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## Executive Summary

NWCCOG was established in 1972 by Executive Order of the Governor, and serves a five county region including Eagle, Grand, Jackson, Pitkin, and Summit Counties and municipalities therein. The purpose of the NWCCOG is to be responsive to our members' needs and interests, advocating members' interests and needs with local, state and federal entities, and providing quality services to our membership that are relevant, effective and efficient.

An estimated 180 unduplicated RSVP volunteers will serve under NWCCOG's management of Eagle County RSVP.

Some of the RSVP's project activities will include serving meals at congregate meal sites and delivering meals to the homebound, assisting older adults, individuals with disabilities and veterans with transportation trips, providing a companion respite service to primary caregivers of homebound older adults and individuals with disabilities, providing counseling to seniors on their Medicare and health insurance needs, helping seniors and disabled individuals with home modifications.

The network of RSVP volunteer organizations include housing, human services, healthcare agencies, meal sites, aging services, and transportation.

The primary focus area of the Eagle County RSVP project is Healthy Futures.

At the end of the three-year grant, the anticipated outcomes of these activities will be: 180 RSVP volunteers will have provided approximately 2,084 clients with services that increase social ties and support, help avoid isolation, make clients' daily lives better, allow clients to continue to age in place and live independently, and to avoid early institutionalization.

The CNCS annual federal investment of \$81,693 will be supplemented by \$10,477 in non-federal resources.

## Strengthening Communities

Situated in the heart of the Rocky Mountains, Eagle County boasts world class ski resorts, stunning scenery, extreme winters and even more extreme sports. Eagle County's population is as varied as its

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surroundings; the exceptionally affluent towns of Vail and Beaver Creek are served by a working-class population that often struggles with the high cost of living in the area, while the rest of the county reflects the economic continuum. The household income is higher than the state average at \$69,000, yet 10% of the County's population lives below the poverty line. The county swells to more than 850,000 people during the winter months as tourists flock to the snow, but the county is called home by only an estimated 52,400 people.

According to the Eagle County 2013 Workforce Report, the household income is about \$15,000 more than the rest of the state of Colorado, yet weekly wages are low: \$754 a week, compared to \$944 per week average statewide. Just over a quarter of employees in the County work in accommodations and food services, another 11% in retail, and 13% in arts, entertainment, and recreation. Eagle County's vast and varied demographics showcase a county with both financial and human resources, yet with gaps in affordable services and supports available to the limited-income and vulnerable populations. Through the use of RSVP volunteers, we aim to address these gaps and create a healthy future for Eagle County and its residents.

It's no secret that the older adult population in the United State is rapidly growing with over 8,000 baby boomers turning 65 each day, and Eagle County is no exception. Colorado state demographer's forecast a 250% or greater increase in adults age 65 and older in the county by 2030. Additionally, more adults with a disability are aging in place, indicating that Eagle County adults will need supportive services. The Rural Resort Region Senior Gap Analysis 2010 assessment revealed the largest gaps in the region, including access to healthcare, housing, caregiver support services, information, and transportation. The gap analysis aligns with our RSVP goals and community needs identified in the primary focus area of Healthy Futures.

The RSVP program will harness the expertise, skills, knowledge, and time of the adult population 55 and older in Eagle County to advance progressive change and empower others through participation in addressing community needs. The needs realized through the gap analysis and other Eagle County surveys that we hope to address through the Healthy Futures primary focus area are: food delivery, transportation, companionship, distributing information, and preventing elder abuse. While other focus areas and capacity building measures included in our RSVP goals will enhance and augment the primary focus area, more than half of our RSVP volunteers will be actively contributing to Healthy

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Futures in Eagle County.

Healthy Futures: Aging in Place

With the number of older adults skyrocketing and with more adults with a disability aging in place, Eagle County adults will need more supportive services to age successfully. The service activities of food delivery, transportation, and companionship will allow home bound and/or older adults and individuals with disabilities to live independently. The outcome of these services will increase the social ties and/or perceived social support by older adults and individuals with disabilities.

