

# Narratives

## Executive Summary

Boone County (Iowa) Hospital (BCH) is submitting the following application for federal funding to sponsor RSVP of Boone and Greene Counties. An estimated 76 unduplicated RSVP volunteers will serve within the project's primary focus area of Healthy Futures. This represents 50% of the total 152 unduplicated volunteers serving with RSVP. Focus area activities will include Adult Caregiver Respite, In-Home Visitation (companionship), GAP (Grocery Assistance-shopping Program), food security services, and elementary student weekend food program. An estimated 37 unduplicated volunteers or 24% will serve in other Focus Areas of education and disaster providing community residents with disaster preparedness education and students receive reading assistance. Volunteers will also serve in community priorities and Veterans through our Healthy Futures activities. Populations served may include homebound elder and or disabled, economically disadvantaged children and adults (all individually and or as family unit). This will be accomplished through partnerships of volunteer stations, other community non-profits, hospital, Boone and Greene Counties Veterans Affairs offices and more. At the end of a three year grant cycle, Priority Focus Area Healthy Futures outputs will report that: caregivers, elderly individuals, and disabled receive independent living services and will increase social ties/perceived social support; individuals receive healthy eating and nutrition education; and individuals (from youth to elderly) and families receive food insecurity services.

The CNCS federal investment of \$34,630 will be supplemented by approximately 57.48% non-federal resources. Non-federal resources include, state, city, county, United Way, Community Chest, local grant and foundation funds, fundraising, and the Boone County Courthouse providing office space. In-kind office space includes all janitorial services and supplies, electric and IT support. Phone and computer is networked with courthouse system therefore a lower cost to the RSVP program.

## Strengthening Communities

RSVP of Boone and Greene Counties serves two of Iowa's 99 counties. U.S. Census Bureau states the city of Boone and Boone County are considered to be a standard micro-politan statistical area. Boone County is comprised of 9 incorporated communities with the largest community (city of Boone) encompassing 48% of the population. The other 8 communities have 19% of the population and 33% is rural population. StatsAmerica (a service of the Indiana Business Research Center at Indiana University's Kelley School of Business and developed with support from the U.S. department of Commerce, Economic Development Administration and Indiana University) states Boone County

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2013 population is 26,364. It has 571.6 square miles in land area and a population density of 46.1 per square mile. 97% of the population is Caucasian, 1% African-American and 2% Hispanic or Latino. Older Americans, age 65 and older, comprise 16.7% of population as compared to the state 15.6% and U.S. 14.1%. The median household income is \$51,399, unemployment rate is 3.8%, and 9.7% of people live under federal poverty guidelines. Veteran population was 2239 as of September 2013. The city of Boone is the county seat and home to a community college. Boone is 20 minutes from Iowa State University and Boone County is a prime region for Iowa State University retirees.

Greene County borders west of Boone County and is rural (non-metropolitan). StatsAmerica states Greene County 2013 population is 9139. Greene County is comprised of 7 incorporated communities. Greene County is 569.6 square miles in land area and a population density of 16.0 per square mile. 97.5% is Caucasian, .5% African-American and 2% Hispanic or Latino. Older Americans, age 65 and older, comprise 21.1% of population as compared to state 15.6% and U.S. 14.1%. The town of Jefferson, county seat and largest community, is located 31 miles from the Boone County RSVP office. Jefferson's population is 46% of the county's total population. The other 6 incorporated communities have 23% of population and 31% is rural population. The median household income is \$46,295, unemployment rate is 4.6%, and 12.9% of people live under federal poverty guidelines. Veteran population was 729 as of September 2013. Greene County will be home to a new casino in 2015 bringing new jobs and funding to the Greene County Foundation.

The elderly population will grow as the Boone County 28.9% and Greene County 29.4% residents ages 45 & 64 continue to age in their communities.

Healthy Futures is RSVP's primary focus area. Activities will be in relation to Aging in Place, Obesity and Food, and Access to Care. RSVP will have 76 or 50%, unduplicated volunteers serving in service activities within Healthy Futures. 41 or 54% of unduplicated volunteers will serve in National Performance Measure (NPM) Outcomes. An additional 37 or 24% unduplicated volunteers will serve in work plans with NPM outcomes in other CNCS focus areas of education and disaster.

RSVP has served Boone County since 1987 and Greene County since 2005. Boone County Hospital has sponsored RSVP since 2009. RSVP has been a positive and integral part of the communities throughout its tenure in both counties working in partnership with non-profit, health, education and

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other entities meeting their needs and has been a come to agency to assess unmet needs and if and how they can be addressed.

RSVP has identified Healthy Futures service activities for volunteers to provide solutions. These activities are (1) adult caregiver respite, (2) elderly and or disabled grocery shopping, (3) in-home companionship, (4) food insecurity, and (5) other Healthy Futures Obesity and food and Access to Care.

