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Executive Summary

Texas Tech University Health Sciences Center (TTUHSC) Garrison Institute on Aging (GIA) is the cornerstone of the TTUHSC aging initiative. Texas Tech University Health Sciences Center Garrison Institute on Aging is a unique organization whose mission is to promote healthy aging through cutting-edge research in Alzheimer's disease, dementia and other diseases related to aging, and through innovative educational and community outreach opportunities offered to students, health care professionals and the public. TTUHSC is the sponsor for Lubbock RSVP. Lubbock RSVP estimates 422 volunteers and is requesting \$58,787 to operate the project. Through this grant funding Lubbock RSVP will focus volunteer efforts on the community's primary need for food security, environmental awareness building and education, thrift store and clothes closets, community based volunteer programs, veteran's assistance and other human needs. The primary focus area is H8 - Healthy Futures - Aging in Place. The H9 expected outcome will be increased social support while remaining living independently. Lubbock RSVP funding will be supplemented by \$40,407. Lubbock Meals on Wheels currently prepares over 700 home-cooked meals each day. Deliveries are made to elderly or disabled (homebound) clients that are unable to prepare a meal and have no access to meals for the noon meal. In addition, other food agencies such as the South Plains Food Bank serve as an emergency food voucher site. It also serves an after school program designed to combat childhood hunger as well as a lunch summer feeding program at selected elementary schools. Food vouchers are initiated at over 20 sites in Lubbock County. The sites use the database of the SPFB to validate entries and eliminate duplications. Many voucher sites provide emergency food staples to eliminate gaps in services. Surveys, questionnaires, agency data/logs, volunteer coordinator reports, and sign-up sheets will be used to measure effectiveness.

Strengthening Communities

This application seeks funding for year one of a 3 year grant in order to support the Lubbock Retired and Senior Volunteer Program (RSVP) under the sponsorship of the Texas Tech University Health Sciences Center (TTUHSC) Garrison Institute on Aging. The Garrison Institute on Aging (GIA) strongly supports the efforts of Lubbock RSVP and its work with community partners whose missions focus on providing relief and solutions for the needs of our community; to augment the quality, credibility and variety of the program; and to enhance the lives of senior volunteers.

TTUHSC is located in Lubbock, Texas, the heart of the rural South Plains. According to the US Census Bureau's report for 2010, the population of Lubbock County is 278,831, a 14.9% increase from

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the 2000 census (2013 US Bureau estimates 289,324). Eleven percent of the county (30,671) is over the age of 65. Data from Texas Department of State Health Services for 2013 have placed the estimated current population at 301,214 which is an 8% increase from 2010. Adults 65 years and older represent 11% of the population and is the largest growing segment. There are more than 16,000 registered veterans residing in Lubbock County.

However, the economic climate for individuals remains relatively unchanged. The number of jobs has increased, unemployment is below national average. With the increase in employment, the adjusted median family income for Lubbock area has shown a 12% decrease (2013 data) since the historical high in 2008. More than 20% of the residents are below the poverty level. Approximately 1,000 people are living in some form of homelessness, either in homeless shelters, "doubled up" with other families, or on the streets. Families comprise more than one third of the homeless. Families with limited resources and/or fixed incomes, unemployed, homeless or disabled are required to make very difficult choices regarding daily expenses and the basic necessities of life. Research by the South Plains Food Bank found that approximately 55,000 people in Lubbock County are receiving food assistance each year. Fifty-seven percent of their clients report having to choose between paying for food and paying for utilities. According the Area Agency on Aging, the top four needs in Lubbock County are: food stamps/SNAP/ food vouchers. and rent and utility payment assistance. The top two unmet needs are rent payment assistance and food vouchers. The numbers of hungry people in Lubbock County continues to increase. One in four children and one in five adults in Lubbock are at risk of food insecurity, defined as "the limited and uncertain availability of nutritional, adequate and safe food or the inability to acquire acceptable foods." This in-need population is the client base for food assistance through the food voucher program, the various food pantries/South Plains Food Bank (SPFB) and home delivered meals. Lubbock RSVP has chosen to collaborate with non-profit agencies whose missions are strongly focused on solving hunger and elimination of waste; alleviating hunger and giving hope to the hungry; providing food to people who are homebound, elderly or disabled; providing the way and the means for people to have access to and/or acquire food.

