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Executive Summary

The YMCA of the Inland Northwest submits this application to CNCS for funding of RSVP of Spokane County.

Over the next three years, the scope of the RSVP project will be based on "Healthy Futures" as the primary focus area, with Education as a secondary focus area.

An estimated unduplicated 300 RSVP volunteers will be supported in their efforts to meet the needs in each focus area. Some of their activities will include food delivery, transportation, and food pantry support. At the end of each performance period, RSVP will demonstrate increases in the outcomes/outputs for each of the focus areas. At the end of the three-year grant, over 500 individuals will have increased social support from Meals On Wheels and transportation from Care Cars. We will also have increased food security for over 12,000 individuals through the Second Harvest Food Bank. The CNCS federal investment of \$101,716 will be supplemented by \$51,364.

Strengthening Communities

The community that RSVP of Spokane County serves is Spokane County, which covers approximately 1,764 square miles including the City of Spokane, Spokane Valley, 26 smaller towns, and Fairchild Air Force Base. With approximately 200,000 residents and a metropolitan population of over 475,000, Spokane is the second largest city in Washington State and the largest city between Seattle and Minneapolis.

Spokane County is the largest labor market in Eastern Washington and Northern Idaho. The recent national recession affected Spokane County later than other areas. The Spokane Metropolitan Statistical Area (MSA) hit an employment peak 10 months after the start of the national recession, but the recession did catch up with Spokane County in November 2008. Once the crisis hit, the county lost about one-third of the employment growth gained before the down cycle. The industries hardest hit were construction, retail trade and manufacturing.

Per capita income reached \$34,498 in 2010. This is 13.6 percent below the U.S. average and 19.0 percent below the state average of \$42,598. The county poverty rate in 2010 was estimated at 14.3 percent, well above the state rate of 13.4 percent. In Spokane County, free and reduced lunch participation is approximately 45%.

Key demographics for the county are: 12.5% between the ages of 55 to 64; and 12.9% older than 65 years of age. The projected senior population for 2016 is 20.4%, increasing to 24.2% in 2026. Spokane County is far less diverse than either the state or the nation. In 2010, 89.2 percent of the county was

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white compared to 77.3 percent of the state and 72.4 percent for the nation. Hispanics or Latinos made up 4.5 percent of the population compared to 11.2 percent in the state and 16.3 percent in the nation.

"Aging with Care in Spokane County" a senior health assessment conducted by Spokane Regional Health District in partnership with the Aging and Long Term Care of Eastern Washington and Spokane County United Way, indicates that one of the benefits mentioned most frequently about being 60 years of age or older was volunteering in the community. And, most seniors (86%) live independently in Spokane County with a higher percentage living in the suburban neighborhoods than the urban core of Spokane City.

Because of the size of our geographic area many of these seniors need assistance to remain living independently. It is for this reason that we have chosen to focus on the Healthy Futures Primary Focus Area. RSVP of Spokane County will provide volunteers and support to both food support programs and transportation supporting medical services. Our volunteers will work with Greater Spokane County Meals on Wheels to provide necessary food and Care Cars through Elder Services to provide transportation to and from medical appointments. Care Cars for Elders began in 1984 in response to the need for one-on-one escorted transportation to essential services for people 60 and older in Spokane County who are disabled and require special assistance. Today, Care Cars provides over 4,000 rides per year for over 300 disabled/impaired home dwelling seniors.

We will also work with our local food bank distribution center to provide healthy food to Spokane County as a whole. Through these programs we will increase the number of individuals that are able to continue living independently in their own homes as well as increasing food security for those vulnerable members of our community and their children.

Our secondary focus area is education. In Spokane educational needs vary. Studies have revealed that birth thru 3rd grade is the most critical for acquiring knowledge and skills. Many children in disadvantaged homes have little or no exposure to educational materials prior to entering school. There is a direct correlation between early exposure to educational material and later success in learning. Educational intervention is seen as the most successful way of teaching new life skills. RSVP volunteers will work with these children to help them succeed in school and beyond.

The first grant funding requirement states that "a minimum of 10% of the unduplicated volunteers are in outcome-based work plans". In answer to that requirement, RSVP has 43% of their volunteers in such work plans. The secondary funding requirement states that "at least 25% of unduplicated volunteers in assignments that address one Primary Focus Area". RSVP has 43% of their unduplicated

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volunteers in the Healthy Futures Focus Area. Thirdly, the funding requirement states that "no more than 30% of unduplicated volunteers are in community priority work plans". RSVP has 25% of unduplicated volunteers in community work plans.

