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Executive Summary

During the timeframe of April 2015 to March 2018 we will maintain at least 500 RSVP volunteers in service to the community. Among others, some of their service activities will include: 1) transportation for vulnerable disabled elders; 2) companionship to vulnerable disabled elders; 3) preventing elder abuse among vulnerable disabled elders; 4) food distribution; 5) food pantry support; and 6) actively supporting veterans with disabilities and older veterans. The primary focus area of this project is Healthy Futures. Throughout the three-year grant period, one key outcome related to Healthy Futures activities will be the number of homebound or disabled elders, among those served by volunteers in the Senior Outreach Services program, reporting increased social ties/perceived social support, estimated to be 275 unduplicated clients. Another key outcome related to Healthy Futures will be the number of elders reporting increased food security, among those served by volunteers at the Washoe County Senior Services congregate and delivered meals program, estimated to be 300. The CNCS federal investment of \$108,751 will be supplemented by a grantee share of \$52,606. RSVP of Washoe County is an existing CNCS-funded site that is a program of the Sanford Center for Aging at the University of Nevada Reno, which is under the sponsorship of the Board of Regents for the Nevada System of Higher Education. With the infrastructure of the University, including expertise in data collection and program evaluation, community visibility, and donor cultivation, RSVP of Washoe County has generated the resources necessary to provide community service above and beyond targets outlined by CNCS. Thus, while we will meet and maintain alignment with the performance measure requirements for our target of 500 CNCS-supported volunteers throughout the three year period, we will also develop and institute an analogous program using unrestricted, non-CNCS project funds, to support additional volunteers to further serve our community.

Strengthening Communities

THE COMMUNITY WE SERVE

RSVP of Washoe County is located at the Sanford Center for Aging, a unit within the Division of Health Sciences, on the campus of the University of Nevada, Reno. The city of Reno itself includes approximately 225,221 residents, and is the most-populous city (and county seat) in Washoe County, Nevada, which has a population of 431,035, with 51,663 (12%) of residents currently over the age of 65. Further, in Washoe County, it is projected that the elder population will increase by approximately 28% by 2020. As this population increases, the county will be faced with challenges in coordinating

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not only medical care but also the cognitive, psychological and social care of elders living in Washoe County. Washoe County is also expected to maintain the current level of diversity for both gender and race/ethnicity, although minority ethnic populations are expected to increase at a higher rate than non-Hispanic White.

While various sources of demographic data are available to provide insight into the state of our community, the most overarching indicator of need, which is directly linked to our selected focus area of Healthy Futures, is the level of poverty and lack of access to health and social resources within the community. In particular, elders in Washoe County have a lower median household income (\$38,638 per year) and receive less in Social Security benefits (\$16,617) than the state average (\$40,191 and \$17,055 respectively). Approximately a third of elders surveyed in Washoe County (32.4%) report income less than 30k per year. Among those 65 and older, 7% fall below the federal poverty level.

Further complicating the challenges of poverty within our community are the high rates of physical and cognitive disability. For individuals who are living alone, the development of a disability may be the reason that they enter an institutionalized setting. For individuals over the age of 65, approximately 35% of Washoe County residents reported having "any" disability, including hearing difficulty (13%), vision difficulty (6%), cognitive difficulty (7%), ambulatory difficulty (22%), self-care difficulty (7%), and independent living difficulty (14%).

Although included in disability definitions, limitations to ADLs typically develop over time and are the result of progressive declines that have already reached a high level of impairment. The ability to complete instrumental activities of daily living (IADLs), for example climbing a flight of stairs, may indicate future limitations. A significant number of Washoe County residents are experiencing disability and limitations in their activities of daily living, with a recent Washoe County survey showing that 19% of elders report difficulty with at least 1 IADL. Each of these considerations could limit one's ability to live independently and clearly indicate the need for increased support to promote a healthy future, as provided by the RSVP volunteers in our program.

Another important point to make about our community is that it has stepped forward to support RSVP in many ways. This support includes active volunteerism, financial and in-kind support, and most notably, our active and engaged RSVP Advisory Council, which represents a diverse group of

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community representatives and leaders.

