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Executive Summary

An estimated 630 RSVP volunteers will serve. Some of their activities will include: packaging and delivery of nutritionally-balanced meals to homebound seniors; assisting at emergency food banks; providing teaching tools and tutoring at evening meal sites, schools, and community centers; enhancing access to care and patient services at the Robley Rex VA Medical Center; increasing the capacity of locally-important organizations to fulfill their missions to the Jefferson County, KY community at large. The primary focus of the project is Healthy Futures. At the end of the three-year grant, RSVP will demonstrate impacts in areas of food delivery, transportation, and social outreach toward preservation of independent living. The CNCS federal invest of \$120,506 will be supplemented by \$57,772 in non-federal resources.

Strengthening Communities

Louisville is the largest city in the state of Kentucky, and a major region within the city and country. Louisville is located near the border between north-central Kentucky and Indiana, situated on the banks of the Ohio River. Since 2003, the city's borders have been coterminous with those of the county because of a city-county merger. Voters agreed to merge Louisville and Jefferson County into a consolidated government known as Louisville-Jefferson County Metro Government.

* As of the 2010 Census, Louisville Metro had a population of 741,096. The much larger metropolitan region had a population of 1,307,647 in 2010 and was the 42nd largest MSA in the country.

* The population is 70.6 percent Caucasian, 22.9 percent African American, 4.5 percent Latino or Hispanic, and 2.2 percent Asian.

* Those aged 65 and older account for 12.6 percent (75,264) of the population of Louisville.

* 10.3 percent of households were occupied by at least one individual aged 65 or older.

* 8.8 percent of those aged 65 or over are living below the poverty line.

* Statewide, the 65 and older population currently makes up 13.1 percent (554,029) of the population. This number is projected to grow to 19.9 percent (958,351) by 2030.

Louisville/Jefferson County Metro Government, through its Department of Community Services, is the project applicant. Administration of the Retired & Senior Volunteer Program (RSVP) has been under Louisville Metro Community Services since April, 2010. Louisville Metro Community Services proposes the continued administration of a Retired & Senior Volunteer Program (RSVP) that serves all

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of Jefferson County, Kentucky.

Prior to April, 2010, RSVP had been successfully administered by Louisville Metro Community Action Partnership (LMCAP) since 1999. Prior to 1999, the program was administered locally by Metro United Way. The position of the RSVP program within the umbrella of Community Services and the Advocacy and Empowerment Division allows for high visibility for the program. This placement also allows the program to build internal capacity as it compliments strategic plan focus areas of the larger department.

While the current average age of local volunteers is mid-70 years, the program's targeted age range for recruitment is 55-68, the "baby boomer" generation. These younger volunteers are needed to provide the transition of service from an increasingly aging volunteer base. RSVP seeks to work through local Human Resources departments to be able to provide RSVP membership information and opportunities for continued community involvement to age-qualified employees or retirees from the workforce. This coordination may also open channels of involvement for corporate resource donations of a staff member's time for Advisory Council duties or financial support of RSVP volunteer recognition.

To assure local input in program design and evaluation, a Senior Corps Advisory Council helps select, oversee, and promote community partnerships and guides operations for the RSVP. Members of the Advisory Council come from diverse parts of the community and bring knowledge of varying concerns from their differing perspectives that can be incorporated into program planning. The current Advisory Council benefits from a strategic plan and Handbook both completed in 2010, that helps define their roles for involvement. A continued recruitment effort encourages fresh perspectives and new input into the Council.

This RSVP currently has established relationships with over 50 partner agencies/stations from multiple sectors -- including government, hospitals, community-based non-profits, and faith-based organizations. These numerous partners serve a diverse population including Louisville's significant immigrant and refugee populations, the historically African-American neighborhoods, the eclectic Highlands to the East End and Southwest "Corridor" of Jefferson County and more! The role of each partner is to understand their community needs, recommend, implement and evaluate programs that

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address those needs in collaboration with RSVP. With the input of these many community stakeholders, and as guided by CNCS priorities, RSVP recruitment initiatives will be carried forth.