To address the growing number of veterans and veteran families needing assistance in our area we will join with the local Veterans Task Force. This organization is made up of veteran and community organizations with a focus on serving veterans and their families. This has proved to be a somewhat difficult portion of our community to break into. However, our volunteer coordinator has recently developed personal relationships with those already serving and we anticipate increased involvement. RSVP of Spokane County has long standing relationships with each of the programs in our Primary Focus Area. Each program surveys their clients and has been very willing to work with RSVP to help show the impact these activities have in our community. We will continue to work with these programs to ensure that accurate and impactful data is gathered and reported.

Recruitment and Development

Recruiting is so important for the success of our program. With Baby Boomers retiring, we are focusing on developing diverse opportunities that appeal to their desires to learn something new, lead for a cause they believe in, see visible results and impact their communities. We are also focusing on veterans and veteran serving organizations including our local Veterans Task Force.

We have employed the usual methods of recruiting volunteers by placing notices about volunteer opportunities on Volunteer Match and Volunteer Solutions, providing RSVP information booths at local events, using our web page and our quarterly volunteer newspaper to identify volunteer opportunities with average success. We continue to concentrate our efforts towards more innovative means of recruiting, especially given the emphasis on recruiting Baby Boomers, veterans, and their families.

Advertising in publications has not proven to be a particularly successful strategy. We are finding that the face-to-face presentation is much more effective, and we will continue to use this strategy by making presentations to community groups as well as business enterprises.

We have a wide variety of community contacts and because of that we are able to offer volunteer opportunities suitable to diverse needs. We are able to provide the chance to contribute to others no matter what challenges you may have. Our Volunteer Coordinator works to make sure that those who are willing have an appropriate and impactful chance to serve.

Our sponsor, the YMCA of the Inland Northwest, provides us the flexibility to provide current information on the agency web page to provide up to date information for our volunteers as well as

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prospective volunteers and work stations.

New volunteers come recommended from the worksite, though advertisement of the RSVP program, by direct or indirect contact with the public. When RSVP receives an inquiry or enrollment form from a potential worksite or volunteer the RSVP Volunteer Coordinator contacts the potential worksite or volunteer to explain the policies and procedures as to what are accepted and prohibited activities to being an RSVP worksite or volunteer.

Training and Technical assistance is offered and even covered in our Memorandum of Understanding that we agree on with our worksites, but was previously not accessed. We are now emphasizing this service to all new worksites as well as working with some of the current worksites who have had difficulty managing volunteers or a volunteer program. Our Volunteer Coordinator works with worksites to provide one-on-one training on recruiting, retaining and recognizing volunteers as well as how to develop effective volunteer position descriptions.

Volunteer recognition has always been a priority for our program and is something we enjoy doing well. We currently coordinate two recognition events. Our annual High Tea is held in March as well as our annual volunteer recognition held in September. We rented a local movie theater and provided a movie, popcorn, candy and soda or water. We presented volunteers with recognition pins for the number of years of service as RSVP volunteers, as well Presidential Volunteer Service Awards. We have found that the volunteers are especially pleased and proud to receive the pins from the Presidential Volunteer Service Awards recognizing not only how many hours they have volunteered in the past year but also recognizing when they have accomplished 4000 hours over a lifetime of volunteering.

Our retention efforts include ongoing placement services if a position just doesn't work out, and clear and timely communication. But the best way to retain volunteers is still good old fashioned genuine praise for the gift of time and talents that they give to our community. We work to specifically recognize an individual's special contribution anytime we come into contact.

As we have prepared for national competition we have had to say goodbye to some of our long standing worksites. This has been difficult but was accomplished through open and honest communication with both our worksites and our volunteers. We included articles in our newsletter as well as sending individual letters to each worksite and volunteer affected explaining the change and necessity for it. We also expressed our wish that they continue volunteering in their community and outlined the procedure should they wish to continue with the RSVP program.

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Program Management

We are fortunate to have an experienced staff. The project director has been with the RSVP for 10 years; the office manager 18 years; and the volunteer coordinator (a graduate of Whitworth University with a degree in Sociology) has been with us for more than 6 years. Prior to joining RSVP, he had 3 years of experience working with volunteers as an Americorps VISTA at Habitat for Humanity. The last two years of service he was their volunteer coordinator. We are well versed in compliance and adherence to RSVP rules and regulations.

We have a wonderful cadre of volunteers who serve on our Advisory Council. They serve on finance, fundraising and recognition committees and provide us with a valuable resource of knowledge.

We continue to target our efforts toward strengthening our relationship with both volunteer stations and volunteers by communicating with and visiting each on a regular basis. We are always working to develop new volunteer stations and positions that address critical needs in our community while providing the volunteer with a meaningful service experience that is measurable. We continue to evaluate our measurable outcomes at year end and make adjustments. Documentation of need, volunteer activity and impact of service will be measured, using an indicator/outcome approach, and through additional 5-Element PFI statements, to enable us to assess project performance and assure that goals and objectives are accomplished.