OUTCOMES OF SERVICE ACTIVITIES IN PRIMARY FOCUS AREA

Driven by the demographic, health and social needs of the community, as well as the primary service delivery focus of community agencies participating as volunteer stations, RSVP of Washoe County has identified Healthy Futures as its primary focus area. Presently, in year three of the current funding period, year-to-date (April 1, 2014 -- August 31, 2014), we are supporting 539 unduplicated volunteers, with 247 (46%) providing service within our selected primary focus area. This level of service supporting the outcomes of our primary focus area is well-aligned with the Performance Measurement Requirements; however, our current service model has a higher than required percentage (46%) of volunteers supporting Other Community Priorities -- this will be addressed by the work plan outlined for the new funding period and will be resolved no later than the end of the first year of the new funding period, bringing RSVP of Washoe County in complete alignment with CNCS Performance Measurement Requirements.

Of the 32 current volunteer stations supported by RSVP of Washoe County, 12 stations engage volunteers in providing services that lead to the intended outcomes of the Healthy Futures focus area. However, the bulk of the volunteers in this area are serving in one of two primary stations, Senior Outreach Services (130 volunteers) and Washoe County Senior Services (61 volunteers). Across both of these programs, our goal is to increase the number of homebound or disabled elders receiving food, transportation, companionship or other services that enable them to remain independent and socially connected.

The Senior Outreach Services (SOS) program, a state-funded program hosted by the Sanford Center for Aging, engages volunteers in providing one-on-one companionship for low-income disabled elders. Volunteers engage with elders frequently, visiting with them in their homes and providing services based on client needs, such as transportation and light assistance in the home. The volunteers serve as the 'eyes and ears' of the community support network, providing active referrals to other agencies for needs identified, and specifically striving to increase social ties/perceived social support, promote independence and prevent elder abuse, which is directly aligned with the Healthy Futures focus area performance outcomes relating to both Aging in Place (H9) and the service activities relating to Access

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to Care (distributing information & preventing elder abuse). Since the beginning of the current funding year (April 2014), 265 low-income and disabled elders have been served by 130 unduplicated volunteers. As we continue to add volunteers and clients in the upcoming three years, we anticipate maintaining current levels and slightly growing the number of clients to 275.

Washoe County Senior Services (WCSS) is the other primary volunteer station supporting our primary focus area of Healthy Futures. During the current funding year, beginning April 2014, RSVP has supported a total of 85 volunteers at WCSS. As WCSS is a multi-service agency, supporting the many health and social needs of elders in the county, not all of the services it delivers are directly aligned with this focus area. Among the 85 RSVP volunteers serving WCSS, 61 (72%) are engaged in service activities relating to Healthy Futures, primarily through supporting the agencies congregate meal sites and home-delivered meals program. The remaining volunteers support activities relating to Capacity Building (18%) and Other Community Priorities (11%). Through the significant efforts of the volunteers that are supporting the food security programs, the agency serves 30,000 meals annually to approximately 300 unduplicated low-income elders. These meals ensure that the low income elders have increased food security, directly aligned with outcome H12.

Overall, the current contribution of the RSVP of Washoe County to its primary focus area of Healthy Futures is significant and strongly supports its intended outcomes. During the prior funding year (April 2013 -- March 2014), 477 unduplicated volunteers provided 49,842 hours of service (equivalent to \$949,490 of service value) to 29 unduplicated stations, with 213 (45%) of unduplicated volunteers contributing to the primary focus area. In the current year-to-date (April 2014 -- August 2014) we have grown slightly, with a total of 539 unduplicated volunteers, including 247 (46%) contributing to Healthy Futures. In the new (proposed) funding period (April 2015 -- March 2018), our work plan outlines our goal of meeting the overall target number of volunteers (500) and assuring that the service is aligned with CNCS Performance Measurement Requirements by no later than the end of the first year (25%+ in Healthy Futures, <30% in other Community Priorities, and the balance in Other Focus Areas). With our current service including 46% in our primary focus area already, we are confident in our ability to achieve these targets by the end of year 1.

DATA COLLECTION, PROGRAM MONITORING AND EVALUATION

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As an endowed Center, within a Tier 1 university, the Sanford Center for Aging RSVP of Washoe County has sophisticated data collection and program evaluation capacity. In terms of process measures and volunteer data, we routinely collect and enter all station information, volunteer information and service hours into Volunteer Reporter, which provides real-time reports on our service levels and alignment with CNCS performance measure requirements. In addition, both major stations contributing service in our primary focus area (Senior Outreach Services and Washoe County Senior Services) conduct annual surveys of clients specifically designed to collect impact data related to the intended outcomes of reducing social isolation, promoting independence, preventing elder abuse, and increasing food security. Further, the Sanford Center for Aging coordinates an initiative known as SCAPE (Sanford Center for Aging Program Evaluation), which uses a logic-model based evaluation approach including both process and impact measures to determine: a) whether programs are being delivered with fidelity relative to their design, and b) if the intended outcomes of the program are being achieved. The results of these evaluations are provided in regular written reports and when sufficiently rigorous are submitted for publication in peer-reviewed journals.