Lubbock Meals on Wheels provides nutritious, home delivered meals to those who are homebound, elderly or disabled (H8 Performance Measure). This agency also seeks to break the social isolation experienced by the homebound by providing warm, caring, friendly contact through their volunteers and enabling people to continue to live independently. New volunteers are trained (by the station) to assume their responsibilities (meal preparation and/or meal delivery). As part of the training, Meals on Wheels partners with Lubbock RSVP to educate new volunteers about Lubbock RSVP and provide

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them with contact information. The South Plains Food Bank has several programs in which volunteers can become involved. Kids Café is an after-school and summer feeding program designed to combat childhood hunger. In 2012, one out of every four children in Lubbock County experienced food insecurity (CPPP Data). There are more than 20 sites that deliver this service throughout Lubbock County. Volunteers assist with food preparation and service, and their talents are also utilized in mentoring and tutoring, physical activities and reading circles. Another program from the SPFB is the 15-acre apple orchard. The orchard produces over 25,000 pounds of apples for the needy. SPFB volunteers can be involved with a third program, the 5.5 acre farm. The vegetable poundage produced on the farm is approximately 100,000 pounds annually. A fourth program is GRUB (Growing Recruits for Urban Business), a teaching opportunity for teens and young adults to learn life and job skills using the farm and community gardens to educate them. Produce from the farms are used to supplement food boxes with fresh fruits and vegetables. Volunteers will be trained to assist with unloading deliveries, stocking shelves, registering and servicing clients, packaging and preparing food boxes, filling backpacks for children, participating in food drives, collecting food vouchers, and collecting and reporting data. Lubbock RSVP Advisory Council members serve on boards and/or volunteer at the stations that deal directly with food securities. There are several groups that assist with food securities by providing meals. Some examples of these are St. John's Benevolence Program and Second Helpings. The volunteers not only prepare and serve daily meals; they also assist with intake forms for food voucher programs. There are approximately 20 food voucher sites throughout Lubbock County that provide intake assistance. The information is shared with Charity Tracker software that coordinates all applicants and efforts through the SPFB and food voucher sites to avoid duplications. H9 Outcomes will be measured with surveys, data collection and managed by the stations and reviewed by Lubbock RSVP.

Stations included in focus areas and/or capacity building are Catholic Charities, St John's Benevolence, St Paul's Thrift Store, 2nd Helpings, Lubbock Memorial Arboretum, Comfort Corps, and American Cancer Society. Focus area V1 (Veterans receiving assistance) will be tracked through Veterans Administration Clinic through surveys, data collection and statistics received by station coordinator.

Included in Community Priorities will be Friends of the Library and various prison ministries. Lubbock RSVP submits articles in a monthly senior newspaper (Golden Gazette), Area Agency on Aging newsletter (2-1-1 Texas South Plains), Lubbock Avalanche Journal, and the Lubbock RSVP quarterly newsletter. Published articles serve to inform the public of agencies that are actively engaged

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to meet Lubbock County's greatest needs and the variety of stations available through volunteering and ultimately make a lasting impact on immediate needs. Most recently, the Alliance Newsletter (City of Lubbock Public Health Emergency Preparedness - PHEP) has added RSVP as an Alliance Member and highlighted its efforts in the Summer 2014 newsletter. This serves as a resource for members of the community that require assistance and sources of applicable resources. The food insecure client base has needs beyond food assistance. The additional household assistance is provided through thrift stores, clothes closets, and RSVP Comfort Corps. The thrift stores/clothes closet have new and gently used clothing and household items for income-challenged residents who are living on a fixed income, are unemployed or homeless. Two of the sources identified to meet these needs are Catholic Family Services Resale Shop and St. Paul's Thrift House. The agencies assist in a variety of areas beyond clothing and household items. They assist with rent, utility, medical payments, job search, as well as minor household repairs.

