

# Narratives

## Executive Summary

The Interlocal Community Action Program (ICAP), INC., is a non-profit organization whose mission is to provide "help for today and hope for tomorrow". We care about the entire community and we are dedicated to help people from all diversities to help themselves and each other. Established in 1965, under the Economic Opportunity Act, as a Community Action Agency, ICAP will design, sponsor and administer programs that provide help to socially and economically disadvantaged individuals that they may become responsible citizens. ICAP serves the counties of Delaware, Hancock, Henry and Rush located in East Central Indiana. Through grant programs such as RSVP, the agency provides support and resources to the many communities in need. As a RSVP grant applicant, ICAP proposes a total number of 101 RSVP volunteers and respectfully requests \$31,755 in funds for the grant period of April 2015 to March 2018. ICAP proposes RSVP projects in the service categories of Healthy Futures, which will include work plans for food distribution, transportation, companionship, and access to care. Through these services, the outcome based measures will show that the work of RSVP volunteers contributed to increased food security for 24 homebound individuals and increased social ties or perceived social support for 10 homebound clients. Additional activities will support the CNCS focus areas of Economic Opportunity and Veterans and Military Families. Community Priorities will continue to be addressed based on community needs. The people of Delaware, Hancock, Henry and Rush Counties of East Central support and value the services of volunteers.

## Strengthening Communities

The Interlocal Community Action Program, Inc. (ICAP) proposes to provide services to the residents of Hancock, Henry and Rush Counties of East Central Indiana. The area is rural and has a combined population of 137,623. Most of this population, (71,575) lives in Hancock County. The Hancock county seat is the city of Greenfield and has a population of 20,602. Greenfield is in close proximity, 25 miles, from Indianapolis, the state's capital. New Castle is the county seat for Henry County with a population of 18,114. Rushville is the county seat for Rush County with a population of 17,004. The area economy for all three counties is based on agriculture, light manufacturing and service. The residents of this region face many complex and diverse socio-economic challenges that often threaten the healthy future of its citizens. The area has seen a loss of better paying manufacturing jobs over the past two decades. Comparable jobs have not taken their place. The migration toward large cities such as Indianapolis or employment opportunities in other states has relocated the working age population. As for now, the unemployment rates show some improvement but the poverty rate has not

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significantly changed. Hancock County reports an unemployment rate of 7.5% and a poverty rate of 15.6%, Henry County reports an unemployment rate of 7.5% and a poverty rate of 15.6%, Rush County reports an unemployment rate of 7.5% and a poverty rate of 14.2%. Henry and Rush Counties noted an increase of \$2,000 for their median household income, while Hancock County noted an increase of \$6,479 for their median household income. (resource: stats.Indiana 2012) All three counties have shown much improvement for high school graduation rates. Rush County leads the way with 94%, Hancock County 93.4%, and Henry County 92.2%. (resource: compass.doc.gov). The fact that the high school graduation rate has improved is good but also means that more graduates are finding employment away from their childhood home. Families are moving farther away from each other creating a need for assistance with elderly relatives that continue to live in their home counties. The decline in population is documented in the projection statistics of the Indiana Census Bureau. The influencing force behind the decline is the aging baby boom generation. The traditional retirement age for all baby boomers will be accomplished by 2030. All other age groups will join the population decline over the same period of time. These numbers show a burden on their communities to supply adequate support for the senior population. Many organizations such as Meals on Wheels, Manna Mission and others which are food delivery services to homebound individuals are managed and implemented entirely by volunteers. It is anticipated that 10 RSVP volunteers will give 4 hours monthly to serve 24 meals to homebound individuals. Tracking will be kept by the 3 stations anticipated to partner with RSVP and will report their activities to the RSVP Coordinator. The need of transportation and companionship for elderly homebound individuals is also expected to increase. Transportation to doctor appointments, shopping, and other activities is key to being able to stay in their home. This service is proposed to be available by 5 RSVP volunteers willing and able to give 2-4 hours per month to transport 10 individuals. Reports of transportation activity will be recorded and sent to the RSVP Coordinator. Companionship needs also increase as families are separated for longer spans of time. Depression and ill health are signs of loneliness and anxiety improved through personal contact and frequent conversation. 43 RSVP volunteers will give support and needed contact to 66 homebound individuals 4 times a month. Hours spent by volunteers and number of individuals contacted will be given to RSVP Coordinator by the volunteers. The RSVP Volunteer Coordinator will prepare the Senior Companions Survey to be given to recipients biannually, first in summer and second in winter months and distributed among the 3 stations. At least 15 surveys will be collected by volunteers and given to RSVP coordinator. Seniors will also have the availability to access health information through 3 trained RSVP volunteers in the workstation of SHIP. It is anticipated that they

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will serve up to 20 individuals for 30 minutes each as needed and report hours and number of clients for recording by RSVP Volunteer Coordinator. RSVP volunteers will also serve on local boards, advisory councils and committees for local organizations and events analyzing the needs of their community.