The Louisville Metro RSVP staff collects volunteer demographic data when they enroll with the program, monthly timesheets, monthly travel forms, an annual volunteer survey, and annual site surveys. This information is stored confidentially in hard copy within the RSVP Staff offices and is input into an electronic database, Volunteer Works. Volunteer information is stored on a dedicated server through the Volunteer Works software, which is being transitioned to the Volunteer Reporter software this year (2014). Volunteer Reporter software is a trusted company that is widely used by SeniorCorps staff nation-wide. Louisville Metro Staff, also readily encourage station partners to provide information on volunteer impact and communities served throughout the year.

The Louisville Metro RSVP volunteers will be concentrating on Healthy Futures as their primary area of community response. This CNCS priority area is equally validated by local government in several initiatives from the Louisville Mayor's Office and the Department for Public Health & Wellness for food equity/security, exercise, access to quality health care, and more.

RSVP volunteers will be involved in the following types of community activities as shown by CNCS priority category and objective:

- * Education/School Readiness (Comforting Children) -- 3 stations, 8 volunteers potentially serving 30 children
- * Education/K-12 Success (Tutoring Other) - 7 stations, 45 volunteers potentially serving 2,300 students
- * Healthy Futures/Aging in Place (Food Delivery)-3 stations and 135 volunteers potentially serving 750 clients
- * Health Futures/Obesity and Food (Food Banks)-- 6 stations, 35 volunteers serving potentially 600 clients
- * Healthy Futures/Access to Care (KY SMP) -- 1 Station, 10 volunteers potentially serving 50 clients
- * Healthy Futures/Aging in Place (Transportation) -2 station and 20 volunteers potentially serving 120 clients
- * Healthy Futures/Aging in Place (Companionship)- 5 stations, 20 volunteers serving 400 clients
- * Economic Opportunity/Housing (Building/Assisting)- 1 station and 12 volunteers serving 100 clients

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- * Economic Opportunities/Financial Literacy (VITA) -- 2 stations, 10 volunteers serving 1,000 clients
- * Economic Opportunities/Financial Literacy (Financial Literacy Education) -2 stations, 15 volunteers potentially serving 2000 Clients
- * Veterans and Military Families/Same Served(Work w/VAMC)- 1 station, 40 volunteers serving 30,000+
- * Environmental Stewardship/At-Risk Ecosystems (Plants) -- 2 stations, 5 volunteers serving over 100 acres
- * Environmental Stewardship/At-Risk Ecosystems (Land Restoration) -- 1 station, 15 volunteers serving 300- acre historical farm tract with archeological dig, community gardens, herbs/floral gardens and mansion
- * Environmental Stewardship (Other)- 1 station and 10 volunteers supporting 135 acres and wildlife exhibits
- * Environmental Stewardship/At Risk Ecosystems (Reusing Materials)- 3 stations, 10 volunteers serving 1,000 clients
- * Disaster Services/Assistance Provided (Performing Outreach)-3 stations 25 volunteers serving 6,000+ annually
- * Capacity Building/Capacity Building & Leverage (Managing Volunteers) 6 stations, 50 volunteers
- * Capacity Building Nat'l Performance Measures/Capacity Building & Leverage (Garnering Donations)- 4 stations and 70 volunteers
- * Capacity Building Nat'l Performance Measures/Other(Thrift Stores)4 stations and 30 volunteers serving 3000 clients
- * Capacity Building/Capacity Building & Leverage-(Supporting Blood Drives) 1 station, 20 volunteers serving potentially 10,800 blood donors
- * Other Community Priorities/Other - 5 Stations and 45 volunteers serving toward agencies' goals

Louisville Metro RSVP has had a strong collaboration with the local Veteran's Administration Hospital, located in Louisville, KY. The Robley Rex Veteran's Administration Medical Center is named after a long standing RSVP volunteer, who served with the VA and RSVP for over 20 years! There are currently 35 volunteers who provided their time and service escorting patients within the medical center and on the grounds of the facility, as well as a Blind Veteran's program that folds and stuff over 30,000 envelopes per year. The RSVP volunteers of the Robley Rex VAMC won the CNCS National

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Challenge Award for Healthy Futures - Best Practices in 2013.