Veteran population in Lubbock County is estimated at over 16,000 (2012 US Census Bureau). The veteran population has multiple facets. There is a group of veterans 60+ years of age, many that are providing service to the community and another group (recently returning from service) that require community services. To date, the services provided were the same as the general population with the addition of the Veterans Administration (VA) Outpatient Clinic, the Veteran Center, and the Military and Veterans Program (MVP) at Texas Tech University System. There is a growing need to provide additional services to the veteran population. One program that is gaining attention is a veteran's court. The Veterans Resource Coordination Group (VRCG) has lobbied for a veteran treatment court to assist as veterans return from active service to communities, with many suffering from issues related to their combat experience. Often the combat trauma has led to problems with the legal system as the veterans attempt to re-enter into the civilian community. This court would assist local law enforcement agencies to identify veterans and offer treatment for related issues. This would support veterans that are affected by post-traumatic stress, traumatic brain injuries, depression, sleep disorders, attention deficit disorder, and substance abuse-related issues. There are currently 14 active veteran treatment courts in Texas. The need in Lubbock has been substantiated by the statistics of 30 to 45 veterans who are arrested every month in Lubbock (Lubbock Avalanche Journal, 2013). The VCRG also serves to bridge the gaps in coverage that the Veterans Administration provides. Some of the services volunteers would provide are mentoring, temporary housing, job search, and job training.

According to the Center for Public Policy Priorities (CPPP) teen pregnancy rates in the State of Texas

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remain above the national average. Statistics for 2012 indicate that Lubbock County has one of the highest rates of teen births with 64% by teenage girls (age 19 and under). The majority receive no or late prenatal care. To assist in providing access to health care and education, as well as support for the emotional, financial, and physical barriers there are several agencies (Parkridge, Stork's Nest, Children's Connections, and Grand Expectations) have taken the challenge to assist in this need. Organizations provide pregnancy testing, ultrasounds, STD/STI testing and treatment, counseling, prenatal care, parenting and financial classes. There are no charges for services. As a client progresses through the parenting classes they are provided vouchers that are exchanged for baby items. In order to meet this need and continue to supplement the families, infant clothing, blankets, and caps are constructed and provided by the RSVP Comfort Corps group.

There are more than thirty nursing/skilled homes in Lubbock County and the residents are often on low or fixed incomes. As this population ages their nutrition needs are not met, they are not as active, and they have a difficult time regulating body temperature. To assist in this comfort needs the RSVP Comfort Corps also provides lap robes, afghans, caps, scarves, adult bibs, wheel-chair/walker pockets, and other items. In 2013 this group provided over 1,900 items to Lubbock County agencies.

Cancer is the second leading cause of death in Lubbock County. An estimated one in every three women and one in two men will develop cancer sometime during their lifetime. In 2012, it was estimated that more than 1,154 new cancer cases and 423 deaths would occur in Lubbock County (Texas DSHS). On average over 150 new cases of breast cancer are diagnosed in Lubbock County annually. The American Cancer Society (ACS) works with many breast cancer patients in the Reach for Recovery program in the Lubbock community. Over the past year ACS has helped over 100 breast cancer patients who have had single, and in some instances, double mastectomies. To single-handedly provide care and comfort beyond critical medical treatment and therapy for these patients is cost prohibitive, and ACS does not have the support staff to effectively meet all the challenges. RSVP Comfort Corps provides support pillows used after surgery to ease the pain of the incision. In addition, Lubbock is the home of Hope Lodge, Ronald McDonald House, and Ronald McDonald Family Rooms (located at UMC and Covenant Women's and Children Hospital). All serve to provide free, temporary housing facilities for patients and families undergoing treatment at local treatment centers.