Home delivered meals provide home bound adults with low-cost, nutritious food. These meals not only aid these adults at nutritional risk, but research suggests that focusing resources on delivered meals show reductions in nursing home placement, increased independence for adults and reduced federal spending on institutional care. RSVP volunteers who deliver meals to home bound adults provide a support that allows individuals to continue living in their home, and reduces the number of low-need older adults and people with disabilities who may otherwise be institutionalized.

Transportation is an integral facet for a person's independence. A study found that 86% of rural communities (Eagle County is rural) indicated transportation as a major community issue. Lack of transportation is a barrier to good health and access to care. Additionally, Eagle County's mountain geography complicates the transportation dilemma. RSVP volunteer drivers provide older adults and people with disabilities with safe and affordable transportation to get to the appointments, services, and locations they need to enhance their quality of life and remain independent. Through coordination with the Regional Transportation Coordinating Council, RSVP volunteer drivers help to create a more accessible, coordinated transportation system.

We will also focus on the transportation needs of veterans because they face many of the same transportation needs and barriers as older adults in Eagle County; in fact, as there are over 1,700 veterans living in Eagle County, a share of those older adults will also be veterans. Many older World War II and Korean War veterans no longer drive, yet require transportation to medical appointments. Likewise, younger veterans are much more likely to require ongoing medical and mental health care, and are also in need of transportation. According to the National Conference of State Legislatures,

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veterans need access to jobs, training, social services, mental health care, and social activities, yet 40% of them live in rural areas where transportation is less available. While the Department of Veterans Affairs does offer a Veterans Transportation Service (VTS), they focus mainly on medical transportation, leading to the need for more comprehensive mobility services. The Regional Transportation Coordinating Council (RTCC) within the Northwest Colorado Council of Governments (NWCCOG) received a grant from Veterans Affairs to aid in the coordination of transportation for veterans. Through the use of RSVP volunteer drivers and through coordination with RTCC, veterans in Eagle County will be able to receive the medical attention and social services they need to enhance their quality of life. Using RSVP volunteer drivers for medical appointments and other transportation needs create a more accessible and better coordinated transportation system to benefit the Eagle County veteran population.

Social interaction is an important aspect of physical, spiritual, and mental well-being. Studies of older adults and social isolation conclude that those without adequate social interaction were twice as likely to die prematurely. Additional physical ramifications of social isolation abound: social isolation impairs immune function and boosts inflammation, which can lead to arthritis, type 2 diabetes, and heart disease. RSVP volunteer companions who spend time with isolated or lonely individuals may reduce isolation and depression, and promote socialization, enhancing quality of life and independence.

In addition to providing volunteer services to help older adults and adults with disabilities live independently, we also will focus on the caregivers of these individuals. Through RSVP volunteer companionship focused on caregiver needs, we will reach caregivers of home bound and/or individuals with disabilities requesting respite services. Through providing respite, caregivers will report increased social ties/perceived social support and the belief that the RSVP volunteers offered effective help during times of need.

According to the Colorado Department of Human Services, more than 22.4 million U.S. households are serving in family care giving roles for persons over the age of 50, and that number will increase rapidly as the population ages. The role of the caregiver will continue to be both physically and emotionally draining, and this is unlikely to dissipate as the number of older adults and people with disabilities increases. According to the Center for Disease Control, 35% of caregivers have difficulty

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finding time for themselves and 54% said their own health has gotten worse due to care giving. Although Eagle County recognizes the importance of caregivers and offers a free caregiver support group for residents, there are very few low or no cost respite programs for caregivers. Providing companionship for the person receiving care allows the caregiver some time and respite which may be important to the emotional, physical, and mental well-being of the caregiver.

RSVP volunteers providing companionship to an older adult brings temporary relief from caregiver stresses by providing short term assistance to their caregiver. Respite may preclude caregiver burnout, isolation, and depression by regenerating the caregiver's physical and mental reserves. Without respite services to aid caregivers, older adults and adults with disabilities in Eagle County could be placed in long term care facilities and institutionalized at an increased rate due to the caregiver's inability to physically and emotionally provide care long-term.

### Healthy Futures: Access to Care

Healthy People, a set of science-based, 10-year national objectives by the U.S. Government aimed at improving the health of Americans, identifies health care as an integral component of the nation's well-being. We have identified the distribution of information about health insurance (including Medicare and the new Colorado Marketplace) and health care access, as well as preventing elder abuse, as the service activities' related to the output of clients receiving information on health insurance, health care access, and health benefits programs.

