throughout southeast Idaho. These health fairs attract upwards of 400 people and are a magnet for attracting individuals looking for volunteer opportunities. During CNCS Senior Corp week SEICAA RSVP publishes articles in local newspapers about the larger, nationwide picture of volunteerism by RSVP participants. SEICAA maintains a website and Facebook page; both will provide information on volunteer opportunities. The RSVP program will post articles about volunteers on the Facebook page during Senior Corp week, as well as continue to register volunteerism opportunities on the local United Way website and in local newspapers that have a volunteer opportunities column.

SEICAA maintains a presence/office in all seven counties of the RSVP coverage area. The staff in these offices is active in their community (i.e. local chamber of commerce, Emergency Food and Shelter Program board, school boards, drug coalition councils, etc) and shares local community needs with RSVP staff.

SEICAA RSVP has created partnerships with Senior Centers, Police Departments, Hospitals, School Districts, the regional Area Agency on Aging, the regional Foster Grandparents program, United Way of Southeast Idaho, and businesses throughout the coverage area. SEICAA RSVP is a member of a

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local Community Service Council, an association of non-profits, which opens doors to potential new volunteer opportunities for those seeking them. SEICAA RSVP has been instrumental in forming a coalition of National Service members throughout southeastern and eastern Idaho. This coalition meets to share project needs, National Service Day event participation, and networking. These partnerships help form new volunteer opportunities and also helps the SEICAA RSVP program stay abreast of local community needs.

SEICAA RSVP staff will meet with workstations a minimum of once a year. Annual visits will include reviewing volunteer job assignments and job descriptions to insure they still meet the identified community needs in the Primary Focus areas as well as other Focus Areas. RSVP staff will visit the workstations and meet with the volunteer coordinators to share ideas and suggestions to provide the best experience possible for the volunteers and will be readily available for advice and assistance. RSVP staff will be available to address workstation staff when training in volunteer management is requested.

SEICAA RSVP will provide new volunteer orientations. All new volunteers will be provided with a RSVP Handbook. This handbook has been shared with other RSVP programs in Idaho and Utah based on recommendations from State and Federal Senior Corp staff, due to its thoroughness in providing volunteers with all the information they need in order to provide and receive a complete and satisfying experience. Volunteers will be provided with RSVP Volunteer business cards as word of mouth is the most effective method of recruiting new volunteers to the RSVP program. New volunteers will also be provided with items for them to utilize during their volunteer assignment (i.e. planners, pens, National Service t-shirts, etc.).

SEICAA RSVP will provide job descriptions to all new volunteers that will include duties of their assignment, explanation of the community meet being addressed with the position, population demographics involved with the assignment, and risk factors (if any) that they would need to be aware of prior to starting the assignment.

SEICAA RSVP will provide quarterly newsletters to all volunteers that will present new volunteer opportunities available along with information that RSVP volunteers would be able to utilize in their daily lives in order to help meet their needs (i.e. Medicare info, tax and property tax reduction

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deadlines, energy assistance program dates, etc.).

SEICAA RSVP will provide mileage reimbursement costs associated with travel to and from volunteer workstations and will provide supplemental liability and accidental injury insurance coverage for all RSVP volunteers.

RSVP staff will work in cooperation with workstations to ensure that volunteers receive assignments that challenge them and bring them the satisfaction of a job well done and to also encourage the workstations to utilize the skills, education and experience that volunteers bring to the table and how the organization will benefit from this experience. RSVP workstations, with the assistance of RSVP staff and Advisory Council members, will be encouraged to hold recognition activities for their volunteers.

SEICAA RSVP will hold an annual recognition event in the Fall for all volunteers. Local media will be contacted with press releases. Political leaders and city council members will be invited to attend. Volunteers will be recognized at the recognition event with Certificates of Appreciation for a variety of accomplishments (i.e. years of service, greatest hours served, participation in a community volunteer effort, etc.). Recent volunteer poll results have indicated that RSVP volunteers prefer to come to an annual event with volunteers from other counties, as opposed to having smaller events in each county in the RSVP coverage area.