Handmade comfort items (afghans, lap robes, wheelchair/pockets, adult bibs, caps, baby items, and scarves) are provided by RSVP Comfort Corps. Other areas that benefit from RSVP Comfort Corps are homeless ministries, low income families and children, dementia patients, and food voucher sites. The Garrison Institute on Aging (GIA) initially began as the Institute for Healthy Aging in 1999. In

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2005, the institute was renamed in honor of Mildred and Shirley L. Garrison. It was established to assist seniors successfully approach and extend the years of quality life. From investigating the causes of neurodegenerative diseases to preparing health care professionals for the growing demands of geriatric care, the GIA is addressing health issues of the aging population. Collaboration between Lubbock RSVP and GIA has been very successful. The GIA promotes a monthly information session known as the Healthy Aging Lecture Series. Topics are presented by leading physicians that deal with chronic disease management, nutrition and healthy aging. Information is also shared regarding community gardens, local farmer's markets, walking trails, emergency preparedness, and health fairs. Focus areas include those that are 50+ years of age. This event is open to public and provides vital medical information, basic screening procedures, and resources for the aging population. RSVP partners with GIA to provide this information throughout the community. RSVP publicizes the lecture for the aging population.

Lubbock RSVP seeks to advance the development of partners by forging relationships with businesses and agencies engaged in meeting the needs and service of the senior community. Lubbock RSVP Advisory Council is actively involved in diverse areas in our community. Members are comprised of home health care professionals, non-profits representatives, board-members/volunteers and private businesses (dealing with aging community). Members serve on various committees such as Executive Committee, Finance and Fundraising, Recognition and Publicity, and Nomination and Evaluation. Each member is involved in the community through their contact with the needs of the community. Lubbock RSVP has been able to identify entities that are able to provide monetary and in-kind assistance to support its programs and events. Lubbock RSVP continues to cultivate relationships with local businesses that serve to benefit the mission of RSVP.

Area will be measured by collection of data from SPFB, LMOW, and data from food voucher sites as related to access to food resources. Additionally, RSVP will seek out agencies that focus on veterans as a source of individuals/families that require service and veterans seeking volunteer activities directly related to military service. Local publications and senior centers will be used as a source of needs and demographics of community. In addition, as current volunteers are queried to update information they will be asked if they are a veteran or part of a veteran family. Initially, this was not a question on RSVP enrollment forms and current data is not up to date.

With the integration of all programs the goal will support and strengthen the community resources on independent living, access to food resources, home assistance, and services to veterans. Data from US and State of Texas services will be used to continually review community needs.

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Recruitment and Development

With the collaboration of the Garrison Institute on Aging, Lubbock RSVP will continue to pursue high quality volunteer experiences for a diverse population which will assist in providing opportunities to meet the needs of the community while supporting the varied interests and abilities of our members. The Lubbock RSVP office will actively seek volunteer positions that enable members to build new skills as well as utilize the experiences and knowledge already attained. Upon receipt of enrollment forms, the applicant provides RSVP with information relative to their work experience, skills, hobbies, etc. This information is entered into Volunteer Reporter (database) and can be sorted to obtain information in matching volunteers with volunteer opportunities. Volunteer opportunities are discussed with each applicant to assess individual interests and strengths. Individuals with life experiences in leadership roles are encouraged to volunteer for jobs that strengthen and assist non-profit organizations in capacity building. Examples of stations are Lubbock Meals on Wheels, South Plains Food Bank, Veteran Programs and RSVP Comfort Corps. Each station ensures that volunteer(s) receive training, orientation and supervision for the particular task for which he/she has volunteered. Volunteers are encouraged to contact the station staff or RSVP office to discuss their need for any additional training, support, or technical assistance he/she may need to perform the job assigned. Volunteers are encouraged to share their experiences through personal stories in periodicals, the RSVP newsletter and station newsletters or announcements. The RSVP staff will attend networking luncheons, meetings, health fairs and other events to promote Lubbock RSVP and its offerings to the community. RSVP staff routinely visits volunteer sites to provide additional information and resources provided by RSVP and the GIA. This provides additional visibility to the community. Annually, Lubbock RSVP provides information regarding the Lubbock RSVP program and its social and economic impact to the community to the Lubbock City Council. This information is made available in early spring to coincide with Volunteer Month and Mayor's Day of Appreciation. In turn, the City Council acknowledges RSVP with a 'Letter of Proclamation'. The RSVP staff will submit articles, "RSVP Voice," published in senior newspaper (The Golden Gazette). This article is also located on www.LubbockSeniorsource.com. The monthly articles are informative and highlight specific needs in the community with opportunities to serve, clearly communicating the community needs identified in the needs assessment. The RSVP staff will submit announcements in Volunteer Station newsletters as opportunities occur. The Lubbock RSVP office publishes a quarterly newsletter that contains volunteer opportunities, articles and accomplishments. In addition, RSVP activities and opportunities will be featured in the GIA's quarterly newsletter as well