RSVP strengthens the Louisville community collaboration with governmental agencies and organizations such as Louisville Metro Community Services, Office for Aging and Disabled Citizens, TRIAD, Louisville Metro Community Action Partnership, Jefferson County Public Schools, and The American Red Cross. RSVP staff also network with other Louisville Metro-wide Volunteer Coordinators through membership in the Kentuckiana Association for Volunteer Administration and state-wide SeniorCorps staff in the Kentucky State Senior Service Corps. The RSVP Director is a member of the Louisville Mayor's Committee on Volunteerism that helps steer policy for the entire Louisville Metro government network. These collaborations serve to increase the scope and enhance the quality of services that RSVP provides to the community. The capacity of our referral organizations is, in turn, also enhanced by the presence of our volunteers.

Recruitment and Development

The RSVP Director and Volunteer Recruiter work together in implementing the recruitment and development plan for Louisville Metro Community Services RSVP using the following:

- * During the initial interview, request a recruit's wishes to use current experiences, abilities, hobbies and skills OR willingness to learn new life skills, techniques and processes for service to the community
- * Include on the RSVP enrollment application a prospect's availability and desire to engage in CNCS priority service or other areas and to get necessary data to fulfill CNCS reporting requirements
- * Hold joint problem-solving discussions with stations managers on job descriptions that do not get picked for service by recruits,
- * Use creative verbiage/graphics and personal stories to gain attention for urgent or mundane positions

The Louisville Metro RSVP stipulates within its MOU and Site Manager Handbook that the RSVP Volunteer is required to receive any on-site additional task and safety training necessary to help them succeed at the position placement. Volunteers who are not satisfied with their job training are able to call the RSVP office and request confidential reassignment. RSVP also offers at least one annual training opportunity. It may be a free, half-day training with multiple speakers or an "Open House" on a specific topic. It may be an on-site training conducted in partnership with our volunteer stations. The training modules offered include both staff and outside speakers on information related to a CNCS

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priority area such as Healthy Futures, Disaster Preparedness, Veterans Services, Economic Opportunity, etc. and for the volunteers' personal well-being. Lunch is provided along with social time for networking between the attendees. Further, RSVP volunteers are encouraged to participate in the KSSC (Kentuckiana Senior Service Corps) Volunteer Conferences held as KSSC and RSVP budgets and planning allow. KSSC held the statewide Conference in Louisville, KY (September 16-18) with the Louisville Metro RSVP Director, Marian Gosling, named and working as Conference Chair. The attendance from across the state was 120+ volunteers and staff members (RSVP, FGP and SCP). Over 20 senior &/or volunteer-focused subjects were available for the volunteers to attend, along with social times.

RSVP is ADA compliant within our network of participating agencies. New enrollees, if unsure of their interest area are provided with the full listing of RSVP affiliated stations and provided with additional details on ADA option sites as desired. The Louisville RSVP has been successful in placing blind, limited sight and deaf enrollees in productive service. We have also included and placed past enrollees with limited English speaking capabilities. However, our sponsor is now developing both new policies and assistance to translate RSVP materials into the most prevalent non-English languages in our very diverse community ¿ Spanish and Arabic. The RSVP Director and the Volunteer Coordinator both have very limited Spanish-speaking abilities and will be looking to increase their fluency. The 2010 Census placed Louisville Metro with 74.2% white and 20.2% African-American, 3.6 % Hispanic, 2.1% Asian/Pacific Islander in demographics. According to the CNCS PPR for July 2012-June 31,2013; the Louisville Metro RSVP has comparable demographics of 77.7% white and 21.6% African-American members, with an additional less than 1% (4) Asian/Islander members. Due to new Director information, RSVP only within the last two years has added the query on veteran status to the enrollment form so our demographics on number of veterans at the time of the PPR was only a short-term total. With 160 males age 55 and over, it is more than probable that we have a high number of veterans in our membership. We are surveying this demographic again in October, 2014. We have had an increased number of recruits received from veterans already serving at the VAMC during this past fiscal year (2013-14).