### **Program Management**

SEICAA RSVP's program director, with guidance from the Advisory Council, selects workstations that are addressing CNCS Focus Area goals or filling a community need that isn't being met elsewhere. Careful selection is also made to insure that volunteers placed at the organizations receive a fulfilling experience and are able to share their skills and expertise with through their workstation assignment.

SEICAA RSVP will provide all potential volunteers with a Volunteer Enrollment form. The enrollment form includes their personal information, including birthdates in order to verify eligibility, previous volunteer positions, interests, confidentiality statement, and permission to perform criminal background checks (in specific volunteer positions and if budget allows) and publish photographic images for program promotion.

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SEICAA RSVP will provide new volunteer orientations. Orientation meetings will include discussion about prohibited volunteer activities, confidentiality issues with certain client interaction positions, proper timesheet completion, volunteer rights and responsibilities, and allowable reimbursements (i.e. mileage to and from workstations, etc.), training on proper grievance/complaint procedures as well as encouragement for them to communicate their ideas and future volunteer plans with office staff as well as the volunteer coordinator at their workstation. Volunteers will be provided with RSVP Volunteer business cards for marketing and promoting the RSVP program, name tags (if necessary based on workstation) and provide items for them to utilize during their volunteer assignment (i.e. planners, pens, National Service t-shirts, etc.). All new volunteers will be provided with a RSVP Handbook. This handbook has been shared with other RSVP programs in Idaho and Utah based on recommendations from State and Federal Senior Corp staff, due to its thoroughness in providing volunteers with all the information they need in order to provide and receive a complete and satisfying experience. Volunteers will be provided with RSVP Volunteer business cards (for marketing and promoting the RSVP program, name tags (if necessary based on workstation) and provided with items for them to utilize during their volunteer assignment (i.e. planners, pens, National Service t-shirts, etc.).

SEICAA RSVP will provide job descriptions to all new volunteers that will include duties of their assignment, explanation of the community meet being addressed with the position, population demographics involved with the assignment, and risk factors (if any) that they would need to be aware of prior to starting the assignment.

SEICAA RSVP will provide quarterly newsletters to all volunteers that will contain information and referral phone numbers for programs that the volunteers may need or find useful in their daily life (i.e. Medicare info, tax and property tax reduction deadlines, energy assistance program dates, etc.) as well as new opportunities available to them.

At the beginning of each grant year SEICAA RSVP will communicate with volunteers and workstations about the national performance measurements and the Agency's plan to capture output and outcome data. SEICAA RSVP will also visit each workstation annually. These visits will include compliance discussions/reviews, volunteer retention advice, recognition ideas, and meeting with RSVP volunteers. Pertinent volunteer information and volunteer retention and best practices will be

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included in a Workstation Newsletter provided at a minimum of semi-annually to all workstations. SEI CAA RSVP will provide assistance (monetarily, when budget allows) and information to workstations about criminal background checking volunteers that work with vulnerable populations. While not a requirement in the federal rules for RSVP, SEI CAA will encourage workstations to consider this as part of their business practice. SEI CAA RSVP provides all workstations with a Workstation Handbook that discusses what RSVP is and how it is part of the National Senior Corp, compliance requirements, MOU requirements, prohibited activities, volunteer training and ongoing communication, etc.

Over the course of the past 12 months SEI CAA RSVP has successfully graduated three workstations and 50 volunteers that do not fall into CNCS Focus Area roles. The workstations were informed that referrals would still be made to their organization as they still play a crucial role in the community as well as a desired location for individuals seeking volunteer opportunities to serve. Volunteers were offered new opportunities and follow-up letters will be sent intermittently to those that graduated to offer them the chance to come back to SEI CAA RSVP and continue to make a difference in the community in which they live.