(1)Adult caregiver respite. In a previous Boone County Health Needs Assessment an area of concern was reported, 86% of community members familiar with elderly issues identified a need for caregiver relief. Due to this assessment and an appeal by Boone County Public Health, RSVP was approached to address the respite need. Subsequently, RSVP began the Adult Caregiver Respite Program in 2002. Respite and caregiver needs remains evident as RSVP has continually provided caregiver relief through partnership referrals from the Boone County Hospital departments, physician clinics, Boone County Hospital Adult Day Center, Boone County Public Health Nursing, and local churches. In 2013 the Iowa Ageing Resources of Central Iowa (under the Iowa Department on Aging) conducted a survey of older adults living in their own homes. The survey reported on the percentage who responded as very important, important or not important. Survey results for the service area including RSVP places caregiver information and assistance at 68% and caregiver respite 53%. As Boone County is mostly rural the outcome of fulltime caregiver's served is significant regardless of the number served. Significant not only to the caregivers but also to the care recipients. RSVP evidence based programming demonstrates result through an annual survey of caregivers receiving services through its Adult Caregiver Respite Program. Results for the April 2013/March2014 survey are as follows: 100% reported respite helped to relieve stress, 78% did not feel as fatigued most of the time and had a little more free time for themselves and 100% felt less frustration with themselves and or care recipient.

Aging in Place Output H13 service activity. RSVP volunteers will provide respite, free time away from fulltime care giving responsibilities, to caregivers of homebound or older adults and individuals with disabilities. Outcome H14 will be conducted through an RSVP administered survey to caregiver clients and will show the number of caregivers of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support.

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(2)Elderly and or disabled grocery shopping. While community needs assessment information is important, not all identified needs are the result of this assessment. The RSVP Grocery Assistance Shopping Program (GAP) was not identified through an assessment but through the Greene County RSVP Advisory Group. One concerned advisory member reported that rural town bound and/or homebound elderly citizens lacked sufficient access to the only grocery store in the county. Iowa State University Extension & Outreach Iowa Food Security, Insecurity & Hunger profile-Poverty & Food Needs Greene County revised October 2011 estimated 2.8%-5.9% total population is with no vehicle. The closest two rural communities to Jefferson are 20 and 26 miles round trip. Seniors, who cannot or will not drive long distance, town bound, homebound, lacking a personal vehicle, or cannot medically/physically handle grocery shopping has limited access to the one grocery store to get needed fresh vegetables & dairy products. As Greene County is mostly rural the outcome of those served through the grocery shopping program is significant regardless of the number served. RSVP evidence based programming demonstrates result through an annual survey of individuals receiving services through GAP. GAP volunteers traveled 4464 miles providing 460 shopping trips. Results for the April 2013/March2014 survey show all recipients reported they were more aware of their nutritional needs to maintain or improve overall nutrition and that GAP helped them meet their overall nutrition and or food security needs.

Obesity and Food Output H11 service activity. RSVP volunteers will provide grocery shopping services for individuals who are homebound or with disabilities, unable to get groceries from the store to their kitchen table, to help them receive the nutritional foods they otherwise would not get. Outcome H12 will be conducted through an RSVP administered survey to GAP clients and will show the number of individuals that reported increased household food security as a result of the CNCS supported grocery shopping program.

(3)Befriending (In-home companionship). RSVP began this programming in 2014 after researching the need. Past caregivers had approached RSVP asking for their respite volunteer to continue to come to the home to visit them. They had been caregivers for so long they lost social contact with persons other than the one they had been taking care of and when they passed away they were lonely. Once RSVP began researching the need for in-home visitation it also became apparent through reports of GAP volunteers some GAP recipients could benefit from additional social interaction. Boone and Greene Counties Public Health Departments averages serving 219 Meals on Wheels clients and 132 homemaker clients a month. An estimated 47.5% are on Medicaid (Title 19). Older people are

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particularly vulnerable to social isolation and loneliness owing to loss of friends and family, reduced mobility or limited income. The Social Care Institute for Excellence study Preventing Loneliness and Social Isolation (published May 2012 and reviewed May 2015) shows that an estimated 5 ; 16% of persons over age 65 report loneliness and 12% feel isolated. These percentages are likely to increase due to demographic developments including ageing of the population and family dispersal. Studies show acute loneliness and social isolation can impact gravely on wellbeing and quality of life, with demonstrable negative health effects. Loneliness and social isolation is a public health issue, with research highlighting the influence of social relationships on the risk of death as comparable to well-established risks such as smoking and alcohol consumption. Befriending offers lonely and isolated older people vital companionship and emotional support. Volunteers visiting one-on-one has been shown to reduce loneliness and has a modest but significant effect on depressive symptoms as well as emotional support and a safety net to ensure these older adults do not go without community support. As Boone and Greene Counties are mostly rural the outcome those receiving visitation/companionship served will be significant on the individuals regardless of the number served.

Aging in Place Output H8 service activity. RSVP volunteers will provide companionship to homebound or older adults and individuals with disabilities, to assist in combating loneliness and isolation that may help allow them to live independently. Outcome H9 will be conducted through an RSVP administered survey to befriended clients and will show the number of homebound or older adults and individuals with disabilities who report having increased social ties/perceived social support.