While awareness of the Affordable Care Act (ACA) and Health Insurance Marketplace has increased slightly since 2013, about 40% of the public and half of the uninsured remain unaware of the law's major provisions. Colorado's Marketplace, Connect for Health, has been very successful, yet much work remains to educate citizens. Eagle County has one of the highest health insurance rates in the nation and a high number of uninsured individuals. Additionally, Medicare, the national health insurance program for those 65 and older, is very complex and confusing. Dissemination of health insurance information, education, and insurance counseling is needed to provide the best options for residents, both young and old. Through the use of trained, skilled, and impartial RSVP volunteers and collaboration with the Northwest Colorado Hub for Connect for Health Colorado, adults in Eagle County will receive the information and counseling they need to make informed decisions about

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health insurance coverage and Medicare.

Financial exploitation is a fast-growing form of abuse of older adults and adults with disabilities. Medicare fraud, one such type of abuse, is extensive and expensive for taxpayers; Medicare paid almost \$50 billion in improper payments in 2013. Because Medicare abuse and fraud may result in medical identity theft, personal financial losses, and affect an older adult's health care program, older adults must become more knowledgeable and informed about Medicare fraud. Senior Medicare Patrol (SMP) is a program that empowers volunteers to teach Medicare beneficiaries how to protect their personal identity, identify and report errors on their health care bills and identify deceptive health care practices. In addition, partnerships with the AARP Foundation Elderwatch, Colorado Attorney General, Western Union, and Better Business Bureau will increase visibility and effectiveness of dissemination of elder financial abuse. RSVP/SMP volunteers will educate beneficiaries about general financial elder abuse and Medicare fraud.

In addition to educating Eagle County residents about health insurance, health care access, health benefits programs, and fiscal health through Senior Medicare Patrol, we seek to also empower adults through health education programs. RSVP will encourage and provide opportunities for people to participate in health education programs through training and coaching of evidence-based chronic disease management programs and falls-prevention classes offered throughout Eagle County.

According to the National Council on Aging (NCOA), evidence-based programs offer proven ways to promote health and prevent disease among older adults. The NCOA proposes that evidence-based programs add value to the community by improving the health and well-being of older adults, attract new participants and funders through innovative programming, and create powerful partnerships with other organizations, including health care providers.

The State of Colorado has indicated that the burden of chronic disease within the state affects the health and well-being of many Coloradans. Among Colorado adults aged 65 and older, almost 85% indicated at least one chronic condition, and chronic diseases accounted for seven of the top 10 causes of death in Colorado in 2011. The 2014 Colorado Chronic Disease State Plan lists a goal of increasing access to chronic disease self-management programs (CDSMP) to address the issue of chronic disease.

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The Consortium for Older Adult Wellness (COAW) offers training and classes on evidence-based programs to Colorado residents; volunteers are also trained to teach the classes. Through training and consulting, COAW connects health systems to community based organizations in the areas of self-management and falls-prevention. A current collaboration with COAW and Eagle County currently provides several community-based chronic disease self-management programs (CDSMP) and falls-prevention classes. Through a partnership with COAW and the Region 12 Aging and Disability Resources for Colorado (Region 12 ADRC), Eagle County residents will be offered CDSMP workshops that educate participants about symptom management and healthier life choices. RSVP volunteers will serve two roles in these evidence-based health education programs: training and coaching. To fill the gap in locally-based falls-prevention and CDSMP trainers, one RSVP volunteer will become a certified coach instructor (certified by COAW) to instruct other RSVP volunteer class leaders how to train others. Then, four trained RSVP volunteers will teach the evidence-based programs.

### Data Collection

Consistency and accuracy in data collection is important to show true value to the public and supporting organizations for their investment in programs and services. The American Public Human Services Association articulates our charge well by stating that "as those responsible for both large sums of public dollars and for confronting some of our most difficult social problems, human service agencies have consistently embraced rigorous accountability for assuring that their work is effective and well-managed." As an Area Agency on Aging (AAA), we have years of practice in data collection and proving the value of our services through quantitative and qualitative data, as well as the infrastructure to support data collection from our RSVP volunteers. We have a robust system to track federal Older Americans Act and Colorado State Funding for Senior Services and expenditures to ensure consistency with annual grant applications. This experience and commitment to high quality performance measure data ensures that National Performance Measure outputs and resulting outcomes will be measured, collected, and managed effectively and efficiently.