RSVP also uses a monthly, quarterly, and annual strategy that combines methods of recruitment and outreach to Baby Boomers, adults 55 and over. Our tools include:

- * Most reliable - volunteers bring or refer a friend after their personal satisfaction with RSVP
- * Personal speaking engagements at civic groups, retiree groups, churches, community centers,

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libraries, fairs, etc.

- * NEW for 2014-15 work plan! Creation of RSVP Webpage and Facebook page
- * New policies and materials are being developed for 2015 to accommodate interest from ESL seniors
- * Free advertisements in a section of our local newspaper called "Helping Hand,"
- * Referrals from our Advisory Council
- * Inclusion in the Office for Aging & Disabled Citizens electronic digest -- reaches 1100+ seniors and service providers
- * Inclusions in Louisville Metro Council constituency newsletters -- often reaching 15,000 or more
- * Monthly opportunities flyer: available online (new in 2014), distributed by fax & email, and in our building lobby

We also create and send out periodic newsletters. This tool is multi-faceted in results as it recognizes volunteers' successful work, broadcasts new opportunities and operates as a training and social calendar vehicle.

2014 celebrates the Louisville Metro RSVP's 41st year of service to Jefferson County, KY. Throughout its history, volunteers have retained an average tenure of over 7.25 years in active membership! While budget constraints always present challenges to offering retention reinforcements such as tokens of appreciation and social outings; staff make every attempt to maintain the personal connections to keep the program more of a "family." Cards to the ill, condolences to families and co volunteers of volunteers who have died are important to the well-being of the volunteers and the success of program. Volunteers only work because they care. They need to know WE at RSVP care. The current RSVP Director has built a relationship of over 20 years with the sites and longer standing members. Site visits and phone calls are both scheduled and spur of the moment as indicated by information of a situation needing an RSVP staff member's personal attention.

Another element of retention is our practice of offering new opportunities to "old" volunteers according to their stated hobbies/interests or experience. On occasion, the RSVP office or a partnering agency may offer a one-day task, "special day" temporary project or submit a new on-going position (particularly in CNCS priority areas that a member did not have access to at her/his initial placement). We will email or call the volunteer(s) and update them on the new possibility of adding this position to their RSVP volunteer schedule. This contact with the volunteers shows the program's respect for their talents, time and ability to help them grow and continue to address community needs

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through RSVP.

Another element of both retention and recruitment is our annual recognition luncheon. Members encourage members to stay and members encourage prospects to become members just because of our celebrations of service. Advisory Council members often say that the Recognition Planning Committee is the most enjoyed area of the Council's operations. The event typically contains a hot meal, celebrity MC, volunteer recognition portion, and entertainment. In addition, we annually prepare a 16-page, themed-souvenir booklet with Advisory Council members, each RSVP Active volunteer's name listed and 5,10,15,20, 25 and 30-yr RSVP honorees are delineated with special sections. The honorees also receive stand up acclaim at the event, honor pins and token gifts (as budget allows). Event donors and program supporters are also noted in the printed booklet to encourage and retain our community base of support for the volunteers.

Program Management

During the winter of 2013-14, all active RSVP volunteers were surveyed to re-affirm their roles at their stations for the RSVP files as compared to original records. Very few adjustments were needed and most were because of volunteer choice or loss of ability in a specific role. Volunteers are encouraged in newsletters and site visits to notify the RSVP office of any changes in their volunteer role, site or station. All notifications from volunteers of dissatisfaction are handled confidentially and with the goal to retaining the volunteer and the station in good favor. Our site managers have also been cooperative in notifying the RSVP office of volunteer changes on a month by month basis for many years. A follow-up survey to re-affirm all positions is planned for winter 2016-17.