During the upcoming three-year funding period, we will conduct annual surveys with: a) all volunteer stations, b) all RSVP volunteers, and c) all clients of the two major programs contributing to the achievement of outcomes within our primary focus area (currently representing 35% of unduplicated volunteers). Through these annual surveys, we will be able to document the following key indicators of program success relative to each respondent group:

Volunteer Stations:

- * Satisfaction with volunteer services
- * Unmet needs of station and clients
- * Emerging needs and opportunities at station
- * Reported impact of volunteer service

Volunteers:

- * Fit with volunteer station
- * Primary service activities
- * Sense of meaning, purpose and contribution

Focus Area Program Clients:

- * Satisfaction with services received

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- * Social ties
- * Perceived social support
- * Independence
- * Food security
- * Elder Abuse

SERVICES SUPPORTING VETERANS AND MILITARY FAMILIES

The RSVP of Washoe County is actively offering its services to support veterans and military families. RSVP is a program that is dedicated to service for the public good, and as such, everyone involved is acutely aware of the value of community service. There are few demonstrations of true service that match the dedication and commitment required when a person has put on a uniform to protect and defend our country. With this recognition in mind, we actively seek opportunities to extend our service to veterans, and will continue to do so during the upcoming three years. Presently, we have one volunteer station specifically dedicated to supporting veterans, the Veteran's Affairs (VA) Nevada Healthcare System. There are currently 12 volunteers placed at this station, 58% of whom are participating in service activities related to our primary focus area of Healthy Futures, serving as drivers for the VA transportation service that helps veterans get to their medical appointments. They also support a "friendly visitor" program that provides companionship to veterans in the hospital to help reduce social isolation. We also hold periodic "military letter writing" events open to all RSVP volunteers in which we write thank you notes to send to active duty military serving abroad in connection with Operation Gratitude.

Further, it is worth noting that 8% of our active volunteers themselves are veterans, and that while we do not have detailed data on the clients served by all volunteer stations, there is no doubt that many of these clients are also veterans. In the upcoming funding cycle, we intend to work with our stations to collect data regarding veteran status among the clients that they serve.

Recruitment and Development

ASSURING A HIGH QUALITY EXPERIENCE FOR VOLUNTEERS / TRAINING VOLUNTEERS FOR EFFECTIVE SERVICE

We believe that the experience of volunteers is largely a product of two key program features: 1) the

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match between clients and stations, and 2) the training they receive to be successful in their service.

RSVP recruits and orients volunteers, providing volunteer placements that match the interests and abilities of volunteers with the needs of volunteer stations. This match of the volunteer with a station of interest is critical to assuring volunteer satisfaction with their experience. For each new volunteer, we provide an initial overview of all volunteer opportunities and work to identify their personal goals and priorities in serving the community. Through this collaborative exploration of interests we are able to find the best fit for a volunteer service activity.

Once the match is made between a new volunteer and a volunteer station, RSVP encourages individual volunteer stations to provide their own additional training for volunteers to assure they are able to fulfill the specific expectations for the unique service activity. For example, in a specialized setting like Senior Outreach Services (SOS), a key station in our primary focus area, in which volunteers have an ongoing relationship with frail, low-income elders to enable them to remain as independent as possible, it is essential that they receive ongoing training on providing non-judgmental companionship, safe transportation and recognizing potential abuse or neglect. As a part of its ongoing volunteer training SOS hosts five volunteer education sessions per year (each with attendance in excess of 100 volunteers). Additionally, all RSVP volunteers are invited to periodic educational programs hosted by the Sanford Center for Aging (SCA), including SCA's Distinguished Speaker Series, which serves as education and also strengthens the bonds between faculty, students, staff and volunteers. These free education sessions focus on particular social, health and age-related topics.