We intend on measuring the outputs of our objectives through the use of activity and attendance logs and the Senior Corps Respite Performance Measure Survey. Outcomes will be measured through the Quality of Life Survey which measures perceived social support and quality of life. Data will be

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collected by the RSVP volunteers and documented by partnering stations and other partnering agencies to ensure all outputs are measured. For the outcome survey, in order to maintain client confidentiality and encourage honesty, the RSVP volunteer will also leave a self-addressed, stamped envelope for the client to mail the survey to the RSVP Program Director after completion. To ensure a high response rate, the client may receive a reminder follow-up call to complete and return the survey. Data will be managed through the use of volunteer database software, which documents RSVP volunteer information, jobs, hours, and station data.

Additionally, RSVP volunteers and Volunteer Stations will be educated on the importance of consistency and accuracy of data collection. We will have policies and procedures in place that address data collection and highlight the five aspects of data quality.

### **Recruitment and Development**

The Northwest Colorado Council of Governments (NWCCOG) understands the importance of an organized and effective structure and plan to attract, connect, and retain the right volunteer talent for Eagle County RSVP. Additionally, it is important that RSVP volunteers have meaningful opportunities to contribute their skills and experience. We are committed to continue the thoughtful and strategic approach to the recruitment, development, and recognition of RSVP volunteers over the age of 55. Eagle County RSVP will invite RSVP volunteers to work alongside staff and our partner agencies to help meet growing service and community needs in the areas of Healthy Futures, Economic Opportunity, Veterans and Military Families, and Capacity Building.

To strengthen and grow this robust RSVP volunteer network, Eagle County RSVP will continue to serve as the central coordinating and communicating body for senior volunteer activities in the region.

This includes maintaining the listserv, collaborating with other locally-based volunteer programs, continuing email blasts and project updates, distributing RSVP informational brochures, and sponsoring training and enrichment opportunities for the RSVP volunteers and for Volunteer Stations.

RSVP will also plan agency/community/local government visits and attend community meetings, including presentations to the local Senior Collaborative group to allow current and potential volunteers to learn about service opportunities in the community. Feedback from current RSVP volunteers, and from potential volunteers who express hesitancy/objection to assignment, will be used to learn more about meeting the experience and personal needs of the RSVP volunteers. With streamlined processes and shared resources, the Eagle County RSVP will have a well-trained and diverse corps of volunteers.

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Successful recruitment and retention of Volunteer Stations and RSVP volunteers is the foundation to an effective Eagle County RSVP project. Viability hinges on a process to recruit and match organizations and volunteers together. The service activities for the three year project period are to increase social ties and support for older adults, individuals with disabilities and veterans , to help make client's daily lives better, and to allow clients to continue to age in place and live independently. It is intended that these service activities will also provide a high quality experience that will enrich the lives of the RSVP volunteers. It is important that the Program Director, RSVP Community Advisory Team, sponsors, and stakeholders believe in this work, and are able to communicate it effectively to others so that they are aware of the value and support this vital contribution and resource in Eagle County community.

The RSVP Program Director will be responsible for representing the project to community organizations, conducting public information, and recruiting activities including: media contacts, public speaking and personal outreach. Eagle County RSVP recognizes the power of its local network through stories from service participants, news from the area, and program spotlights and best practices. The Eagle County RSVP project will use a multi-channel marketing and outreach approach to distribute, place, and share the message that includes the website, brochures, person-to-person contact, placing posters in the lobby of the local senior centers, and online methods to distribute information about RSVP and expand the reach and participation in the project. The current Volunteer Stations and RSVP volunteers are strong champions and stewards of the project, helping spread the word of RSVP needs, successes, and impacts; the Eagle County RSVP Community Advisory Team will also have an active role with the project and supporting the spirit of community and service and assisting with recruitment.