The Project Director annually reviews the current listing of RSVP MOU partners and formulates plans to "graduate" or "keep" stations on the basis of their relativity to the CNCS priority areas and/or local necessities (within allowable percentages of funding). She also develops a listing of "prospect" stations that may be added to enhance the quality of the RSVP program in meeting CNCS priority areas and offering impactful, new alternatives for senior recruits to service. Since our volunteers are already serving in CNCS priority areas and/or important stations to the community's vulnerable populations, future graduations of volunteers and stations are unlikely. However, as necessary, graduated volunteers are encouraged to add a qualified RSVP station to their schedule while maintaining their preferred original site or giving them a professional courtesy notice of termination. The volunteers

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and station manager are all contacted individually by letter informing them of the change coming and offering a group meeting at the site, phone access and individual re-placement at another RSVP station... with sincere regrets and gratitude for the previous service at the graduating station. Having graduated our "Cultural Heritage" (arts/museum centers) stations in March, 2014, most of those volunteers have continued with RSVP by serving at priority stations.

The Louisville Metro RSVP has had a bulk of our volunteers in what is now considered "Healthy Futures" for decades! In particular, in conjunction with the Louisville Metro Senior Nutrition Program (LMSNP), SeniorCare Experts and other subcontractors of LMSNP; RSVP volunteers have been the backbone of the mobile meal force since the 1980's. Over a dozen locations, some with up to 7 routes of 7-9 households each, within the LMSNP network benefit from the trained food-handling and reliable deliveries of RSVP volunteers each day. SeniorCare Experts, a newer incarnation of a previous senior organization has also depended on RSVP volunteers throughout its transition into expanded direct service of mobile meals (midday and/or evening options). SCE and Catholic Charities also use RSVP volunteers as escorts for seniors to and from necessary appointments, grocery, etc. Other RSVP volunteers have been serving in senior centers as activity leaders to their peers, neighborhood liaisons to the isolated and as other support to the center. Annual measuring surveys from LMSNP, SCE and senior center clients have consistently affirmed the goal outcomes of clients having increased feelings of social support, ability for independent living and food security.

As a standard management practice by Louisville Metro Government, all MOUs are reviewed by the Department Director, the Office for Management and Budget (OMB), the County Attorney's Office, and Risk Management. Further, this RSVP just finished its scheduled CNCS monitoring in April, 2014, The program and all required program materials were examined and recognized (with minor corrections) for its comprehensive content, accuracy and quality. In fact, the comment was made that we were "not a good teaching on monitoring site because we didn't have enough things wrong."

Our past and current Advisory Council's vibrancy, constant interaction and support was noted as exceptional. We have included them in strategic planning and they serve annually on Recognition, Evaluation, Fund-Raising and Advisory Council Member Recruitment Committees. They also financially support the program with gifts of decorations & door prizes for the In-Service and Annual Volunteer Recognition, as sponsor for volunteers to attend the Kentucky Senior Service Corps Conference and more!

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ALL RSVP recruits must provide state-issued, picture ID for RSVP files. The enrollee's RSVP application must state a MOU- qualified placement before the enrollee is entered into volunteer data files as "Active." Volunteers wishing to change service sites w/RSVP benefits must get verification of site's participation and approval from RSVP Director.

Prior to signing a Memorandum of Understanding with a new station, the RSVP Project Director contact the station manager to discuss the nature of the organization and the prospective roles for RSVP volunteers that will offer personal enrichment and qualified community impact.