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as at the monthly Healthy Aging Lecture Series. RSVP information will be included at health fairs or public events either attended by or sponsored by the GIA, thus increasing the exposure in the community and broadening recruitment efforts. The goal is to have RSVP volunteers matched and well utilized in their volunteer service assignments.

The Lubbock RSVP hosts three annual events that are utilized as thank you events and opportunities for information and recruitment. The Lubbock RSVP Recognition Dinner will continue to be the high point of the year for the volunteers. The RSVP staff and Advisory Council understand the importance of recognizing the thousands of hours of service given by the volunteers and the importance of thanking the volunteers for making the program a vital part of the community. The Recognition Dinner is an important retention tool in that volunteers eagerly anticipate the opportunity to meet and visit with other volunteers while enjoying a great dinner, entertainment, as well as enjoying the special awards and various recognition activities as mementos of their service. Lifetime Service Awards are acknowledged at Lubbock RSVP's annual Recognition Dinner. Volunteers who have attained 4,000+ hours of lifetime service are recognized at the annual event. In the event the recipient is not able to attend, the RSVP staff arranges to visit the volunteer agency to recognize the volunteer. This has been a great experience for the volunteers and the staff and is a great retaining and recruitment event. This event is held annually in early fall.

Another annual recruitment and retention activity is the Spring Forum. This educational forum focus is to keep the senior community informed and aware of community events/topics that are relative to aging, changes in legislation, and services available to them. The forum is open to the senior community as an informative session for all. Local organizations and agencies that serve seniors are invited to participate in the program as speakers and to host vendor booths with the opportunity to speak directly to the attendees and distribute information for seniors. Information regarding Lubbock RSVP and enrollment forms will be made available to attendees. In 2014, approximately 220 attendees were present and involvement has continued to increase. The theme of the 2014 Spring Forum was 'Roadmap to Aging Well' and featured several non-profits and experts on aging well. Vendors who are involved in the 50+ community are encouraged to attend and provide information. The third event is Movie Night. This event is held in late summer and is a time when the volunteers in the community can socialize with fellow members, invite prospective members and friends, eat, and enjoy a classic 1940's genre movie. More than two hundred volunteers and guests attended the 2014 event. Information regarding Lubbock RSVP and enrollment forms is made available to attendees. The casual nature of this event makes it a perfect venue for inviting new people to join Lubbock RSVP.

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RSVP will partner with vendors and community agencies that are involved in aging population to promote this activity.

In addition, RSVP staff will attend health fairs, support group meetings, senior centers, and veteran agencies to promote their mission and continually recruit individuals who can reflect the demographics of the community while serving in primary focus areas.

RSVP foresees the need to graduate seniors to meet the changing community needs of Lubbock County. RSVP staff will transition volunteers into Focus Areas that meet the community needs. Volunteers that do not fit into the categories will be recognized for their service. Even though their activities will no longer physically count through RSVP, they will be encouraged to continue their service and encouraged to attend Movie Night and Spring Forum (events that are open to senior public).