The RSVP Community Advisory Team will be comprised of three groups of seniors and community organizations located in three different locations of Eagle County. The RSVP Community Advisory Team will represent older adults, individuals with disabilities, and community affiliations in Eagle, El Jebel, Minturn, and other surrounding communities. The RSVP Community Advisory Team will meet on a regular basis to talk about the needs of the seniors and individuals with disabilities in their area. The RSVP Community Advisory Team will also plan activities, develop and update a plan for promoting service by older adults within the project service area, assess and discuss volunteer

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opportunities as they pertain to RSVP, develop the plan and processes to recruit a RSVP volunteer pool reflective of the community served and service activities, inclusive of individuals from diverse ethnicities, veterans, and individuals with disabilities. This construct has worked well for the geographic layout because each area is aware of the needs of their particular community within the larger County context. Eagle County RSVP does not discriminate based on race, ethnicity, sexual orientation, or degrees of English language proficiency, and will recruit volunteers from diverse backgrounds.

After volunteers are recruited, the RSVP Program Director will contact them via phone or email to let them know their application was received. All Eagle County RSVP volunteer candidates who are affiliated with the project will undergo a background check. The policy is to ensure the safety of our clients by evaluating volunteer criminal records on a case-by-case basis and disqualifying those whose records indicate they may present a danger to our clients or a liability to our project. If the background check is clear, the RSVP Program Director reviews the volunteer's indicated interests, and to shape the high quality experiences the RSVP Program Director discusses the volunteer's life work and passions, and how they envision giving back to their community. The volunteer receives a copy of the RSVP informational brochure, time sheet, and other project information; the cost reimbursements and liability coverage is also explained. Some of the benefits include the training and enrichment opportunities, the chance to share and interact with other volunteers age 55 and older, and the opportunity to be recognized and honored for their service. The volunteer is placed in a Volunteer Station or program of their choosing (or an appropriate station if the opportunity is not available), the Volunteer Station is contacted, and then the RSVP Program Director follows up with a call to the volunteer and the Volunteer Station. The volunteer's information is then added to the volunteer database software. Follow-up and support are provided as needed. Continual communication is the key to providing a high quality experience for volunteers. The RSVP Program Director will work to ensure that appropriate communications are in place to identify Volunteer Stations and RSVP volunteer needs. Such needs are then appropriately addressed to ensure positive, rewarding, and impactful experiences for those involved. Specific tasks include: assessing community needs, supporting linkages and partnerships, capacity building, timely processing RSVP volunteer cost reimbursements, tracking RSVP volunteer hour and activity outputs for reporting, and active communication with Volunteer Stations and RSVP volunteers.

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### Training

All Volunteer Station supervisors receive an orientation to Eagle County RSVP and the project prior to the placement of volunteers. Through an in-person meeting, the RSVP Program Director gives the Volunteer Station RSVP brochures and information to share. Additionally, the following information is reviewed: the Memorandum of Understanding (MOU) and station responsibilities, RSVP policies on the terms and conditions of RSVP volunteer service, RSVP volunteer service termination, and identifying the optimal number of volunteers serving at the station. The RSVP Program Director provides Volunteer Stations with ongoing information and/or training about the RSVP project, its programming for impact and performance measurement goals, and the role of the station in meeting those goals. The stations' information is then entered into the volunteer database software and their signed MOU filed.

Eagle County RSVP will ensure that each Volunteer Station has an annual MOU in place that outlines key roles and responsibilities. RSVP volunteers will continue to submit applications, and be screened, and matched appropriately to ensure success. Eagle County RSVP will perform background checks with those RSVP volunteers who have contact on a recurring basis with frail adults, persons with disabilities, or other potentially vulnerable individuals. The RSVP Program Director's outreach efforts will include partnering with existing community organizations that host volunteer programs that align with the service activities, such as Vail Valley Medical Center.

As a rural resort region, there can be difficulty recruiting older adults who do not want to commit to a set number of hours each week, are not necessarily retired, or are not living in Eagle County full-time. We will work with our Volunteer Stations to explore ways to offer more volunteer opportunities with flexible service hours and offer high-impact and/or seasonal volunteer activities.