Finally, we try to assure that volunteers are aware of the importance of volunteerism and are inspired to serve. When we recruit and orient volunteers, we describe some of the individual benefits of community service, such as the pleasure that comes from knowing you have made a difference in someone's life. One of the ways we promote volunteer leadership is by enlisting volunteers to share their stories in recruiting others; which is a successful strategy, as approximately 23% of our volunteers report they were asked by a friend to volunteer with RSVP.

Communication and mutual assistance with volunteers and volunteer stations is further nurtured through the periodic newsletter, as well as contact between the RSVP Project Director and Volunteer Coordinator with the stations' leadership. The renewal of Memoranda of Understanding (MOU's) also

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provides an excellent opportunity to gather information and clarify expectations.

VOLUNTEERS REFLECTIVE OF THE COMMUNITY

RSVP of Washoe County is committed to being inclusive in its recruitment of volunteers, and strives to maintain a volunteer pool reflective of our community. We have a written policy (i.e., Equal Opportunity Statement) that dictates that we will not turn away any interested volunteers on the basis of race, ethnicity, sexual orientation, language proficiency, veteran status or disabilities. All advertising approaches used for the program, to the best of our ability, are culturally neutral and are made available to all facets of the community by using community-wide dissemination channels. Despite these efforts, our volunteer pool is not directly reflective of the community's demographics (see data below).

In terms of the race/ethnicity of our community relative to the profile of volunteers, the current distribution is as follows:

[in order of Race/Ethnicity *** Washoe Co. *** RSVP Volunteers]

White (Non-Hispanic): 66% v. 89%

African American (Non-Hispanic): 2% v. 2%

American Indian/Alaskan Native: 2% v. 2%

Asian or Pacific Islander: 6% v. 3%

Hispanic (Any Race): 24% v. 4%

In terms of the education of our community relative to the profile of volunteers, the current distribution is as follows:

[in order of Education *** Washoe Co. *** RSVP Volunteers]

Non-High School Graduate: 15% v. 0%

High School Graduate: 52% v. 42%

Bachelor Degree or Higher: 33% v. 25%

In terms of additional demographic characteristics among our current volunteers, age distribution

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includes adults ages 55-65 (22%), 66- 74 (39%), 75-84 (30%), and 85+ (9%). We also have 60% female/40% male, 8% veterans, and 7% with at least one disability.

The primary discrepancy worth noting is the low number Hispanic/Latino volunteers relative to a strong presence in our community overall. During the upcoming three years, we plan to engage the RSVP Advisory Council in a specific planning effort intended to design new outreach strategies to recruit under-represented groups. We anticipate that the current gap between the community profile and that of our volunteers will be reduced during this period.

RECRUITMENT, RETENTION AND RECOGNITION OF VOLUNTEERS

RSVP utilizes multiple modalities to recruit volunteers, including: referrals from current volunteers and Advisory Council members; participation in a variety of community or health fairs; speaking at educational programs; presenting at civic clubs; the RSVP website; service learning partnerships; UNR classroom presentations; appeals through Volunteer Match and other online services; distribution of public service announcements; and solicitation of media coverage. In this past year, we have received the benefit of regular advertisement space in the Senior Spectrum and Generation Boomer (local publications) and have been featured in articles in the Reno Gazette Journal and Senior Spectrum as well as on KTVN Channel 2 News. Through our participation in various community-wide networks we seek to develop relationships and recruit volunteers from a broad spectrum of the community. In addition, we have recently revised a number of our recruitment and orientation materials aimed at engaging Baby Boomers, who are motivated by different factors than older generations of volunteers. We have increased our use of social media, such as through launching our RSVP Facebook page. Through each of these awareness raising strategies and visibility opportunities, we acknowledge and thank volunteers.

Our primary approach to retaining and recognizing volunteers is to frequently and consistently engage them in ways that highlight their service and demonstrate our gratitude, as well as that of their stations and the community. To accomplish this, we publish a Volunteer Newsletter every other month that highlights new volunteering opportunities, tells stories of successful volunteerism and provides program-specific announcements relevant to the volunteers and their experience. We also host events specifically for the volunteers to connect and feel appreciated. These include an annual

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recognition luncheon for volunteers in November, and a Summer ice-cream social for volunteers in June. Through both of these events we are able to maintain our connection with volunteers and celebrate their good work in the community.