Program Management

The existing system of managing the program's day-to-day data is to capture that information in Volunteer Reporter. This software enables the Director to analyze, track and compare volunteer and donor information, and collect data for required program reporting. Lubbock RSVP receives guidance through its active Advisory Council. The members of the existing Advisory Council are guided by bylaws that provide direction for authority, purpose, membership, terms/eligibility, offices, committees, and meetings/voting. Lubbock RSVP's existing community partners have signed Memorandums of Understanding (MOU) with the Garrison Institute on Aging-RSVP and are retained in the Lubbock RSVP office. As new partners are recruited, an MOU will be signed and filed in the Lubbock RSVP office. MOU's are renewed every three years or when there is a significant change that may require an update. The MOU details the purpose of Lubbock RSVP and the responsibilities to RSVP and the community partner. Examples would include how the data (volunteers and hours served) is collected and submitted and who is responsible for submission of data. Reports will be generated on Volunteer Reporter to ensure MOUs are accurate and current. Volunteer assignments will be coordinated through a Volunteer Coordinator at each station with a position description in writing for each category of volunteer placement. This information is retained in each station's folder as well as in Volunteer Reporter. Volunteer Stations are encouraged to survey volunteers to provide input on adapting/customizing/enhancing their job description after working in the position for several months. The RSVP Director will provide relevant information to the Volunteer Coordinator and/or Director at each station serving as a focus area. This will enable the station to understand the connection of data Lubbock RSVP will collect and coordinate efforts for the entity to

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increase its impact on the community. The signed MOU reflects the station's commitment of providing the documentation for the focus areas and the mission of Lubbock RSVP. Data on Volunteer Reporter is maintained by IT Department of Texas Tech University Health Sciences Center and must adhere to HIPPA Privacy and Security details are detailed in TTUHSC Operating Policies 52.02. (<http://www.ttuhscc.edu/hsc/op/op52/op5202.pdf>). Personal data from Volunteer Reporter is not sold or shared with any outside entity.

The Lubbock RSVP Advisory Council and Director will establish goals for the Lubbock RSVP projects and will be committed to these goals and objectives and ensure that they result in a high quality program that meets the needs of both the senior volunteers and the local community. The Advisory Council will meet monthly to review events, goals, and provide continued support of the program. Accomplishments of the project will be assessed annually in writing to the Corporation for National and Community Service. Project accomplishments will be noted with input for the Advisory Council as well as the sponsor's representative (Executive Director) and staff in the Garrison Institute on Aging, Volunteer Stations, volunteers and the community. Volunteers and stations will be systematically surveyed on an annual basis utilizing the Advisory Council's evaluation instrument. The survey will assess the volunteer's skills at current location, desire for additional or different volunteer opportunities, satisfaction, and additional resources required. Volunteer stations will assess volunteers 'meeting their needs' to service the community and satisfaction of service and any resources requested. The Lubbock RSVP office will document information and data obtained from the Volunteer Station records, per agreement in the signed MOU. The Director will assess the appropriate staff at the Volunteer Stations on the impact of RSVP volunteers both qualitatively and quantitatively by utilizing reports from Volunteer Reporter. The reports will be utilized to assess the progress on outcomes. The Garrison Institute on Aging will periodically review reports to ensure the statistical analysis of data is accurate and has not been corrupted or degraded by other input. Again, all data is contained on a secure HIPPA server managed and backed up by the IT department of Texas Tech University Health Sciences Center. If input other than volunteer action has affected data, attempts will be initiated to examine to what extent and report additional effects. HIPPA Privacy and Security details are located in TTUHSC Operating Policy 52.02. (<http://www.ttuhscc.edu/hsc/op/op52/op5202.pdf>).

The RSVP Director and with the assistance of the Advisory Council, will help identify and develop additional cash and in-kind resources needed to support, sustain and expand the project. Resources to fund the RSVP quarterly newsletter, yarn, material, books, food, and supplies to benefit our volunteers

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and recipients will be secured from local businesses and individuals. Volunteer meals, recognition, and special events will be sourced from collaborating agencies to support and reward volunteer service. Cash and in-kind contributions will be documented and reported annually or as required. The Lubbock RSVP office space at the GIA will be provided as in-kind match to the program. Donations are entered and tracked in Volunteer Reporter.

As community needs change and evolve, volunteers and stations may be revised. The goal of RSVP is to actively promote the focus areas selected and provide all volunteers the opportunity to serve in the critical community needs.

Prohibited activities as defined by CNCS will not be allowed by the RSVP staff, advisory council, and volunteer stations during the performance of their duties. The TTUHSC GIA and RSVP will continually work together to resolve any related issues.