(4)Food insecurity. Food insecure meaning, do not have the ability to acquire nutritionally adequate and safe foods in socially acceptable ways. The Iowa Food Bank Association Map the Meal Gap shows hunger affects 1 in 8 Iowans. Over 400,000 Iowans, including nearly 144,000 children, are forced to make decisions about providing food for families or pay rent, mortgage, medical other. According to the Iowa Food Security, Insecurity and Hunger profile (released by Iowa State University last revised October 2011) estimates the total population in poverty, all ages is as follows.  
Boone County: 11.9% Greene County: 8.1%  
Age 5 and under: 18.9% Age 5 and under: 10%  
Age 6-17: 14.7% Age 6-17: 11%  
Age 18-64: 11.2% Age 18-64:7.1%

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Age 65 and up: 8.9% Age 65 and up: 8.1%

Numerous studies suggest that children in food-insecure households have higher risks of health and development problems than children in otherwise similar food-secure households. For those living in poverty food assistance through food pantries, SHARE Iowa food program, supplemental food deliveries, and children receiving extra weekend food is necessary to increase food security for individuals, families and their children. *“Hunger in Iowa”* a report from the Drake University (Iowa) Agricultural Law Center shows more Iowans are skipping meals or eating cheaper and less healthy food. *“RSVP April 2013/March 2014 conducted survey”*s showed 95% - 98% of food pantry, SHARE, and commodity delivery clients indicated the food packages received helped meet basic food needs and they are eating healthier. Boone Community School District Volunteer liaison contacted RSVP to help them implement their new *“Friday Friends”* child backpack weekend food program. Without the assistance low income and special needs households will receive from the food distribution agencies and projects, they are less likely to meet their basic food needs by not being able to afford to purchase and eat healthier and nutritious food.

Boone County Veterans Affairs Director is a member of the Veterans Council which encompasses a representative from all service branches, VFW and American Legions. The Director has asked RSVP to help him with projects veterans can get involved in. We will partner for a Veterans Food Drive. Community service is at the very heart of The American Legion's core beliefs and an integral part of the Preamble to the Constitution of the Legion, the Sons and the Auxiliary, "to inculcate a sense of individual obligation to the community, state and nation." The American Legion recognizes that the community is an important part of our American way of life and in many communities The American Legion post takes a leadership role in community betterment. (Veterans benefits information online guide to VA benefits, July 2012).

Obesity and food Output H11 service activity. Volunteers will assist in food pantries registering clients, collecting, sorting, stocking, packing, and or distributing food packages, making appointments so staff may assist more clients. Sign up clients, set up distribution site and or distribute food through SHARE Iowa program. Deliver food commodity boxes to individuals unable to pick it up at the designate pick up site, and package or deliver food bags to child's school locker. Outcome H12 will be the result of working with the partnering volunteer station representatives in surveying and or collecting data that will give the number of individuals that report increased food security.

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(5) Other Healthy Futures activity with outputs only where volunteers will work. Output data will be the result of working with the partnering volunteer station representatives and volunteers in collecting data.

Obesity and Food Output H11. RSVP volunteers will provide food assistance outreach education to alleviate long-term hunger through a partnership with Iowa State University Extension and Outreach by providing presentations on healthy eating, stretching food dollars and receiving food assistance.

Access to Care Output H4. Through a partnership with Aging Resources of Central Iowa (under Iowa Department on Aging) RSVP volunteers will coach Matter of Balance-Falls Prevention (MOB) classes. MOB is an evidence based award winning program designed to reduce the fear of falling and increase the activity levels of older adults.

Direct referrals for homes to serve in the Healthy Futures service activities of respite, grocery shopping, and companionship come from the County Public Health Department, hospital discharge, physical therapies, local physician clinics and offices, pharmacies, Aging Resources Family Caregiver Program, churches, community (neighbors, friends, family), small medical loan closet recipients, and word of mouth. Recruitment of homes to serve is also done through promotion of the programs via, media sources, website, current recipients, brochures, flyers and other promotional materials. The RSVP Director will work with the County Veterans Affairs offices, local Legions, VFWs for referrals to serve veterans in need of any of these services. RSVP will also recruit for veteran volunteers to provide these services to other veterans in need.

RSVP invited Boone and Greene Counties Veterans Affairs Directors to the join the Advisory Council. Their referral of veterans to receive services of the Healthy Futures Focus area and to help veterans become involved in their community through volunteerism would benefit RSVP, Veterans Affairs and veterans. Their community connections and knowledge could lead to further volunteer day of service projects or other opportunities.

In summary, RSVP has a history of contributing to and working within the Healthy Futures Focus area. The successful and sustainability of programming and partnerships has proven the effective infrastructure to manage the projects volunteers, RSVP program recipients, and volunteer stations.

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RSVP welcomes the opportunity to better communicate impact through National Performance Measurement outputs and outcomes.