Volunteer Station supervisors provide all new volunteers with appropriate orientation trainings. Volunteer Stations are encouraged to provide their current RSVP volunteers with regular training and skill-building opportunities that enhance their skill sets in a variety of ways. In both the Primary Focus Area and Other Focus Areas, some RSVP volunteers receive regular and specific trainings. RSVP Medicare counselors continue to receive several yearly update trainings (after the initial multi-day certification training), "train the trainer" events, and regular email updates and scam alerts from

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the State Department of Insurance. RSVP tax preparation volunteers receive two days of training each year, regular updates and alerts, and may participate in weekly conference calls from the IRS during the tax season. RSVP's AARP Driver Safety Class, Chronic Disease Self-Management and falls prevention volunteers all receive training specific to their service activity before they begin teaching/training. RSVP Volunteers also will receive training at the beginning of their placements from the Volunteer Stations, such as Aging Well's home delivered meals, Regional Transportation Coordinating Council's volunteer drivers, and the NW Colorado Hub for Connect for Health Colorado for distribution and one-on-one counseling about health insurance and health benefits programs.

Like other communities in Colorado, the fastest growth beginning in 2020 will be among residents older than age 60. Eagle County's population is projected to increase by 37% or more by 2020, while the number of adults aged 65 and older in the region is predicted to more than quadruple from approximately 17,000 to 70,000, by 2030. The largest area of growth is expected in the 75 and older group. In addition, the characteristics and needs of Eagle County's older adult population are also changing: individuals with disabilities are living longer and are experiencing the effects of aging. Additionally, over 1,700 veterans and their families also live in Eagle County. Since many of the Volunteer Stations serve individuals from these varied demographics, we will be intentional in reaching out to the low socio-economic status population through the free local paper (Vail Daily), senior newsletters (Eagle County Healthy Aging), post offices, and where feasible, religious organizations through their newsletters/bulletins.

### **Retention & Recognition**

Recognizing the importance of the RSVP volunteers is another key component to retention of volunteers. Eagle County RSVP volunteers are recognized annually through thank-you cards and an annual recognition event which includes a meal and a small gift. In addition, all Volunteer Stations hold volunteer recognition and appreciation events, such as at the close of Medicare Part D Open Enrollment for the RSVP Medicare counselors. Throughout the year, RSVP volunteer spotlights will highlight an individual volunteer for their accomplishments and welcome new RSVP volunteers. There is also recognition in the local newspaper during Senior Corps Week thanking each volunteer for their service to the community, recognizing our partner Volunteer Stations, donors, and contributors. The Mayors Day of Recognition for National Service will be another chance to

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spotlight the key role that Eagle County RSVP plays in meeting community needs in the region and inspiring older adults to participate and serve.

### **Data Collection & Maintenance**

The NWCCOG manages many different federal program funds. It uses tools to collect several types of data and track expenditures of service activity, link the delivery of services to the dollar amount and cost reimbursement for its many federal program/service activities, and maintain program records (both in electronic or hard copy form). The NWCCOG is experienced in the collection of data and maintenance of required program services, and in the preparation and submission of reports as required by the respective funding entity. Some of the ongoing data and maintenance of required programs services include: provide progress reports, review and identify any inconsistencies and/or errors in reports, communicate inconsistencies and/or errors to applicable providers and develop a plan to correct the issues, and provide expenditure reports identifying Federal versus non-Federal expenses.

The NWCCOG also has many program-related monitoring and evaluation processes which support fiscal accountability, continuous improvement in the quality of services provided, and identify issues before they develop into larger problems. The NWCCOG has not had any significant findings or compliance issues from the various monitoring visits or audits. As the sponsor organization for Eagle County RSVP, the NWCCOG will have financial reports that will provide information to Corporation Grant Officers and Project Managers about the total dollars expended the scope of performance information, and a breakdown of how funds are disbursed among different project activities, such as administration and direct support of RSVP volunteer activities.

### **Program Management**

The Eagle County RSVP program has had a successful track record in managing the CNCS federal funding, RSVP volunteers, and partner Volunteer Stations in compliance with RSVP program regulations. Staffed by a full-time RSVP Program Director, Eagle County RSVP will continue to accomplish the performance measures as stated in our work plans and reported in the Program Progress Report (PPR).

The Northwest Colorado Council of Governments (NWCCOG) and incumbent sponsor, Eagle County

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Government Health and Human Services (Eagle Co. HHS), have a very good and cooperative relationship. With this grant application, the NWCCOG will serve as the new sponsor of the Eagle County RSVP.