Next, the station will be provided with the MOU Packet that includes:

- * The actual MOU document defining the partnership for a length of three years
- * ADA Station compliance survey
- * Safety Training Review (annual compliance by March 15th)
- * RSVP Volunteer Position Description Form- template for multiple options
- * Station Handbook -- to be used in orientation/discussion of details
- * Copy of Volunteer Handbook -- for reference
- * CIMA coverage sheet

CNCS prohibitions on volunteer activities are clearly specified within Louisville Metro RSVP's MOU [p.4], our Station Handbook [p.3] and in our Volunteer Handbook [p.8].

New or replacement volunteer station/site managers will also go through an orientation process with the RSVP Director and (if necessary) receive the Stations Manager's packet that includes their Station Handbook, samples of volunteer forms and CIMA insurance coverage information and Volunteer Handbook -- for reference file.

Organizational Capability

In 2010 Louisville Metro Department for Community Services & Revitalization's Community Services Division took over the RSVP program from the Louisville Metro Community Action Partnership (LMCAP) who had successfully operated RSVP since 1999. Prior to that time, the program was administered locally by Metro United Way. By being a part of Metro Government, RSVP has access to the resources of the government, including human resources, grant-writing, financial management, professional training and inter-office planning and development.

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Louisville/Jefferson County Metro Government accounting processes, procedures and grant administration guidelines are in accordance with applicable OMB Circulars. Fiscal management is efficient and accurate. A Single Audit is conducted annually. In 2007, Louisville Metro administered nearly \$63 million in federal grants. In addition, Metro Government provides the financial management system (LEAP) for all programs. Each program is assigned to a cost center and monthly reports are distributed showing the income and expenditures in each cost center. During the review process for CNCS last year, numerous policies were discussed, leaving both parties with a clearer understanding of what is needed for effective compliance.

RSVP receives the administrative services of the Office for Management and Budget, Grants Administration and Human Resources from Louisville Metro as well as the Department for Community Services in which the Advocacy and Empowerment Division is housed. RSVP follows Louisville Metro Government's established policies and procedures for hiring, purchasing, travel and other administrative tasks. A recent monitoring of the also sponsored Foster Grandparent Program has enhanced the clarity of understanding, attention to federal CNCS policies and cohesion between the actual program staff and Louisville Metro OMB for both grants.

RSVP is part of the Department of Community Services Division of Advocacy and Empowerment which is led by Tina Lentz. Executive Administrator, Ms. Lentz, has been the leader in the development of Louisville's Bank on Louisville with national award-winning results. Her skills in training, long range planning, operational efficiency, and staff and program development are assets to RSVP. Her leadership currently includes the Office for Aging and Disabled Citizens, the Office that includes the supervision of RSVP.

Cindy Venable, the Director of OADC has worked in the field of aging and disabled citizens for many years. A MSW social worker, Ms. Venable has been Director of an Adult Day Care Center, Executive Director of Kling Center, a local Senior Center, and has worked in Senior Services for Louisville Government for over 20 years. She is deeply involved in program and policy development across the community serving on numerous councils and planning bodies. Through this level of participation, she has access to on-going information regarding service needs in many parts of the community which is used in planning for RSVP.

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The RSVP Project Director reports to Cindy Venable, but is responsible for the daily management of the project, CNCS reporting, and supervising the Volunteer Coordinator.

Marian Gosling began work with RSVP as Volunteer Coordinator (May, 1990) through Metro United Way and transferred with the program when Louisville Metro became the sponsor in 1999. As of July 8, 2013, Marian was promoted to Project Director. Ms. Gosling brings decades of operational experience, demographic knowledge, and marketing expertise to the program. She has established relationships with the project's volunteers and sites providing a strong sense of continuity to the project. Ms. Gosling has two years of college in Business Administration with a focus on Marketing and finished a third year for certification from the University of Vermont in Volunteer Management. She has received several awards: 2012 KY Governor's Award for State Volunteer Coordinator, 2009 Kentuckiana Association for Volunteer Administration's "Ruth Anderson Award of Excellence", and 1997 Spirit of Louisville Foundation, Inc. WLKY-TV (Corporate) "Bell Award." Ms. Gosling attends annual trainings as budget allows with the most recent being the 2013 and 2014 National Senior Corps Conferences (Nashville, TN and San Antonio, TX respectively) and the August, 2013 and 2014 Faces Leadership Conference in Charleston, WV. She also serves as the RSVP projects' Board representative for the Kentucky Senior Service Corps- state staff/volunteer association.