Additional service activities will support the CNCS priorities of Economic Opportunity through housing and Veterans and Military Families. All three counties of Hancock, Henry and Rush share a passion for building and improving housing for disadvantaged individuals who desire to improve their way of living. There is a combined effort from Habitat for Humanity in serving Rush and Henry with Hancock having their own Habitat for Humanity chapter. This is anticipated to give RSVP 2 stations for this project. 12 volunteers will each give 20 hours a month and complete total of 2 houses per year with 2-6 people as occupants. Hours and people served are tracked and given to RSVP coordinator by the supervisors at the respective stations. Hours are sent monthly and project status is given twice a year. Veterans and Military Families will be included as both RSVP volunteers and recipients of services. An effort will be made through the partnership with the Director of Veteran Affairs present in all three counties. Finally, Community Priorities will continue to be addressed based on community needs and volunteer support. For several reasons, we are choosing to continue our relationship with the Henry and Rush County hospitals. As noted about the declining population and the number of aging citizens, these hospitals are a center of our communities. We are fortunate enough to be able to boast about their reputation and quality care. Every community needs qualified doctors and facilities to meet the health needs of its citizens. Our hospitals support 27 RSVP volunteers through the opportunity of job experience, fellowship, free annual TB, free flu vaccination, and free lunches when volunteering. Both hospitals also have an annual recognition meal and program for all of their volunteers. RSVP also received a generous donation from them for our own recognition banquet. We believe that this type of station promotes healthy futures and should remain an important part of the RSVP Program. Hancock, Henry and Rush Counties of East Central Indiana are supportive and value the services of volunteers. In receiving this grant, RSVP would have an active roster of 101 volunteers and 12 work stations in 2018.

The RSVP office is staffed with a part-time Coordinator who is supported by the Director of Senior Services and the ICAP Executive Director. RSVP office is located in the ICAP building and is open from 8-5 M-TH, 8-4 F. The RSVP coordinator is available 9-4 M-TH. Requests for assignments by stations and volunteers are managed in a timely manner by one or both of the Volunteer Coordinator or the Director of Senior Services.

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Volunteer applications are kept in a locked file drawer in the Volunteer Coordinator's office. Volunteer station MOU files are also kept in the Volunteer Coordinator's office. The use of Volunteer Reporter Software keeps current lists, hours and job descriptions. We are proud of our relationships with the volunteers, stations and community supporters.

### **Recruitment and Development**

In order to improve the community and the overall well-being of our volunteers, RSVP aims to create high quality RSVP volunteer assignments with opportunities to learn new skills and use their established abilities. We place well qualified, interested, committed volunteers at an organization's request. Both volunteers and organizations benefit with the development of a consistent and loyal partnership. We currently have 5 highly productive and dependable volunteers with disabilities that include low vision and mobility restrictions. In an effort to match volunteers to RSVP stations, the RSVP coordinator will conduct personal interviews with prospective volunteers. These interviews will consist of an interest and skill survey with a time desired commitment designation completed by the volunteer. The RSVP coordinator will then determine the appropriate work station that best matches the need of the station and the ability of the volunteer. Many times a meeting is set up between the RSVP coordinator, RSVP volunteer and the station supervisor giving everyone a clear and satisfactory understanding of the needs and expectations surrounding the placement. Training is also scheduled through the workstation at this time. RSVP will actively recruit veterans and military families for volunteer service opportunities. RSVP has identified several veteran organizations in Hancock, Henry and Rush Counties with which to establish collaborative working agreements. These organizations include: The Veterans of Foreign Wars and The American Legion which encourage volunteer participation. The RSVP Coordinator will be responsible for posting opportunities in the RSVP quarterly newsletters, county newspapers, senior center newsletters and the local community bulletin boards. Presentations by the RSVP Coordinator will take place at community organizations and local events. Successful volunteer retention relies on communication and recognition of volunteer services. The main recognition is an annual formal luncheon.