### Recruitment and Development

With the establishment of RSVP in Boone County for 27 years and Greene County nine years, RSVP has an established infrastructure for effective volunteer recruitment and management to engage volunteers age 55 and older in building stronger communities. RSVP has made a measurable impact on community needs through evidence-based programming in its successful starting and sustaining of programs to meet community needs through the RSVP Caregiver Respite Program, GAP (Grocery Assistance-shopping Program), and In-Home Visitation Program. To further show evidence of RSVP's effectiveness in the community, with the 2014/2015 school year the Boone Community School District Board, through RSVP volunteer representation at a board meeting and knowing that RSVP volunteers would be involved, approved a new student food backpack programming.

Volunteer assignments. High quality volunteer assignments happen through strong partnerships with community volunteer stations, other community agencies and organizations, and good RSVP sponsor support. RSVP currently works with 33 partnering volunteer stations and maintains a variety of volunteer opportunities that allow volunteers age 55 and older to share the experiences, abilities, and skills they have collected over their life. Volunteers are also interested in developing new skills, increasing social interactions and or have a passion for a specific agencies work or community project.

RSVP works with both types of volunteers to place them in opportunities designed to fulfill their needs. Assignment demographics may vary with each volunteer station-required skills, timeframe, physical requirements, location, and populations served. RSVP works with volunteer stations to review their volunteer opportunities and potential new opportunities to help ensure the volunteer job description entails all information needed for a volunteer to understand and effectively do the job. High quality volunteer jobs provide volunteers with the potential for personal growth, increased confidence, socialization, improved mental and physical health, and a chance to share their experience to meet the needs of their community. RSVP will not only serve their community through non-profit agencies and regular volunteer assignments and work plans, but to also work inclusively with them and other entities on reimagining service. RSVP will do this by working to help them leverage and engage volunteers more meaningfully and strategically.

Recruitment. RSVP supports volunteers of all backgrounds and abilities. RSVP does not discriminate

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and is open to individuals of all races, ethnicities, religion, sex, sexual orientation, degrees of English language proficiency, age, political affiliation, or on the basis of disability if the volunteer is a qualified individual with a disability. RSVP assesses if any special accommodations a volunteer might require and ensures that they are placed at stations that meet the ADA guidelines.

Recruitment strategies include: showcasing the success of volunteer activity and activity outcomes; current volunteer referral; word of mouth; presentations to a diverse population of varying groups, clubs, organizations, retiree associations, businesses, churches, and other; senior fairs; printed materials; website; *¿ Thoughts for Tuesday¿* email to church secretaries to post, place in bulletin or refer parishioners; newspaper articles; radio interviews; traveling display board at churches and libraries; volunteer stations and other community partners; funders and supporters; office open houses; advisory council and sponsor referrals. RSVP has enhanced its relationship with the Boone County Veterans Affairs office through the newer Director. We will focus on serving veterans in need with older veteran volunteers as well as older individual veterans as volunteers in community. Veterans Affairs Director is a member of the Veterans Council which comprises of a representative of each service branch, VFWs and Legions. We will work with the Director by providing him continued RSVP orientation, brochures and recruitment flyers.

Training and orientation. Each new volunteer receives an orientation upon enrollment in RSVP. RSVP staff follows an orientation checklist which is placed in the volunteer file when orientation is completed to ensure all is covered. Orientation includes: enrollment form, volunteer agreement and policies/procedures, supplemental insurance, confidentiality, job descriptions, timesheets and volunteer hours reporting policy, volunteer handbook and information within. In addition volunteers serving in RSVP specific programs for respite, grocery shopping, or in-home visitation have the following: an additional volunteer application to glean more information to properly match to a home, program specific policies/procedures, background check forms are completed and conducted, and a client information card is provided to the volunteer. Primary focus area activity orientation will also include defining the new performance measure work plans and the output and outcome to the volunteer.

Once a volunteer is placed at a station, the station liaison orients the new volunteer to that specific station and provides training on issues relevant to the placement so the volunteer can be effective in their volunteer job. RSVP staff follows up on referred and placed volunteers to ensure it is a good fit and has been trained as needed.

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Retention. Follow up and proper placement guides retention of volunteers. New volunteer enrollment form includes questions that help RSVP staff to properly place them according to their needs, wants, skills, time allotment or commitment, and abilities. Staff engages new volunteer in conversation to glean other information that would be beneficial to the volunteer placement. Some new volunteers come to RSVP knowing what they want to do, others need guidance on what they may be interested in. The interview process includes going over and talking through the volunteer opportunities and help them understand the impact they can have on individuals directly or indirectly, on the volunteer station, or in the community. The volunteer will select the opportunity that best suits his or her needs and personal schedule. Going through the various opportunities educates the new volunteer, whether they signed up knowing what they wanted to do or not, on varying opportunities should an additional or different placement is wanted in the future.