The Project Director is responsible for providing leadership to the project, evaluating the current program and leading a planning process for the continued development of a successful RSVP program. The responsibilities include developing and sustaining community contacts, developing relationships with Station Supervisors, reaching agreements on MOUs for new stations, becoming familiar with the interests of RSVP volunteers and channeling these interests in ways that promote the CNCS Strategic Plan. The position calls for an awareness of the roles of both the Department of Community Services and of the broader community. The on-going development of the Advisory Council is also partially the responsibility of the Project Director. The Project Director supervises the Volunteer Coordinator.

The Volunteer Coordinator is responsible for relationships with both the volunteers and the volunteer sites, in cooperation with the Project Director. On-going contacts, site visits and monitoring of volunteer performance are shared between the two, with the Volunteer Coordinator performing the

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majority. The Volunteer Coordinator also bears responsibility for the monthly reports, mileage requests and other records.

RSVP has one Volunteer Coordinator; Mrs. Michelle Nickerson holds a B.A. in Psychology (specialization in Women, Gender, and Social Justice) from Michigan State University and a M.A. in Educational Leadership (concentration in Higher Education Student Affairs) from Western Michigan University. She brings a diversity of experience and perspective to the program. In addition, she worked for three years in student affairs coordination in volunteerism, service learning, and leadership. Specifically, Mrs. Nickerson's expertise lies in volunteer recruitment and matching, as well as program planning and outreach. She will utilize her social media marketing and website maintenance skills to enlarge the program's visibility; improve communication with CNCS and other partners; and enhance the level of recruitment and volunteer (customer) service.

Louisville Metro Government provides an extensive schedule of professional Training opportunities for its employees through its Metro Training University. ALL staff are required to attend classes on Ethics and Family Violence Awareness. New supervisors attend a 5-day training on leadership policies, norms and recommendations called "SEAD." Beyond that, program staff is encouraged to participate in other optional offerings that currently include Resolving Conflicts Creatively, The Power of Resiliency, Active Listening, among many others. For other on-going education, staff are encouraged to participate in community workshops, hear professional speakers and attend related seminars. The Neighborhood Place Annual Meeting provides access to excellent speakers. OADC/RSVP staff is asked to attend and have in fact used some of the speakers for volunteers' later in-service programs.

Louisville Metro Government requires a criminal background check on all potential employees. The Human Resources Department conducts and maintains required records on both current and intended employees, to ensure that this program is in compliance. The requirements from the Kennedy Serve Act for FBI checks have been incorporated into the process.

The Senior Corps Advisory Council is charged with the responsibility of periodically reviewing the RSVP program. The Council set a minimum of 10% of project sites to be evaluated, choosing sites from each "basic human need" category covered by the project. The evaluation process for the current year was repeating the questions from last year due to repeated staff turnover and a new baseline was

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being sought.

Areas in question:

- * RSVP impact as a support to the volunteers serving the site
- * RSVP mission as a partner with agency capacity building
- * RSVP volunteers as average or above quality service members of the site volunteer programs

Overall the majority of past surveys regarding the RSVP program impact were positive and the majority understood what the program is about. The stations are very appreciative and satisfied with the service they receive from RSVP volunteers and the increased capacity and efficiency of their programs to serve their clients/customers as a result of their presence.

The recommendations that came from past evaluations included: better communication of the RSVP mission and how it can help each organization, better staff communication with various organizations, especially in the areas of recruiting and matching volunteers, better methods of providing assistance and better promotion of the RSVP program in the community.

Other

Not applicable.

PNS Amendment (if applicable)

Not applicable.