### **Program Management**

ICAP will ensure management of the volunteer stations and remain in compliance with RSVP program regulations, including preventing and identifying prohibited activities. The RSVP Coordinator will be responsible for the oversight of the program. The Volunteer Reporter data base program will track and maintain records, such as signed MOU's, and data for all volunteer stations, including

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volunteers assigned to the station, hours of service and number of individuals served. Each volunteer station will have a supervisor who will oversee the volunteers assigned to that station. Hours served by each volunteer will be given to RSVP Coordinator by the station or by each volunteer. Quarterly reports will be given to the Director of Senior Services by the RSVP Coordinator, then consequently, ICAP board reports will be given semi-annually. Monthly meetings between the Director of Senior services, Executive Director of ICAP and the ICAP Fiscal Officer are scheduled and designed to monitor the financial progress of the RSVP program. RSVP also meets quarterly with its advisory council. The council is made up of 10 people from county businesses, Executive Director of ICAP, FGP Coordinator, Director of Senior Services and volunteers. It is the purpose of this council to advise, insure compliance with Federal regulations, and participate in events, fundraisers and decisions to strengthen and improve the RSVP program. The RSVP office has available a full- time ICAP Executive Director, the Director of Senior Services and is staffed with a part-time RSVP Coordinator. The RSVP office is located in the ICAP building and is open from 9-4 Monday-Thursday. ICAP office hours are 8-5 Monday --Thursday and 8-4 on Friday. Requests for assignments by stations and volunteers are managed in a timely manner. Volunteer applications are kept in a locked file drawer in the RSVP office. Volunteer station MOU files are also kept in the RSVP office. The use of the Volunteer Reporter Software keeps current lists, hours and job descriptions for all of our tracking needs. We are proud of our relationships with the volunteers, stations and community supporters. It is difficult to graduate stations and volunteers because of these strong relationships. Attrition will certainly be the main way this will occur as many of our MOU's will expire in 2015 and not be renewed. Some volunteers are likely to remain with their current station as community volunteers but many RSVP volunteers may accept an additional assignment to serve in output or outcome based assignment that aligns with the Corporation's strategic plan. Furthermore, several of our stations and volunteers are aware of the current transitional period and have already accepted the necessary changes. We have been successful in the past with the Healthy Futures primary focus due to a high number of consistent and caring volunteers. The companionship service for some volunteers started out with simple conversations with clients and blossomed into friendships including book studies, craft making and a task for RSVP such as affixing labels for mailing newsletters. The mental engagement and task completion has improved attitude and spirit of clients.

### **Organizational Capability**

Interlocal Community Action Program, Inc. was organized and incorporated in August 1965 as a private, non-profit community action agency. For over 48 years this organization has been successful

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in operating social service programs and helping meet the needs of local communities. ICAP's facilities comply with the American Disability Act including designated parking. Policies of ICAP are given regarding bookkeeping orders, purchase orders and actual receipts to accompany purchases. Mileage reporting and out of town travel vouchers are provided through ICAP policy. Personnel support is given by the Executive Director, CFO and ICAP Board of Directors. Clearly defined roles and detailed personnel are found in the ICAP Personnel Handbook. ICAP has managed federal grants since the organizations inception. A sampling of programs includes Energy Assistance Program, Head Start, RSVP, FGP, Housing, Women Infants Children (WIC), and others. The Board of Directors provides fiscal and programmatic oversight. The Board is comprised of professional business people from each of the three counties we serve, Hancock, Henry and Rush in Indiana. Day to day operation are handled by a full time Executive Director, Senior Programs Director and a part-time RSVP Coordinator. The Executive Director has been in position for 28 years highly experienced with RSVP. His duties include but are not limited to program and fiscal management. The Senior Services Director is a former 2 year RSVP Coordinator for ICAP and fully aware of the needs and demands of the program. It is her duty to oversee and maintain quality and adherence to regulations for the program. A recently hired RSVP Coordinator will work 20-25 hours per week. His duties include working directly with the stations and volunteers. He comes with first hand knowledge of the program as a volunteer and Habitat for Humanity station supervisor. He will be responsible for recruiting, orientation and training of volunteers and also to continue the positive relationships with current workstations. He will also develop new workstations to complete our goals in the Primary Focus area of Healthy Futures and other focus areas such as Economic Opportunity and Veterans and Military Families. He will use the current software tracking system for data, hours, and detailed reports. It is also his responsibility to plan recognition events. All three staff, Executive Director, Senior Services Director and RSVP Coordinator will work together and be aware of ongoing practices and future plans. Project and fiscal staff are also equipped to manage information and data through a volunteer tracking program. As a strong commitment to the senior population ICAP operates the Henry County Senior Center, RSVP, and FGP. ICAP offers opportunities to persons 55 years of age and older who want to make a difference in their community through volunteer service.

### Other

N/A

### PNS Amendment (if applicable)

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N/A