RSVP staff sends a welcome note to new volunteers and does a follow up on the referral and placement of new volunteers within a certain timeframe to confirm success and satisfaction. RSVP staff may also contact the volunteer station liaison to confirm that the volunteer has been orientated and able to perform the job. This allows for feedback and the ability to address any successes or concerns early in volunteer placement.

Recognition. Volunteer retention and recognition can go hand in hand. Retention and recognition should always include telling volunteers the impact of what their volunteer job/service was on those they helped one on one, indirectly, the organization, or community as a whole. Throughout the year RSVP sends birthday cards to volunteers and provides a month birthday open house in the RSVP office. RSVP staff calls volunteers or sends a thank you via mail or email. Individual county socials are held and job specific (respite volunteers, school volunteers, etc.) may be held.

As an incumbent, RSVP has systems in place to manage the recruitment and development of a diverse group of volunteers age 55 and older to strengthen the community. RSVP also has significant relationships in the community with community partners, volunteer stations, and sponsor staff to ensure volunteers have access to high quality volunteer assignments and have a positive impact in where and how they serve as well as on themselves.

### **Program Management**

With 27 years of experience RSVP has developed best practices, policies, and procedures to provide high-quality program management for the project. RSVP has an infrastructure to ensure all

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volunteer stations understand and comply with federal program regulations and to ensure that volunteers are age 55 and older to be eligible to serve in RSVP.

Management of stations. Each volunteer station signs a Memorandum of Understanding (MOU) before volunteers can be placed with the station. The MOU is a strong piece to show compliance with federal regulations, the MOU is the basis for RSVP orientation with the volunteer station and is the guiding force of the relationship between RSVP and volunteer station. Its intention is to promote cooperation and clearly clarify the provisions and responsibilities of the RSVP office and volunteer station. The MOU is renewed every three years and may be amended in writing at any time with concurrence of both parties. Following are the basic provisions of the MOU.

Boone and Greene County Retired and Senior Volunteer Program (RSVP):

1. Program also known as and marketed as RSVP 55+ Volunteer Program.
2. Recruit, interview, and enroll eligible RSVP volunteers, age 55 and older, and refer them for placement in volunteer station. Eligibility status is recorded in volunteer file.
3. Instruct RSVP volunteers in proper use of monthly reports, program procedures and reimbursement guidance if RSVP budget will allow.
4. Provide RSVP orientation to volunteer station staff prior to placement of volunteers and at other times as needed.
5. Specify, either by written information or verbally- station (name station) volunteers are recruited enrollees through the RSVP of Boone and Greene County 55+ Volunteer Program for publicity; radio, TV, print or verbal presentation.
6. Furnish only supplemental accident, personal liability and excess automobile insurance coverage as required by program policies. This insurance is not primary insurance, in case of injury or accident volunteer coverage applies first.
7. Periodically monitor volunteer activities at volunteer station to assess and/or discuss needs of volunteers and volunteer station.
8. Reimburse RSVP volunteers for transportation cost between their home and volunteer station or for transportation needs in accordance with RSVP policies and for volunteer expenses incurred while performing volunteer assignments if RSVP budget allows.

Volunteer station:

1. Request volunteers in a timely manner allowing RSVP adequate time to find volunteers and to

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acknowledge said volunteers as RSVP members.

2. Interview and make final decision on assignment of volunteers.
3. Implement orientation, in-service instruction, or special training of volunteers. Volunteer Stations will furnish volunteers with volunteer job description and materials required for assignment.
4. Specify, either by written information or verbally, that RSVP volunteers are participants of RSVP of Boone and Greene Counties 55+ Volunteer Program for publicity; radio, TV, print or verbal presentation.
5. If station request is for volunteer transportation it is the responsibility of station to get volunteer proof of adequate auto insurance coverage.
6. For impact assignment, work with RSVP in collecting data needed or by providing data needed to report program/volunteer measurement.
7. Provide supervision and adequate safety of volunteers on assignments. Any RSVP volunteer injury or accident must be reported immediately to the RSVP office in writing.
8. Background checks and reference checks are not done by RSVP. It is the responsibility of the Volunteer Station to determine the need for such screening and to follow through with a criminal background, child and adult abuse check and/or reference check if they deem necessary.
9. Collect and validate appropriate volunteer reports for submission to RSVP office on a monthly basis or submit to RSVP office upon their request in a timely manner.
10. We certify we are a proprietary health care facility, a public or private non-profit agency or organization.
11. Furnish volunteers with transportation cost/meals required to complete their assignment if budget allows.

### Other Provisions:

1. Separation from Volunteer Service: RSVP Director or an RSVP volunteer station may separate an RSVP volunteer  
for cause, including, but not limited to, excessive or unauthorized absences, misconduct, a breach in  
confidentiality, inability to perform assignments or accept supervision. All decisions regarding  
separation will be  
discussed and agreed upon by the RSVP Director, the Sponsor Supervisor and the RSVP volunteer  
station

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supervisor. The RSVP volunteer may withdraw from service at the Volunteer Station or from RSVP at any time.