Organizational Capability

Since 1997, Texas Tech University Health Sciences Center has considered aging one of its highest priorities. As a result, the Garrison Institute on Aging was established by the Board of Regents in 1999 with a mission to promote healthy aging, conduct cutting-edge research and provide innovative educational experiences to health care professionals and the public. Because aging is a key focus for TTUHSC, the addition of RSVP not only furthers its mission to serve the community, but it also aids in advancing the mission of the GIA.

Under GIA sponsorship, Lubbock RSVP will continue to be an important component of TTUHSC's liaisons with senior citizens and health care professionals in the community. The RSVP Director will be able to present information regarding retired seniors and Lubbock RSVP at a variety of venues, including the Garrison Institute on Aging monthly healthy aging lectures and the GIA quarterly newsletter. As a result of this wider sphere of influence, we anticipate a continued ability to retain and recruit volunteers. In addition, the RSVP staff will continue to accept invitations to speak about RSVP, our senior volunteers, and the benefits of service throughout the community.

Fiscally, Lubbock RSVP benefits greatly from being sponsored by Texas Tech University Health Sciences Center Garrison Institute on Aging. Office space is provided for the project (in-kind) and all accounting/ auditing services will be provided by TTUHSC. Personnel hiring and financial practices are performed electronically on the TTUHSC Banner system and are monitored, audited, and controlled by the requirements of the state funded entity. The Office of Sponsored Programs (OSP) is responsible for and oversees every grant that is awarded to TTUHSC, and an analyst is assigned to each grantee, including Lubbock RSVP. OSP authorizes the grants for Lubbock RSVP and is

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responsible for submitting them electronically. The RSVP Director submits a budget revision to the Budget office in order to create a budget for the awarded grants. The Director also submits a new fund request to Accounting Services. Use of grant funds must meet the requirements of the grantor as well as university/state regulations. Lubbock RSVP's first level of accountability is accomplished within the department through the GIA's finance staff, who approves RSVP's electronic purchase orders, purchasing card use, direct pays, travel vouchers and deposits that are electronically submitted by the RSVP Director. Accounting Services will have oversight and monitors expenditures and handles the fund draw downs. Purchase orders are also performed electronically and are reviewed, approved, and monitored by the Purchasing Department according to operating policies. Use of the purchasing card and direct pays are reviewed and approved by Payment Services according to their operating policies. Travel expenses are submitted electronically and are reviewed and approved by Travel Services Department according to established operating policies (local, state and federal). All departmental operating policies are posted on the TTUHSC website for access and can be found under the official Operating Policies for TTUHSC (<http://www.ttuhs.edu/hsc/op/>). The RSVP Director is responsible for providing reports, accessed through the Banner system, to manage the financial affairs of Lubbock RSVP. The Garrison Institute on Aging has been awarded over \$13 million from various sources such as the Texas Department of State Health Services, National Institutes of Health, various state grants and private donor grant monies since its inception and has proven its ability to provide sound fiscal and programmatic administration as well as positive outcomes.

Monetary contributions are monitored by the TTUHSC Business Services office according to their operating policies. The RSVP Director can access the financial data electronically and run reports to reconcile the information. TTUHSC's stringent, financial monitoring requirements are utilized by the entire university, and oversight is accomplished through multiple financial departments that include the Office of Sponsored Programs, Accounting Services, Payment Services, the Office of Budgets and Business Services. Equipment is monitored by TTUHSC Finance and Administration (Property Inventory System) and details can be found at <http://www.fiscal.ttuhs.edu/training/PropertyInventory/Property%20Inventory%20Help.pdf>. State law requires a complete physical inventory to be conducted annually. TTUHSC Safety Services provides routine and annual physical reviews. They also maintain individual safety training requirements (<http://www.ttuhs.edu/admin/safety/>). Access to all established operating policies can be found at <http://www.ttuhs.edu/hsc/op/>. In addition, all processes and procedures must adhere to Texas State requirements and US federal guidelines.

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Personnel evaluations are conducted annually and position descriptions are managed electronically. Each employee receives a copy of a position description upon employment and when amendments occur, that clearly defines the roles and expectations for performing job duties. Effective communication is essential to avert potential performance issues and to encourage and provide direction. Operating Policies and Procedures for Human Resources can be found at <http://www.ttuhs.edu/hsc/op/op70/>.