Program Management

MANAGING VOLUNTEER STATIONS AND ASSIGNMENTS TO ENSURE COMPLIANCE

At the current time, the RSVP of Washoe County is supporting 32 different volunteer stations across the community, which offer volunteers many different ways to contribute in service (see attached station roster). Of these, 12 stations (38%) are providing services within our primary focus area of Healthy Futures. For each station, we secure and maintain an active partnership agreement in the form of a memorandum of understanding (MOU) between the station and the Board of Regents of the Nevada System of Higher Education as the parent organization of the Sanford Center for Aging/RSVP Washoe County. This MOU, which is reviewed and re-signed every three years, clearly articulates the station responsibilities and includes all necessary provisions to document the station's compliance with all procedures and requirements of CNCS and the University (see excerpt from MOU below). Additionally, each station signs a Safety Assurance Certification annually, and an Accessibility Checklist every three years. These signed documents provide assurance to RSVP that the station is in compliance with expectations for volunteer treatment and engagement at their site.

Excerpt from station MOU:

B. Volunteer Station Responsibilities:

1. Implement orientation, in-service instruction, or special training of volunteers.
2. Interview and make final decision on assignment of volunteers.
3. Provide written Volunteer Assignment Description to RSVP office.
4. Collect and validate appropriate volunteer reports for submission to RSVP office on a monthly basis. Provide data to the RSVP office related to the impact of volunteers on community need.
5. Furnish volunteers with materials required for assignment.
6. For Programming for Impact assignments, complete the appended Impact Programming Addendum to assess volunteer impact on community needs.
7. Provide supervision of volunteers on assignments.

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8. Provide adequate safety of volunteers.
9. Investigate and report any accidents and injuries involving RSVP volunteers immediately to the RSVP office. All reports will be submitted in writing.
10. Volunteer Station shall not request or receive compensation from the beneficiaries of Senior Corps volunteers.

While this signed document outlines requirements and needed compliance, it is through active and ongoing communication with our partner stations, as well as with volunteers themselves, that we obtain ongoing feedback and are able to routinely evaluate the effectiveness of achieving impact and determine alignment between service activities and focus area performance measures. We provide volunteer stations with templates for volunteer position descriptions to define the position's primary tasks, supervisory relationships and the role in the organization's mission which addresses the particular community need. This helps specify and clarify expectations for both the station and volunteer, which leads for a mutually-satisfying experience.

STATION RECRUITMENT AND GRADUATION TO MEET COMMUNITY NEEDS

Station recruitment and volunteer engagement at new stations occurs in multiple ways. One primary way we identify potential community needs that could be served through volunteer service at a new station is through the input from our RSVP Advisory Council. The RSVP staff meets with its Advisory Council every other month and engages in dialogue about the program and its stations. Advisory Council members represent a wide range of perspectives within the community and are very strongly connected with the community. In a sense, they serve as a front line of intelligence gathering on what is happening in the community and the various agencies that are working to meet these needs. Additionally, the Sanford Center for Aging is very closely tied to the aging and social service network within the community. The Sanford Center Director describes himself as a 'collaborative leader', and is strongly committed to pursuing new community collaborations and partnerships, both with the goal of identifying community needs and as a way to leverage existing resources across community partners to better meet community needs.

RSVP of Washoe County regularly reviews its roster of volunteer stations to identify those existing

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stations that have been inactive, meaning without a volunteer in active service over the past year, to determine whether we should continue the relationship with the station. Over the past year (since January 2014) we have graduated 28 stations. The decision to graduate a station may be initiated by RSVP due to a lack of fit with service mission, inactivity or lack of compliance, or it may be initiated by the station itself because they no longer want to participate in the program. These processes and decisions are clearly articulated in the MOU signed by each station (see excerpt below).

Additional provisions of the MOU, including separation of stations:

C. Other provisions:

1. Separation from Volunteer Service: The volunteer station may request the removal of an RSVP volunteer at any time. The RSVP volunteer may withdraw from service at the Volunteer Station or from the Retired and Senior Volunteer Program at any time. Discussions of individual separations will occur among RSVP staff, Volunteer Station Staff and the volunteer to clarify the reasons, resolve conflicts, or take remedial action, including placement with another Volunteer Station.
2. Religious, Sectarian, or Political Activities: The Volunteer Station will not request or assign RSVP volunteers to conduct or engage in religious, sectarian, or political activities.
3. Displacement of Employees: The Volunteer Station will not assign RSVP volunteers to any assignment which would displace employed workers or impair existing contracts for services.
4. Accessibility and Reasonable Accommodation: The Volunteer Station will maintain the programs and activities to which RSVP volunteers are assigned accessible to persons with disabilities and provide reasonable accommodation to allow persons with disabilities to participate in programs and activities.
5. Prohibition of Discrimination: The Volunteer Station will not discriminate against RSVP volunteers or in the operation of its program on the basis of race; color; national origin, including individuals with limited English proficiency; sex; age; political affiliation; religion; sexual orientation; or on the basis of disability, if the volunteer is a qualified individual with a disability.
6. Specify, either by written information or verbally, that RSVP volunteers are participants in the Volunteer Station's program in all publicity featuring such volunteers, whether it be radio, TV, print or verbal presentation.
7. Conditions of this Memorandum of Understanding may be amended or terminated in writing at any time at the request of either party. It will be reviewed every three years to permit needed

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changes.

8. This Memorandum of Understanding contains all the terms and conditions agreed upon by the contracting parties. No other understanding, oral or otherwise, shall be deemed to exist or to bind any of the parties hereto.

9. This Memorandum of Understanding will be in effect upon execution and will continue for the three years unless it is terminated earlier.

10. The total number of RSVP volunteer assignments projected to be available with the Volunteer Station on annual basis is _____. It is projected that these assignments will be at the following locations, in approximately the following numbers:

11. Handicap & Safety Accessibility Checklist: All RSVP Stations must complete a RSVP Disability & Safety Checklist when signing on as a new station and when renewing their Memorandum of Understanding. The Disability Checklist is updated every three years with your agencies MOU.

SERVICE AND PERFORMANCE IN PRIMARY FOCUS AREA

Our primary focus area is Healthy Futures, and we believe we are well qualified to support community agencies engaged in promoting aging in place and access to high-quality care. As noted, RSVP of Washoe County is a program of the Sanford Center for Aging at the University of Nevada Reno. With an annual budget of nearly \$1.5 million, backed by a \$10 million endowment, the Sanford Center is a leading force in our community for health promotion and aging supportive services. In addition to RSVP, the Sanford Center supports additional health-related programs, including two programs that serve as RSVP volunteer stations: Chronic Disease Self-Management Program (CDSMP) and Senior Outreach Services (SOS). We also offer a Medication Therapy Management (MTM) program, which does not presently engage volunteers, but is exploring the possibility of doing so. Further, we are in the process of developing a comprehensive interdisciplinary geriatric assessment and care coordination clinic, in which we may develop a volunteer station for elder patient advocates. These are all programs offered directly by the Sanford Center that relate to our strong service in the area of healthy futures. As a unit within the UNR Division of Health Sciences, we also serve as the epicenter for all aging-related research, education and community outreach for the Schools of Medicine, Nursing, Community Health Sciences and Social Work, further demonstrating our commitment to our focus area of Healthy Futures.

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Additionally supporting our track record in Healthy Futures is the fact that 38% of our existing volunteer stations in the community and 46% of current unduplicated volunteers are providing volunteer service activities that are directly aligned with our focus area (see station roster). Among these, we are actively evaluating the impact on the stated outcomes (previously described) for the two stations housing the bulk of our focus-area volunteers, Senior Outreach Services and Washoe County Senior Services.

As previously noted, RSVP of Washoe County is well on its way to aligning itself with all CNCS Performance Measures, with 46% of volunteer service already occurring within its primary focus area of Healthy Futures. However, at the current time, we are above the required maximum of 30% for Other Community Priorities, which currently comprises 46% of volunteer service. We will resolve this overage and bring the metric into alignment no later than the end of year one of the new grant. Our plan to accomplish this includes using unrestricted funds from the Sanford Center for Aging to create a 'sister program' (separate from the CNCS RSVP program), into which we will transition several volunteer stations. Over the past few years, RSVP of Washoe County has been very fortunate to receive individual and corporate donations sufficient to build an unrestricted reserve of approximately \$115,000. We will use \$52,606 of these funds as our grantee share for the CNCS-funded project. The rest, however, will support a new analogous program to house any volunteers serving in Community Priorities above the 30% requirement. In this way, these unrestricted resources enable us to provide community service above and beyond that of the CNCS-funded project. We will build a 'firewall' between the CNCS-funded (and grantee share) project and the new non-CNCS, unrestricted volunteer program. Volunteers serving in this new program will neither be supported by any existing project funds (CNCS or grantee share), nor will they be reported in CNCS-funded program reports. Individual volunteers will not feel any impact of this transition, as they will simply serve the organizations that are the best fit with their personal service interests, and we will manage the data and funding within the overall Sanford Center operations to assure a clear delineation between the two programs. Ultimately, we will use the CNCS grant and the grantee share to support the targeted 500 volunteers (as outlined in the work plan), with perfect alignment with CNCS Performance Measures, and in concert support any additional volunteers serving additional community needs with our separate organizational resources. We are fortunate to have the resources to be able to develop this effective and creative solution to meeting all CNCS performance measure requirements, while maintaining the

