

# Narratives

## Executive Summary

The legal agency name is Western Indiana Community Action Agency, Inc. Western Indiana Community Action Agency, Inc. is a non-profit organization, established through the Economic Opportunity Act of 1964. WICAA sponsors a variety of programs and is funded through federal, state and local sources. The governing Board is comprised of volunteer representatives from the public, private and low-income sectors of the communities we serve. Our Agency's mission is, to plan, implement, or cause to be implemented, comprehensive services to the economically disadvantaged, the elderly, and the physically and mentally challenged. Western Indiana Community Action Agency, Inc. will advocate for and strive to alleviate conditions of poverty, improve living conditions, and provide access to health care and social services to families and individuals in need within the service area. All our endeavors pursued with the client in mind, never forgetting the value of every human being or the importance of our responsibility to the public we serve.

The WICAA RSVP proposes to support 150 RSVP volunteers. RSVP volunteers will provide but not limited to one of the following service activities: alleviate food insecurity, build wheelchair ramps, provide tax counseling, and provide service to Veterans through a network of veterans organizations and the reduction of waste at an aluminum recycling center. Our major projects anticipated outcomes, as expanded upon in the work plans are to increase seniors ability to remain in their homes with the same or improved quality of life for as long as possible; to help increase access to nutritious food by reducing food insecurity and responding to food emergencies; provide transportation for Veterans to appointments, job searching, trainings and be valuable resource guides. The CNCS annual federal investment of \$27,246 will be supplemented by \$11,683 in non-federal resources.

## Strengthening Communities

The Western Indiana Community Action, Inc. Retired and Senior Volunteer Program serves three counties (Clay, Putnam, and Vigo) in the west central region of Indiana. Our service area covers 1,241 square miles and is a mixture of both rural and urban areas.

According to the U.S. Census Bureau, 2013 estimates, the total population in our service area is 172,599 (62,349) households with 9,835 children 5 years of age and under and 36,417 children between the ages of 6-18 years; with our service area having 25,334 person age 65 and older and 13,468 Veterans.

The ethnicity varies from county to county but within our service area the breakdown is 93.3% (156,976) White, 3.9% (9,388) Black, 1.8% (3,667) Hispanic and 2.73% (1,268) other. Of these

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numbers 28,496 people live at 100% of poverty level or less. Many low and moderate income working families believe that financial stability is a goal reserved only for the wealthy. A single untimely health emergency or home or auto repair can be the difference between stability and chaos for these families. According to the latest CFED report on the financial stability of Americans, nearly half (44%) of households in the United States are liquid asset poor, meaning they have less than three months worth of savings conservatively measured as \$5,887 for a family of four, or three times monthly income at the poverty level. Financial stability is a continuum of events. When families and individuals use services such as The Benefit Bank early on in the continuum, they are able to acquire basic needs by accessing public funds rightly due to them. The decline in the economy, the increase in the number of older residents, and the high percentage of children living in poverty who are food insecure, all demonstrate the need for non-profit programs and volunteers to meet those needs. Also an increase in the need for, and a decrease in the budgets for many non-profits will make them even more dependent on the services of RSVP volunteers. Because of today's dwindling financial resources, the prudent development of the RSVP volunteer service force has become essential to meeting community needs in many areas. Ten RSVP volunteers will assist economically disadvantaged individuals, through the Benefit Bank, free tax preparation and apply for SNAP benefits. The Benefit Bank program helps taxpayers claim earned income credits and refunds. The service activities will be helping clients with their tax preparing, guide clients through self-directed process by engaging in active listening and critical questioning and empower and encourage each client. RSVP volunteers will use their experiences and life skills to help motivate clients. Volunteers will also schedule appointments. The anticipated outcome is that 100 taxpayers will have federal, state tax returns filed, and SNAP application completed through the Benefit Bank. The Benefit Bank program and Volunteer Works will track the number of individuals served by the RSVP volunteers and all of the volunteer hours.

Food insecurity exists whenever the availability of nutritionally adequate and safe foods or the ability to obtain acceptable foods in socially acceptable ways is limited or uncertain. According to the Indiana's Emergency Food Resource Network states that approximately 13.5 percent of Indiana households were considered food insecure from 2010-2012, with 6.3 percent experiencing very low food security. An estimated 15.8 percent of Indiana residents (1,001,503 residents) were considered to be living in poverty in 2011. Within our service area, according to Feeding America 2012 stats, 15.3 percent of households are food insecure. It is estimated that there are 8,870 food insecure children and

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28,070 food insecure adults and 12.9% being seniors facing threat of hunger. From 2001 to 2012, the fraction of seniors experiencing the threat of hunger increased by 16.26%. The number of seniors in America rose by 98% which reflects the growing population of seniors. Our service area ranks high among state averages when it comes to food insecurity, and the number of people visiting local food banks is on the rise. The stats also show that 54% of children in Clay, Putnam, and Vigo counties receive free or reduced price lunches, nearly five percent more than the state average. Proper nutrition of seniors leads to a healthy lifestyle, thus less need for medical attention. In the areas where necessities are limited, eating right aids in a growing community need. Our RSVP program will volunteer in food distributions, a food commodity assistance and help at three local food shelf sites to combat hunger and poor diet. Food distributions are episodic, the commodity program is monthly and the food shelf sites are open weekly or bi-weekly. RSVP volunteers assist in all aspects of the day to day operations and will make an impact in the communities of Clay, Putnam and Vigo counties.