The incumbent sponsor Eagle Co. HHS, and the new sponsor, the NWCCOG, agree to work cooperatively to ensure a smooth transition of the project management and oversight, the Eagle County RSVP Community Advisory Team, Eagle County RSVP Volunteer Stations, and RSVP volunteers.

Between the grant selection announcement and before the April 1, 2015 start date, NWCCOG and Eagle Co. HHS will outline a plan for transition in order to minimize disruptions to the current Volunteer Stations and RSVP volunteers. The plan would include: the new grantee managing the current program distribution attributed to the new grant, a review of current Volunteer Stations and identify those that align to the new grant service activities, how to responsibly graduate Volunteer Stations (in the incumbent grant) to meet the changed community needs in the new grant service activities, how to coordinate the alignment of existing RSVP volunteers with the remaining (and proposed new) Volunteer Stations, and outline how to connect RSVP volunteers who are associated with a graduating Volunteer Station to other RSVP Volunteer Stations or the option to continue to volunteer outside of the RSVP program.

During the period of the grant selection announcement and before the start date, Eagle Co. HHS and NWCCOG will hold a joint in-person meeting with the Eagle County RSVP Community Advisory Team. The meeting will discuss the transition of the project sponsor, review the service activities of the project period, share the transition plan and obtain input from the Team in order to responsibly transition the project and minimize disruptions with the transition, and answer any questions and provide information on continuing the successes of Eagle County RSVP. In addition, the RSVP Program Director will review the roles of the RSVP Community Advisory Team and solicit their continued participation on the Team and support of the project.

Also during the period of the grant selection announcement and before the start date, Eagle Co. HHS and NWCCOG will hold separate joint in-person meetings with the current RSVP Volunteer Stations and RSVP volunteers. A similar conversation with the Volunteer Stations and with the RSVP

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volunteers will be conducted. The meetings will discuss and review the service activities of the project period, the transition of the project sponsor, share the plan and obtain input from these individuals in order to responsibly transition the project and minimize disruptions with the transition, and answer any questions and provide information on continuing the successes of Eagle County RSVP.

To qualify for consideration as a new Eagle County RSVP Volunteer Station, the agency must provide meaningful and challenging volunteer assignments which align with application program design, objectives, and service activities. In addition, Stations will need to have a designated Volunteer Supervisor to coordinate and supervise RSVP volunteers, be a public agency or a private nonprofit organization or a proprietary health care agency, be physically located in the Eagle County service area, and fill out the Memorandum of Understanding (MOU) and RSVP volunteer job description paperwork completely.

### **Healthy Futures Track Record**

Through its Alpine Area Agency on Aging program, the NWCCOG has supported older adults with disabilities in maintaining their independence and promoted the engagement of older persons as community resources in planning for community improvement and engagement for over 40 years. Eagle County RSVP Program Director will work with the NWCCOG's Alpine Area Agency on Aging, which provides services in the Healthy Futures Primary Focus Area. Eagle County RSVP and the Alpine Area Agency on Aging will work together to achieve outcomes that allow individuals to continue to live independently, to age in place, help make their daily lives better, and to avoid early institutionalization. Additionally, they will provide much needed respite to caregivers, who play a critical role in the continuum of long term care.

All output data will be managed through volunteer database software. In addition, the Quality of Life Survey which measures our Primary Focus Area, will be entered in a database to retain the data and do basic analysis. Finally, any other program data not able to be captured in volunteer database software will be entered into excel spreadsheets.

Programs administered under NWCCOG strive for value-based programming, through regular

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evaluations on the effectiveness of programming efforts, and also a clearly defined staff evaluation system. The staff evaluation includes recommendations on continuous improvement through outlining personal and professional goals, and identifying places of challenge for staff on which to work.

### **Compliance**

Between the grant selection announcement and before the April 1, 2015 start date, the NWCCOG will complete a Project Self-Assessment Checklist (Appendix 10 of the RSVP Operations Handbook) to ensure that the Eagle County RSVP program has operating and management practices in place. The handbook will also serve as a supplement to ensuring the project is in compliance and to address any issues in the Code of Federal Regulations, published in Title 45, Chapter XXV, Part 2553, that govern RSVP.