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full range of service to our unique community.

COMPLIANCE WITH CNCS REGULATIONS

We are currently in compliance with all CNCS regulations, including having an active Advisory Council, MOUs on file for all volunteer stations, and supporting only eligible clients with CNCS funds. In April 2014, RSVP of Washoe County received a CNCS compliance site visit. During a two-day period, two auditors from CNCS reviewed all operating procedures and documentation relating to every aspect of the existing RSVP program. Overall, the visit was a tremendous success and we were very pleased to be able to highlight how well we run our RSVP program. As is the norm, and fully expected, there were a few minor program-related findings, which we subsequently addressed through immediate corrective action and a written response letter sent to our CNCS Program Officer. After receiving our response, the Program Officer was satisfied that we are in full compliance with all relevant regulations and closed out the site visit with a positive report on July 9, 2014, stating, "Thank you for your monitoring compliance feedback letter for the RSVP. You have addressed all of the required actions and this site visit is now closed."

In addition, we routinely monitor and assess our project performance using a variety of approaches, and will continue doing so during the new three-year funding period. We will continue to use Volunteer Reporter as the primary data source for assessing volunteer investment. Reports regarding volunteer hours, new volunteers recruited and placement into focus areas will be among the tools that will help us to assess impact on clients and the community at-large. We also use Volunteer Reporter to target volunteers who have not reported hours within a given time period to assure a rewarding volunteer experience. Using this data, we prepare monthly reports, which are shared with the RSVP Advisory Council and Sanford Center Director. The reports include information on volunteer recruitment, management and retention; contact with volunteer stations; and public relations, media contact and outreach efforts. Finally, we also engage Council members in making phone calls to solicit feedback from volunteer sites as a part of our ongoing self-assessment process.

Organizational Capability

PROGRAM AND FISCAL OVERSIGHT

As previously detailed, RSVP is a part of the Sanford Center for Aging (SCA) within the Division of

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Health Sciences (DHS), at the University of Nevada, Reno (UNR). Each of these entities are involved in the operations and oversight of the program through inter-related and redundant operational and financial systems. Related entities within the DHS, including the Schools of Medicine, Nursing, Community Health Sciences, and Social Work, also complement the infrastructure and mission delivery of RSVP through their own respective mission activities that benefit RSVP to varying degrees by providing access to research and educational opportunities, enhancing public reputation, drawing bright and focused students to nationally-known educators and programs, and enhancing community life in northern Nevada.

Most directly, the SCA and DHS provide RSVP with administrative support, record keeping, office space and program oversight on behalf of the University. The University's Office of Sponsored Projects (OSP) provides guidance on compliance and record-keeping related to the grants.

Overall, there are multiple layers of oversight for the RSVP program, which are clearly delineated within the organizational structure. As one of SCA's community outreach programs, the RSVP Project Director reports to the Center's Associate Director for Community and Social Services, a PhD/LCSW faculty member within SCA. In turn, this Associate Director reports to the SCA Director (who is currently serving as the Interim Project Director for RSVP). The SCA Director reports to the Vice President of Health Sciences, who in turn reports to the University Provost. The activities and functions of RSVP are well known to all of these University leaders, who provide operational, fiscal and governance oversight in varying capacities.

STAFF POSITIONS

The RSVP of Washoe County staff team includes three key funded positions (RSVP Project Director, Volunteer Coordinator, and Student Worker) and receives further support from the SCA Director and Associate Director for Social and Community Services, as well as the University Leadership and RSVP Advisory Council.