SEI CAA RSVP utilizes Volunteer Reporter software to document and track data (i.e. hours and job assignments) to measure the success of the various work plans and Focus Area performance measurements. This software program has been designed specifically for Senior Corp programs, with its main focus being the RSVP program and provides annual software updates as reporting requirement changes happen at the national CNCS level. Volunteer Reporter provides over 98% of the information and data needed for the program to complete CNCS reports. It is user-friendly and RSVP can define and create its own fields for tracking purposes (i.e. veteran status, low-income, handicap, etc).

SEI CAA RSVP has selected Healthy Futures as its Primary Focus Area. The SEI CAA Senior Services Division also operates the largest home-delivered meal program throughout southeast Idaho and has extensive experience in evaluating the needs of the "Aging in Place" population. SEI CAA's Senior Services Director has provided extensive input into the "Aging in Place" population to the local Area Agency on Aging as well as other home-delivered meal programs. The Senior Services Director has utilized a performance measurement tool/survey for 9 years that has since been recently requested

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from the Area Agency on Aging Director to be utilized by programs throughout southeast Idaho to record the success and satisfaction of services being provided to elderly and disabled wishing to Age in Place. This performance measurement tool provides results as to the increase in social supports as well as the importance of being able to remain independent in their home as a result of this service.

Another Healthy Futures/Aging In Place work plan being addressed is through a telephone reassurance/friendly visiting program. All Area Agency on Aging organizations in Idaho are required to submit three-year plans to the Idaho Commission on Aging addressing how they will meet the community needs for the aging population. SEICAA's Senior Services Director reviewed this state plan and the need for a telephone reassurance and/or friendly visiting program came to light. SEICAA RSVP met with the local Area on Aging Director and is excited to be the catalyst for starting a telephone reassurance program to be housed in SEICAA's Senior Services Department. Because SEICAA has a presence in all seven counties of RSVP's coverage area this program will be shared with all SEICAA outreach office staff as well. In the current 3-Year grant that SEICAA RSVP is operating under, a performance measurement for friendly visiting is being tracked. Year 2 proved to be successful and the goal was achieved, Year 3 is expected to also have success in achieving its goal.

SEICAA RSVP also has previous experience with Healthy Futures/Obesity and Food. In the current 3-Year grant that SEICAA RSVP is operating under, one of the performance measurements being tracked is the reduction in food insecurity in homes received food boxes from local pantries. This performance measurement goal has been achieved in Year 2 and is in line to be achieved in Year 3 as well.

Outcome Measure H12 ¿Number of individuals that report an increase in food security for themselves as a result of CNCS-supported services¿ will be measured in a one-month ¿snapshot¿ of clients receiving food pantry/bank assistance. The output of 2,000 will reflect the number of families throughout the course of the year that have received food bank services to help reduce the food insecurity in their household. SEICAA RSVP is confident that surveys distributed during the one-month time frame, will reflect a successful outcome of 98% of families (with a distribution total of 200 surveys) reporting that by receiving the food assistance through CNCS-supported services, they increased the food security within their household.

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SEICAA RSVP has an Advisory Council that is responsible for providing guidance and oversight to the RSVP program. The Advisory Council membership consists of a liaison to SEICAA's Board of Directors, individuals from RSVP workstations, community volunteers, Baby Boomers, and representatives from the business community. The Advisory Council assists in organizing recognition events, provides input and oversight into the direction of RSVP and assists with volunteer recruitment.

SEICAA RSVP work plans are monitored each quarter by the Program Director to insure that goals and objectives are being met by the volunteers in their assignments. Work plans are shared with the Advisory Council throughout the year with projected goals/outcomes and current status of obtaining those goals.

A program specific (RSVP only) assessment form will be sent annually to each workstation as well as each volunteer. This assessment will involve evaluating not only the RSVP program effectiveness but any current or future needs that are to be addressed. These assessments will be shared with the Advisory Council for evaluation and development. RSVP's staff and Advisory Council will also conduct a self-assessment to insure the program is meeting the needs of the volunteers as well as evolving the program to meet the needs of the community.