The RSVP Director is responsible for training the Program Coordinator regarding RSVP processes and procedures, the use of Volunteer Reporter, background checks, and ensuring he/she attends required TTUHSC training. Training includes travel, safety, EEO, purchasing, accounting, and others as deemed essential for all employees. TTUHSC conducts background checks on all employees as part of hiring procedures. Employee orientation (provided by TTUHSC Human Resources) is required by TTUHSC for each new employee and is reviewed for continued compliance.

The RSVP Director will ensure that staff and Advisory Council members are informed to understand the mission, goals and objectives of Lubbock RSVP. The Director will collaborate with the Council to develop opportunities to engage prospective volunteers and assist agencies in increasing their capacity to fulfill their missions. The Director will also advise the Advisory Council the significance of Healthy Futures as a Primary Focus area, Community Priorities and Capacity Building. The RSVP Director will conduct annual needs assessment in the community in order to attract volunteer efforts toward those agencies whose missions focus on the community's needs. The Director will also encourage the Advisory Council to participate in station visits to become familiar with the Station personnel and to promote building relationships and networks.

There are two staff positions with the day-to-day responsibilities of implementing the various projects within the Lubbock RSVP program. The Program Director and Coordinator have their roles and responsibilities directed by the guidelines of the RSVP Operations Handbook. The RSVP Project Director has the principal responsibility for the project. The Director has more than a 20 year background in project and program management and recent experience working with the senior population. The Director is knowledgeable of senior issues and the community that serves the senior population. The Director provides additional service throughout the community by serving on boards, councils and committees dealing with civic needs and the priorities of the senior population.

Substantial time will be spent networking with community organizations and working to form collaborative partnerships to accomplish community goals through volunteer service. The RSVP Program Coordinator has the responsibility for building strong relationships with the volunteers,

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interviewing and placing senior volunteers in meaningful volunteer positions, maintain records pertaining to volunteer duties, documenting volunteer hours and maintaining MOU records. The Coordinator ensures that the data is reviewed and current for accurate reporting purposes. The Coordinator is conscientious, is detail-oriented, possesses a gentle and patient demeanor, and has knowledge of and enjoyment in relating with senior citizens. The Coordinator will be working in tandem with TTUHSC/GIA on the Healthy Aging Lecture Series. The Coordinator will also attend the monthly South Plains Home Care Association meetings and other community related meetings as designated, representing the Garrison Institute on Aging and Lubbock RSVP.

Community connections such as those outlined in this application have afforded the opportunity to tap community leaders and professionals who can bring skills and expertise to the program's initiatives. These contacts are invaluable in securing training and technical assistance in specific areas of service. The Director and Coordinator will continually work to implement programs that will address community needs and have a positive impact on the community as well as the volunteers. Not only will individual performance appraisals be administered annually, but program evaluations will be conducted in order to determine the health of the program and identify areas for improvement. Research studies (Yao, 2008; Okun and Michel, 2006) validate the importance of volunteer service in promoting healthy aging among older adults. Elders who choose to volunteer in the community as a continuation of successful careers not only provide services valued at more than \$161 billion in the United States, but also improve their chances of living longer and healthier lives. The Lubbock RSVP project will consistently strive to meet the needs of both a constantly changing diverse society and the other senior community that we serve. The economic impact of Lubbock RSVP for 2012 and 2013 has exceeded 2.4 million dollars annually. This economic impact statistics is provided to the Lubbock City Council for inclusion in regular scheduled meetings each spring.

Other

Needs of the Community

South Plains Association of Government - Area Agency on Aging (SPAG-AAA) continually assesses needs of the community. They are published monthly and ranked by 'Top 5 Met Needs and 'Top 5 Unmet Needs'. During the last 12 months of analysis, high ranked topics include Food Vouchers, Food Pantries, Food Stamps/SNAP, Utility Service Payment Assistance, Medicaid Applications, and Rent Payment Assistance. This assists RSVP in defining its Focus Areas, Community Needs and Capacity Building.

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PNS Amendment (if applicable)

N/A