2. Letters of Agreement: When in-home assignments of volunteers are made, a letter of agreement will be signed

by the parties involved. The document will authorize volunteer service in the home and identify specific volunteer

activities, periods and conditions of service. Or this may be a part of the in-home application.

3. Religious Activities: The Volunteer Station will not request or assign RSVP volunteers to conduct or engage in religious, sectarian or political activities.

4. 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.

5. Volunteers will not be placed for labor or anti-labor organizations or related activities.

6. 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.

7. Prohibition of Discrimination: The Volunteer Station will not discriminate against RSVP volunteers or in the operation of its program on the basis of limited English proficiency, race, color, national origin, sex, sexual orientation, age, political affiliation, religion, or on the basis of disability, if the volunteer is a qualified individual with a disability.

8. 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. Try to display an RSVP placard where it may be viewed by the public.

Volunteer Station number 3 above is further detailed during station orientation. Volunteer job descriptions are submitted to RSVP by station liaison or RSVP staff will assist the station in writing the volunteer job description. All descriptions will be reviewed by RSVP staff to ensure it is a meaningful and impactful job to or for the station and to verify they are in compliance with program regulations. Descriptions will outline purpose, tasks, schedule, and qualifications to effectively perform the job.

Oversee stations. Through RSVP's infrastructure RSVP staff oversees all volunteer stations with a signed MOU that addresses the primary focus area and community needs within CNCS other focus areas and community priorities in accordance to the completed MOU and processes and procedures. RSVP staff will conduct an annual assessment with volunteer stations to review station contact

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information, current volunteer placements, additional volunteer needs, safety checks, volunteer concerns, questions from the station, and volunteer recruitment/retention/recognition.

RSVP utilizes local community data and input from advisory council members, funders, supporters, existing volunteer stations, sponsor Boone County Hospital departments, and other local partners to identify important unmet community needs.

Advisory Council. RSVP has an established advisory council/group in each of Boone and Greene Counties. They are comprised of a diverse group of individuals from cross sectors of the communities.

RSVP will enhance the current advisory councils/group structure recruiting additional members, including County Veterans Affairs Director to represent Veterans in communities. Members assist in identifying community needs, volunteer and RSVP projects home recruitment, volunteer socials/recognition, and in other ways as requested and or needed.

RSVP has volunteers engaged in service activities in the following CNCS focus areas: Healthy Futures as outlined with impact in the Community Need Section; Education-assisting elementary students one-on-one or in small group with reading, assist 4th grade students with intense one week basic skills reading testing; Disaster Services-RSVP partners with The American Red Cross to give "Be Red Cross Ready" presentations in Boone and Greene Counties to help individuals and families be prepared for disasters, Boone Community School liaison has requested RSVP to provide youth geared "Get Prepared" presentations to elementary and middle school students through general assembly and school councilors setting up class room visits, Boone County Disaster Assistance Committee (of which RSVP helped spear head into formation in 2002) database of disaster response organizations, agencies, businesses, and groups will be updated, RSVP has also been invited to be part of a Greene County disaster services coalition headed by Public Health of Greene County Medical Center of which RSVP will specifically work with the hospital auxiliary coordinator to help determine volunteer roles and assist with recruiting volunteers for these roles, Boone County Hospital Public Health and Emergency Services is in the beginning stages of planning and putting in place a plan for volunteers in time of disaster and has invited RSVP to help determine how volunteers can help in disaster situations; Veterans and Military Families- through an enhanced partnership with new Veterans Affairs Director, RSVP will assist said Director in developing meaningful activities for volunteers to help Veterans, a training has been held to train RSVP volunteers on Veterans benefits; and Capacity Building where volunteers will assist volunteer stations with fundraising activities and in-kind

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donations. RSVP volunteers will serve at community priority stations to address needs of Boone and Greene Counties. RSVP helps non-profit organizations stretch their administrative capacity, assist their peers living in an institutional type facility, and in providing other assistance to RSVP eligible entities with a signed MOU. RSVP continues to reach out through networking with stations and in community to identify community needs and enhance or develop relationships with stations.

National performance measurement data collection. RSVP staff currently works on an ongoing basis with stations engaged in work plans addressing outcomes. This practice will continue with the new work plans and outputs and outcomes to ensure this data is being collected. RSVP collects performance measure data annually from surveys and or evaluation tools generated by either RSVP, partner station or from a host of samples through CNCS resources. With the new outputs and outcomes RSVP staff will be meeting with the affected stations to ensure sufficient tracking systems are in place.

RSVP staff records data utilizing Volunteer Reporter, a volunteer management software program with components designed specifically for Senior Corps projects. RSVP analyzes the data and identifies the impact being made to ensure that outputs and outcomes are being met. RSVP staff reports outputs and outcomes in the CNCS Project Progress Report.