### **Organizational Capability**

Southeastern Idaho Community Action Agency Inc. (SEICAA) is a private, non-profit 501 (c)(3) organization whose mission is to "provide opportunity and support for individuals and communities to thrive and reach their fullest potential, promoting self-sufficiency and greater economic independence through services, education, affordable housing and training." Since 1969, SEICAA has operated in the seven southeastern Idaho Counties: Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida, and Power.

The Retired & Senior Volunteer Program (aka RSVP) came under SEICAA's umbrella in the early 1970's. Since its inception, the RSVP Program has grown to over 400 volunteers on an average annual basis that regularly donate their time to the community. SEICAA RSVP's volunteers have a history of long term service with active volunteers serving over 27 years in some cases.

The SEICAA Board of Directors, Executive Director, and Program Director oversee the RSVP

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Program. SEICAA provides all fiscal duties for banking, receipting income, payroll and payment of expenses. SEICAA has the capacity to provide the fiscal and administrative needs for expansion of services whenever funding is available. SEICAA's Chief Financial Officer and Executive Director continuously monitor at least nine different federal grants to run six broad divisions (upwards of 18 federal grants in the past three years, including ARRA funding). SEICAA has 42 years of experience administering federal grants and programs, while remaining in compliance with all funding sources. SEICAA completes a successful audit conducted by an outside Certified Accounting and Auditing firm each year. Personnel and fiscal policies are in effect for all employees with processes in place for allocation of administrative and program specific expenses, including proper travel and procurement policies and organizational charts.

The Agency believes that each Director should be 100% involved in his/her program's budget. Cash reports are provided monthly to each Director in order to insure the program is within budget and is meeting their contractual obligations for matching and in-kind contributions. Each Director is responsible for knowing the rules and regulations of their contracts and grants.

Agency staff meetings are conducted bi-monthly with pertinent information shared with all employees. Monthly Program Directors meetings are conducted to discuss issues to be addressed as well as Agency-wide strategic planning, including the role of RSVP in the Agency and the entire southeast Idaho region. Program Directors prepare monthly reports to be included in SEICAA Board meetings. These reports include up to date program statistics, progress towards goals, program events planned, and other information. Program Directors are also invited throughout the year to address the Board with information and updates going on within their respective program.

SEICAA, as a sponsor agency, employs a full time grant writer that is responsible for public relations for the Agency and all its programs (RSVP included). The grant writer is aware of all the needs of each program and when funding opportunities come open requests are made to the appropriate organization (i.e. foundations, private donors, corporate giving campaigns, etc.).

SEICAA currently employs two (2) staff in the Senior Services-RSVP Program. The Senior Services Director (aka RSVP Director) has worked in the Agency's senior programs for 10 years. Prior to her role as the Senior Services Director she worked in SEICAA's accounting department for 6 years;

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holding various positions involving the Agency's financial management and federal and state grant reporting. She has attended conference workshops that provide OMB Circular and governmental reporting training. She was nominated by the State CNCS Grants Officer to attend and successfully completed Management of Spontaneous Volunteers in Disasters training held at the National FEMA Disaster Training Center in Emmittsburg, MD. She is currently completing her apprenticeship to become a National Certified ROMA (Results Oriented Management and Accountability) Trainer and will be able to train others on performance measurements and outcomes.

She has extensive experience working directly with senior participants from the homebound with declining health, as well as active volunteers in various capacities and with this knowledge can share the spectrum of how important staying active can help individuals maintain their mental and physical health. She serves as a facilitator of the local Alzheimer's Caregiver Support Group.

During the United Way campaign each year, the Senior Services Director attends presentations and booth fairs promoting the RSVP program and assisting in having a successful fundraising campaign for United Way. United Way is a very integral part of the program in both cash grant funds and the potential for volunteer recruitment.

The RSVP Program Assistant has been with the RSVP program for 9 years beginning as an Americorp Vista in the Agency's Youth Mentoring program and in the past 6 years has served as the RSVP Program Assistant. She is part of the Baby Boomer generation and can relate to the volunteer wants of that population. She has regular communication with both volunteers and RSVP workstation staff, including the volunteer managers.

### Other

N/A

### PNS Amendment (if applicable)

N/A