RSVP Project Director:

Dr. Peter Reed is the Director of the Sanford Center for Aging and a Professor in the School of Community Health Sciences. After the departure of the previous RSVP Project Director, Scott Trevithick (June 2014), Dr. Reed assumed the role of Interim RSVP Project Director. He will continue

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in this role until a new permanent RSVP Project Director is hired. We anticipate initiating the search for the new RSVP Project Director upon receiving an award notice for the new funding period, assuming this submission is a successful proposal.

Dr. Peter Reed joined the University of Nevada, Reno (UNR) as Director of the Sanford Center for Aging and Professor of Community Health Sciences in September 2013. He received both a PhD and MPH in Health Behavior and Health Education from the School of Public Health at the University of North Carolina at Chapel Hill, where he was a National Institute on Aging Pre-Doctoral Fellow in the Carolina Program on Healthcare and Aging Research. He is also a Phi Beta Kappa-graduate of the University of Kentucky, receiving a Bachelor of Science in Sociology. To further complement his training, he has completed various leadership and organizational management courses at the University of North Carolina, the University of Virginia Darden School of Business, and the University of Southern California School of Public Policy. Prior to joining the University of Nevada, Reno, Dr. Reed served as Chief Executive Officer of the Pioneer Network, an international non-profit dedicated to changing the culture of aging, as Associate Adjunct Professor at the University of California at Davis School of Nursing, as President and CEO of the Center for Health Improvement, a national health policy research center, and as Senior Director of Programs for the Alzheimer's Association National Office. Dr. Reed's recent community volunteerism includes serving as Vice-Chair of the Nevada State Alzheimer's Plan Task Force, Commissioner and Chair of the Sacramento County Adult and Aging Commission, and terms on the Boards of Directors for: The American Society on Aging, Advancing Excellence in America's Nursing Homes, and the Alzheimer's Association of Northern California and Northern Nevada.

RSVP Volunteer Coordinator:

Suellen Bacigalupi is the RSVP Volunteer Coordinator. Suellen comes to the program after having worked at Saint Mary's Regional Medical Center, in Reno, for 31 years in a variety of positions from Receptionist to Human Resources Manager. At the hospital she interacted daily with volunteers and found the experience to be very rewarding.

Student Worker:

Christina Smith is the current RSVP student worker. She works part-time assisting the Volunteer Coordinator, while pursuing her Bachelor's Degree in Social Work. Upon her graduation in Spring of

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2015, RSVP will hire a new student worker to replace her.

ORGANIZATIONAL CAPACITY RELATED TO GOVERNANCE, POLICIES, PROCEDURES AND CAPITAL ASSETS

RSVP is housed within the main office of the Sanford Center for Aging, located within the School of Medicine's Center for Molecular Medicine building (CMM) on the Health Sciences campus of UNR. The Center space includes 6,000 square feet of clinical, office, and conference space in an exceptionally attractive setting. Within the structure of the SCA and the University as a whole, there are established policies and practices for purchasing, human resources, financial management, expenses, reimbursement and travel. The space and assets are managed directly by the University Facilities Services.

FINANCIAL MANAGEMENT AND FEDERAL GRANTS

One of the benefits of the University affiliation is the support and assistance provided through its established financial procedures and policies. The Project Director monitors financial resources and complies with practices established by the Sanford Center for Aging, Controller's Office, Office of Sponsored Projects and others to ensure responsible use of resources. The Controller's Office provides a system for financial reporting and accountability of all University of Nevada, Reno and University-related funds and is responsible for collection, disbursement and custody of these funds.

Financial management systems and past experience managing federal grants are well established within the University, Division of Health Sciences, Sanford Center for Aging and the RSVP of Washoe County. All grant-supported projects at UNR work in conjunction with, and under the guidance of, the Office of Sponsored Projects. The primary role of the Office of Sponsored Projects is to provide resources and support for extramurally-sponsored projects. The Office works with University faculty and staff, external sponsors and subcontractors to secure and administer external funding for research and other scholarly activities. The Office provides oversight and guidance regarding federal, state, and institutional compliance, laws and regulations. As a Tier 1 research institution, Office of Sponsored Projects actively manages hundreds of millions of dollars in federal grants annually.

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Overall, given our track record of success in leading RSVP of Washoe County, the program's current strength, and our significant infrastructure within the University, we believe the Sanford Center for Aging is highly qualified to continue managing RSVP of Washoe County in the new funding period (2015 - 2018), and are confident we will achieve mission success, meet performance metrics and assure compliance.

Other

N/A

PNS Amendment (if applicable)

N/A