Graduating stations. RSVP values all volunteer stations and community partners, program staff and advisory council members recognize there may be a time when stations need to be graduated due to changing community needs, unsuccessful placement of volunteers, or simply due to the need for RSVP assistance has been met. In this situation, RSVP will communicate with the graduating station by letter and in person to outline the changes to RSVP, define the new focus areas as they relate to community needs, provide timeline and process for graduation, and explain the communication strategy in regards to the volunteers.

Volunteer disruptions. RSVP will minimize any disruption to volunteers encouraging them to continue to volunteer in the station outside of RSVP. RSVP will work with graduation stations in getting a consistent message out about the RSVP changes. RSVP does not expect many if any disruption or displacement of volunteers. Many volunteers work in more than one capacity under RSVP so they may also be in a focus area. In the situation where an RSVP does not volunteer in another capacity other than with a graduating station RSVP staff will discuss with the volunteer, in

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person, options of potentially matching them with another primary focus area station. Volunteers who serve 0 hours in a 12 month period will be inactivated. These volunteers will be sent a letter. Inactivated volunteers are welcomed back with a simple meeting with RSVP staff to go over possible volunteer placements and to ensure all their information on file is current to reactivate. RSVP will recognize graduating stations and volunteers.

### Organizational Capability

Fiscal oversight. RSVP sponsor Boone County Hospital (BCH) has stringent financial management systems in place between BCH and BCH Foundation. Financial systems managers within BCH include the Chief Finance Officer, Joe Devin, and the Foundation Director, Sara Behn. They, along with the Board of Trustees and foundation board, are held fiscally responsible for funds received by the hospital.

RSVP is a department of BCH. The RSVP director compiles the project's operational CNCS budget each year in compliance with CNCS guidelines and regulations. This budget is reviewed and approved by BCH RSVP supervisor and CFO. The RSVP budget consists of federal, local, and in-kind funding sources. Each year the RSVP budget has exceeded the CNCS required 30% match. The RSVP director tracks all program income, expenses, and in-kind through entries into an internal spreadsheet. Excess income and expense is also tracked by RSVP and sponsor. This is done in accordance to how it is submitted by line item in the CNCS grant. The RSVP director will provide Sara with all relative information regarding budget, revenue, expenses, and in-kind sources. Sara will review and sign off on all expense to be paid. These and all deposits will be submitted to the appropriate BCH department for completion. Sara retains all necessary copies and records as required. The tracking and monitoring of RSVP finances are considered a high priority in sponsoring. Monthly financial reports will be provided by BCH fiscal staff to the RSVP director for review and comparison to ensure all postings are accurate. The RSVP staff, advisory council, and sponsor works together to ensure that efficient and effective use of available resources is achieved.

Sara draws down CSCS funds quarterly using Payment Management System (PMS), prepares the quarterly federal cash transaction report, and the FFR (Federal Financial Report). RSVP Director completes the FFR report in e-grants. BCH has experience managing CNCS federal funds since 2009. Sara has previous experience with local, state and federal grant oversight.

BCH has an oversight entity called QHR (Quorum Health Resources). QHR hires the Boone County Hospital's CEO and CFO. Annually, QHR requires a Management Action Plan and Budget from the CFO, Joe Devin. This management plan includes providing accountability for and status of

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current year objectives and budget which includes in-kind resources.

Day to day operations: RSVP is supervised by Sara Behn, Boone County Hospital (BCH) Foundation Director, who also serves as the liaison between BCH and the BCH Volunteer Auxiliary. BCH has policies and procedures to manage the day to day operations of the organization, including a Code of Ethics, Conflict of Interest Policy, employee handbook, confidentiality statement, and travel and expense policy. RSVP adheres to BCH policies and procedures and has access internally via the intranet. Policies range from paid time off, compensation/payroll, purchasing of supplies, annual review, and more. All policies are regularly reviewed and revised and employees learn about these through BCH Human Resource Department memos via email and BCH employee forums. All employees are invited to attend forums where they will hear regular updates from the administration and have the opportunity to ask questions.

Programmatic oversight. RSVP provides timesheets to BCH payroll department and RSVP BCH supervisor. Timesheets include columns for day/timeframe work, PTO taken, sick leave, and excess hours work with space to provide excess explanation. RSVP coordinator timesheets are reviewed and signed by RSVP Director and BCH RSVP supervisor. Director's timesheet is reviewed and signed by BCH RSVP supervisor.

RSVP has sound day to day programmatic oversight experience, day to day operational support, and software and systems to manage data. RSVP utilizes Volunteer Reporter to manage volunteer stations, volunteers, placement, and volunteer hours served. Specific to the RSVP Caregiver Respite, GAP and In-Home Visitation programs the caregiver, client, and volunteer, packets containing detailed pertinent information are completed and updated as needed. RSVP has a volunteer travel policy to follow when paying mileage to GAP (Grocery Assistance-shopping program and other volunteers. GAP specific travel and time sheet includes day of travel, origin and destination addresses, miles traveled and time, if any, spent visiting with client. Mileage is paid at .25 a mile. Donations and local community grants have been received to cover GAP mileage cost. RSVP received Rotary Funds in 2014 to pay mileage and will seek these mileage funds in the future.