The Indiana Department of Environmental Management reports show there are two landfills within our service area. According to the most updated statistics (2010), the Heritage Landfill in Putnam County has remaining capacity of 2,505,535 cubic yards and the Sycamore Ridge Landfill in Vigo County has a remaining capacity of 16,890,438 cubic yards. Recycling rates have dramatically increased over the years. While no concrete data on recycling rates exist in Indiana (our state does not require data reporting for recycling) the Indiana Recycling Coalition estimates indicate that at best Hoosiers recycle approximately 30% of our waste. That is a little less than the 34% recycled by the nation at large. At both the state and national levels, however, the problem is much the same: We may be recycling a higher percentage of the waste we produce, but we are sending more and more waste to landfills each year. Aluminum cans have 68% recycled content. Used aluminum cans are recycled and back on the shelf as new cans in as few as 60 days. Twenty recycled cans can be made with the energy needed to produce one can using virgin ore. Recycling one aluminum can saves enough energy to run your television for three hours. When aluminum cans are recycled, they can not only be used to make new aluminum cans, it can be turned into virtually any new aluminum product. And because aluminum cans can be recycled infinitely without loss of material quality (unlike paper and cardboard), it is the most valuable recycled material around. Recycling aluminum saves many natural resources. For every ton of aluminum recycled, 40 barrels of oil are saved. Throwing them away on the other hand, is a complete waste. In America, enough aluminum is thrown away every month to rebuild all of the planes in the commercial air fleet. It takes nature 500

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years to break down an aluminum can in a landfill, which represents a huge resource waste. Recycling one ton of aluminum saves 10 cubic yards of landfill space. The WICAA Aluminum Recycling Center will take in aluminum cans and put them into an industrial crushing machine which then spits them out into a semi trailer until it reaches full capacity. The full trailer will be picked up and taken to a facility where the aluminum will be melted and made into cans or other products. The Aluminum Recycling center will be paid (latest rate of aluminum) which is used to fund the recycling center. The number of pounds of aluminum collected will be recorded when an individual brings in cans and the cans are weighed. The community benefits from this service by bringing in the cans and compensated (competitive rates) for the amount they bring in, as well as, keeping the community clean. Ten RSVP volunteers will help operate one Aluminum Recycling Center, recycling over 18 tons of cans, helping the community reduce the amount of waste filling our landfills.

There are very few sources of local-level statistics on the population with disabilities. The Census Bureau generates county-level disability statistics using its American Community Survey (ACS), which is conducted annually. To generate statistics for counties with small populations, the Census Bureau must pool together data from multiple years. Another source of disability-related data on people with disabilities is SSA, which publishes county-level statistics on the number of disability-related beneficiaries for the Supplemental Security Income (SSI) program and the Disability Insurance (DI) program. There is also data collected by The Will Center located in Terre Haute. Indiana has a large proportion of people with disabilities in all age groups, with individuals ages 65 and older being the largest group. The number of citizens with disabilities per county breakdown is 16.7% (4,284) in Clay, 17.9% (6,374) in Putnam and 16.7% (17,062) in Vigo. The number of citizens with ambulatory difficulties per county breakdown is 8.9% (2,127) in Clay, 9.4% (3,137) in Putnam and 8.9% (8,473) in Vigo. Indiana and the counties and the service area we cover face a significant challenge as to how it will work to improve conditions for its citizens with disabilities, but it will take a particularly strong effort to make sure that those in need have access to services that our RSVP provide. In partnership with Newman and Company, a local building contractor, and The Will Center, a local community based organization for people with disabilities, the RSVP "Ramp It Up" project will build wheelchair ramps for homebound individuals that no other means of obtaining one. This service will provide easier access in and out of their homes, helping increase their social support by the ability to leave their homes. Ten RSVP volunteers will assist in building 10 wheelchair ramps

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each year. The ramps have a usable life of 8 to 10 years without maintenance, having a lasting impact on the homebound.