We utilize Volunteer Reporter to accurately maintain all data on stations, jobs, volunteers and their hours. This has also been an excellent tool for us to manage the information for reporting purposes to the Department of Commerce at our State level on how well we are doing meeting the Priorities of Government (POG).

RSVP's internal systems for accommodating the collection of data include the volunteer hours are collected and processed by RSVP staff. The hours are received directly from the worksite or volunteers. Between the 15th & 20th of the month the timesheets are entered into Volunteer Reporter and reviewed by the Volunteer Coordinator. After the timesheets have been reviewed by the Volunteer Coordinator they are filed by specific worksite, within the focus area.

RSVP is sponsored by the YMCA of the Inland Northwest. As RSVP is "associated with the YMCA of the Inland Northwest" we are subject to the YMCA's policies and procedures. This includes policies and procedure's governing employee/departmental conduct, accounts receivable, accounts payable, payroll (human resources). The YMCA of the Inland Northwest is audited on an annual basis by the National YMCA (YUSA). RSVP is also audited by CNCS through our state office to ensure that we are

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in compliance with the National RSVP regulations. The RSVP staff also attend the necessary conference/trainings that keep RSVP in compliance and up-to-date with any regulation changes.

RSVP of Spokane County has long standing relationships with each of the programs in our Primary Focus Area. Each program surveys their clients and service recipients and has been very willing to work with RSVP to help gather the information as well as share the results showing the impact these activities have in our community. We will continue to work with these programs to ensure that accurate and impactful data is gathered and reported. The independent living survey is gathered every six months and the food security survey is a yearly report. We have consistently met or exceeded our performance goals in these areas year after year.

Organizational Capability

The YMCA of the Inland Northwest has been a sponsoring agency for the Retired and Senior Volunteer Program since 1975. The YMCA is a long standing, well respected organization with strong community support and a mission that is similar to ours. Our relationship with our sponsoring agency continues to grow closer and more productive. Their mission is "to put Christian principles into practice that build healthy spirit, mind and body for all". Their capacity to help us be a successful program within their agency is excellent. The YMCA is a non-profit with over 600 employees' at three branch facilities and one corporate facility. The YMCA has longstanding internal policies and operating procedures that RSVP must follow, just like any program within the YMCA. RSVP pays an administrative indirect rate to the YMCA for providing governance, managing risk, accounting services, personnel management and purchasing. The YMCA manages capital assets such as facilities and equipment, and RSVP orders its own supplies.

The key staff positions in RSVP are Director, Volunteer Coordinator, and Office Manager.

The Director has been with RSVP for nine years. Prior to coming to RSVP, he was employed for 32 years by Educational Service District 101 (ESD 101) in Spokane. He has vast experience managing programs, resources and people. When he retired from ESD 101, he was the Director of Technology Services, supervising 5 program managers and 50 staff. He has excellent experience in writing and managing state and federal grants. The Director will provide oversight for all RSVP activities.

The Volunteer Coordinator is a graduate of Whitworth University with a major in Sociology and has been with us for over six years. The Volunteer Coordinator will manage all aspects of recruiting, managing and helping volunteers and volunteer stations be successful. The Office Manager is well

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versed in all facets of the job and exhibits excellent skills being the first line of communications with volunteers. The entire staff is experienced and dedicated and works well as a team.

RSVP has progressively demonstrated our success in regards to developing, implementing and maintaining volunteer programs that involve community partners and have measurable impact on needs in our community. We use Volunteer Reporter to track volunteer hours with up-to-date records of each volunteer and volunteer station.

The financial management systems of our sponsor, the YMCA of the Inland Northwest, are excellent. The YMCA has a CFO who oversees the entire operation of over \$17 million in the financial management systems of the YMCA. The YMCA now has three branch facilities with over 600 employees. The YMCA has been the sponsoring agency for RSVP since 1975. They are well versed in managing federal grants. They are also well versed in working with federal and state programs such as DSHS through the numerous day care centers the YMCA runs and operates.

As RSVP is "associated with the YMCA of the Inland Northwest" we are subject to the YMCA's policies and procedures. This includes policies and procedure's governing employee conduct and finance. It has been established within the YMCA that the Director of Finance, and ultimately the Chief Finance Officer are responsible from requesting and receiving the funds that are the "reimbursement of funds" that RSVP has expensed the previous month, within the budget and guidelines of the CNCS Grant. This "reimbursement of funds" is done on a monthly basis through the CNCS - Payment Management System.

Our facilities are located in the YMCA Corporate Office. The YMCA has developed policies that RSVP follows related to purchasing, personnel management, and travel. There is also an organizational chart for the YMCA which defines the chain of command. We have job descriptions which clearly outline our responsibilities and roles. The Human Resources department provides assistance and support to the RSVP staff. We are subject to their policies and including annual performance evaluations, background checks and driving record checks.

Other

NA

PNS Amendment (if applicable)

NA