Governance structure. RSVP and BCH has a strong organizational infrastructure. The core of the BCH organizational structure is the Board of Trustees and the Chief Executive Officer. Beneath the CEO, there are 5 main functions. These are: Finance, Nursing, Outpatient, Inpatient, Information Management/Physician Services, and Quality Management. Each of these functions branch out into

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various departments under their function and is supported by a member of the Administrative Team. Each department is composed of appropriate staff for its function and is responsible for implementing the procedures and job duties that most directly impact the top of the organizational tree-- the customers served.

The objective of the BCH Foundation is to promote and assist the Boone County Hospital and its services by cultivating gifts to purchase new equipment and updated technology in an effort to successfully achieve the hospital's key result areas. The Executive Director of the BCH Foundation, Sara Behn, reports to the board president and the hospital's CEO.

RSVP is supervised by Sara Behn, BCH Foundation Director, who also serves as the liaison between BCH and the BCH Volunteer Auxiliary. Sara is responsible for training, support and guidance in all areas as requested by the auxiliary board. Sara gives support, guidance, and training as needed to the RSVP staff.

Boone County Hospital knows the value of volunteers in communities. This understanding deepens their commitment and effort as sponsor of RSVP.

### RSVP Staff Positions.

RSVP Director, Michele Hull, has held this position for 13 years through past sponsors and was hired in 2009 under current sponsor. She was previously employed as the Volunteer Center of Story County Program Assistant, United Way of Story County office assistant, and 11 years of banking experience. Michele has 18 years of experience in volunteer management, grant writing, and public speaking. Michele is responsible for the overall operation of the RSVP project which consists of: securing financial resources, administering all components of the CNCS grant, coordination of public relations, assisting staff with the RSVP Caregiver Respite Program, In-Home Visitation Program and GAP (Grocery Assistance-shopping Program), and volunteer recruitment/referral/placement efforts, supervising RSVP staff, approving staff mileage, timesheets, and other staff activity, and all other duties as necessary. The Director is a full time position, reports to sponsor supervisor Sara Behn and has a defining job description. The Directors position is funded through CNCS and State of Iowa funds.

Boone County Volunteer Coordinator, Susan Pratt, has held this position for 4 years under a previous sponsor and was hired in 2009 under current sponsor. Susan is primarily responsible for the Boone

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County RSVP Caregiver Respite and In-Home Visitation Program's coordination of volunteers and home recruitment. She is also responsible for general RSVP volunteer recruitment, referral, and placement of volunteers with and under the supervision of the RSVP director. Susan is to assist with volunteer recognition, and other duties as needed. Susan is part-time at 20 hours a week and has a defining job description. Susan's experience includes caregiver in a family caregiver home; self-employed in-home respite through agencies for special needs individuals, new retail business start-up consultant, and public relations.

Greene County Volunteer Coordinator, Jackie Souder has held this position for 2 years under a previous sponsor and was hired in 2009 under current sponsor. Jackie is primarily responsible for the Greene County RSVP GAP (Grocery Assistance-shopping Program) and In-Home Visitation coordination of volunteers and home recruitment, and general RSVP volunteer recruitment, referral, and placement with and under the supervision of the RSVP director. She will assist in other duties as needed. Jackie is part-time at 15 hours a week and has a defining job description. Jackie's experience includes coordinator for Experience Works (recruiting income eligible adults to work for non-profit organizations to gain employment skills); bookkeeping (accounting) and general office experience.

Sponsor RSVP Director Supervisor: Sara Behn has been the executive foundation director at Boone County Hospital for 9 years and serves as the program supervisor/advisor for RSVP. Sara's RSVP responsibilities are outlined in Fiscal Oversight above. Sara is responsible for the on-going sustainability of the BCH Foundation via community grants, foundations, public and private trusts as well as general fundraising and public relations. Sara provides fiscal management of all funds, investments, and assets held by the foundation. Other responsibilities include contacting individuals and firms to solicit donations for charity or other causes by performing the following duties: grant-writing, organizing fundraising projects and events, and cooperatively work with groups of volunteers and community leaders in all capacities; manage the foundation's funds (i.e., receipts, deposits, payment of bills), "Thank You" letters, and annual tax letters to donors.

Prior to Sara's BCH Foundation employment, she was the Boone and Dallas County Decategorization and Empowerment Coordinator. Job responsibilities included facilitation of large groups, report to Decat Executive Board and Area Empowerment Boards, promote and facilitate community collaboration and planning efforts, implement new programs, prepare and monitor contracts and budgets, and grant writing. Sara also served as liaison between local and other projects across the

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state of Iowa. Additionally, she provided oversight of numerous grant projects such as: Decategorization, Empowerment, Promoting Safe and Stable Families, Juvenile Justice Youth Development, Drug Free Communities Support Grant, and DHS Parent Obligation Pilot Project.

### **Other**

NA

### **PNS Amendment (if applicable)**

NA