Having each RSVP Volunteer Station's MOU signed will ensure compliance with the RSVP program and ensure that RSVP obtains the Station's records, forms, and processes. Partnerships with new Volunteer Stations will consider an assessment of current RSVP volunteers' alignment with the proposed Volunteer Stations, completion of training and orientation for the Volunteer Supervisor, and a plan for recruitment of new volunteers as appropriate. Eagle County RSVP will ensure station compliance by reviewing MOU's at the time of applying, annually, and with periodic site visits.

### **Organizational Capability**

The Northwest Colorado Council of Governments (NWCCOG) would be the new sponsor and responsible for managing RSVP project. The NWCCOG has been operating since 1975 and has a long history of successfully providing and managing federal contracts, such as the Older Americans Act, American Recovery and Reinvestment Act, Homeland Security Grant Program, Colorado Department of Transportation, HUD-Community Development Block Grant Program and Department of Energy Weatherization Assistance Program, Federal Transit Administration 5310, and the new Veterans Transportation and Community Living Initiative. The NWCCOG has the technical, legal, and financial capacity required to carry out the Eagle County RSVP project. The organization is subject to OMB Circular (45CFR 2543, A-110, A-122, and A-133), Audits of States, Local Governments and Non-profit Organizations, and is required to prepare the Single Audit Report 'Schedule of Expenditures of Federal Awards'. Should we receive the grant, we will be subject to the 2 CFR Chapter I, and

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Chapter II, Parts 200, 215, 220, 225, and 230. There are no legal issues which would prevent the NWCCOG from being eligible for RSVP project funds.

The NWCCOG has established written policies and procedures, internal controls, and budget controls to be fiducially responsible for grant and local resources. These include providing substantial supplies and equipment, procedures for purchasing, and travel which the Eagle County RSVP program will utilize. In addition, the NWCCOG would adapt Eagle Co. HHS' Guiding Principles and Strategies document, which clearly outlines personnel and management roles, and individual and team goal setting. The NWCCOG is also familiar with documenting in-kind donations, time and activity reporting, generally accepted accounting principles (GAAP), Corporation regulations, and OMB circulars.

### **Staff**

The key individuals who will be managing and implementing the Eagle County RSVP include Liz Mullen, Executive Director of the NWCCOG, Mike Kurth, Fiscal Officer, and the new hire for the RSVP Program Director position.

Liz Mullen, Executive Director.

Liz Mullen has served as the Executive Director for the NWCCOG since 2012. She is responsible for the implementation of executive level administrative, supervisory, and fiscal management decisions. In addition, during the past 10 years, Ms. Mullen has also worked in various other capacities in the Northwest Colorado Council of Governments, including Member Services Director, Assistant Executive Director, Coordinator of the Northwest All Hazards Region, and Interim Executive Director. During her tenure, Ms. Mullen has developed a clear understanding of the purpose and potential of the organization, and had developed positive working relationships with the membership, federal and state legislators, federal and state agencies, partner, and peer organizations. Ms. Mullen will serve as the director supervisor to the RSVP Program Director and provide general support for program direction.

Mike Kurth, Fiscal Officer.

## **Narratives**

Mike Kurth will assist the project with a variety of fiscal matters including: managing fiscal activities of the grant project, grant budget preparation, processing of contracts and purchase order, budget tracking, reconciliation and budget projections, processing and tracking of payments, and personal services distribution. The Fiscal Officer will be responsible for the submission of the quarterly Federal Financial Report (FFR) and bi-annual SF425 Fiscal.

RSVP Program Director.

A full-time Program Director will be hired for the Eagle County RSVP if the grant is awarded. She or he will implement the Eagle RSVP project and will be responsible for the planning, management, and day-to-day operations of the project to ensure its success. The staff person will be selected based on credentials and experience with program and fiscal management. The Program Director's priority responsibilities include, but will not be limited to, recruiting and maintaining Volunteer Stations and RSVP volunteers for the key community activities, grant and fiscal oversight, and evaluations. The Program Director will file all programmatic reports with CNCS.

### **Other**

Not Applicable.

### **PNS Amendment (if applicable)**

Not Applicable.