The Indiana Business Research Center in Indiana University's Kelley School of Business data shows that there were more than a half million, or 501,000, veterans living in Indiana in 2009. 10.4 percent of Indiana's adult population are veterans. 34% of Indiana veterans served during the Vietnam War era (1964-1975). Among all living Hoosier veterans, 21 percent served during the Gulf War period that is defined as 1990 to present, 12 percent served during the Korean War era and 11 percent during World War II. 27.2 percent of Indiana's veterans have some type of disability. The high rate of disability among veterans could be attributed to both military service and the fact that the share of Indiana veterans are age 65 or older. Plans are underway to seek new partnerships through the Veterans Affairs offices located in each county to promote outreach efforts to reach veterans as a target market for the programs mentioned above as a primary focus area. Our Volunteer Works computer program will track the number of veteran volunteers and the number of veterans served by the RSVP volunteers. At least 25 RSVP volunteers will provide transportation for Veterans to medical appointments, job searching, trainings and be valuable resource guides.

### Local Input

A variety of sources are utilized to gather information about our community, including government and local agencies websites, community needs assessments, agencies reports, surveys, and interviews. RSVP staff analyzes statistical information and develops the volunteer assignments based upon our communities needs, the CNCS Focus Areas, the desires/skills of our volunteers and the scope and funding of our program. Input from the RSVP volunteers, volunteer Station Staff, Senior Programs Advisory Council, and the WICAA Board of Directors is encouraged and used to help develop new volunteer assignments, special events, fundraisers, volunteer recognitions, recruitment of volunteers, and development of new volunteer stations.

The WICAA Board of Directors is comprised of representatives from the Private Sector, Public Sector, and the Low-Income Sector of our service area. Monthly they are provided with a written program report and have the opportunity to provide input.

The Senior Programs Advisory Council helps provide guidance and direction for the program. They help organize and operate special projects such as the food drive on MLK Day. This council is comprised of Senior Volunteers, Volunteer Station Supervisors, and Community Representatives. The

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Program Director will conduct an annual performance evaluation for all program staff. The WICAA Executive Director will conduct an annual performance for the Program Director. The Program Director, as instructed by the WICAA Executive Director and with the assistance of the Advisory Council, will conduct an Annual Assessment of the RSVP program.

### **Program/Community Relationship**

The WICAA RSVP will provide the opportunity for no less than 150 members of our community (ages 55 and older) to serve as volunteers helping to meet stated community needs while enriching and improving their own lives. RSVP volunteers will receive training as provided by their volunteer station, they will have interaction with others helping them stay mentally alert, physically active, socially engaged and develop more valuable connections to their community. Community partnerships will be formed through shared mission statements and services provided to like client population.

### **Public Awareness**

The WICAA RSVP increases public awareness through several mediums including television, newspaper articles, public speaking engagements, special events, public service announcements, brochures, monthly program newsletters, and the most effective means of advertisement word of mouth. Through different means of public awareness we will be able to reach persons of diverse backgrounds. During special events such as volunteer recognition, fundraising, and recruitment drives, public service announcements are sent to all news media within our communities, often the PSAs result in the staff being interviewed by the local television and newspaper. Throughout the year, staff members will have speaking engagements at local senior community associations, senior centers, public libraries, retirement events and senior nutrition sites. Over 1,000 RSVP brochures and information packets are distributed throughout our service area annually. Brochures will be distributed at local senior health/information fairs and different organizations throughout our community. Monthly RSVP newsletters are given to all volunteers, volunteer stations, WICAA Board Members and other local organizations. RSVP Volunteers will share their experience with their friends, families and other people.

### **Community Support**

There are several avenues in which the community will support the RSVP such as in-kind donations of goods (meals, recognition gifts, and office supplies) and services (building space for recognitions

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and guest speakers); monetary donations; the Senior Programs Advisory Board and WICAA Board of Directors provide guidance and support to the RSVP. Through good communication with other organizations within our community the volunteers are kept updated on services and activities which will be beneficial to them.

### Diversity

The RSVP program brings together people of all ages and backgrounds. The volunteers are comprised of people age 55 years and older and the clients are from all age ranges. The program has clients from different cultural, economic, social and religious backgrounds. Western Indiana Community Action Agency, Inc. strives to engage client population from all different backgrounds by providing informational materials in dual languages.

### Mobilization of Community Resources

Through collaboration with other organizations we share our community resources. Examples of this type of collaboration are: Ramp It Up project, The Will Center, several agencies will refer clients, Newman and Company has established a fund to help support Ramp It Up. The Putnam County Senior Center and the local Area Agency on Aging and Disabled will provide booth space for the RSVP at their local senior fair, and Hickory Creek at Sunset will sponsor a monthly breakfast for the volunteers. WICAA Board of Directors and the Senior Programs Advisory Council will provide direction and support to the RSVP by providing assistance in assessing community needs, generation of non-federal funding, connecting the project with other community partners/service resources, project assessment, client satisfaction, as well as requiring monthly progress reports of the RSVP. Helping to meet the *Call to Service*, the WICAA RSVP will recruit at least 150 volunteers.

### Participation in Community Awareness

The RSVP program staff will participate as guest speakers for local community organizations and operate information booths at several community events. The RSVP volunteers are given the opportunity to attend the local activities such as health fairs, Senior Expo, and other activities geared toward the advancement of seniors. In our program newsletter, RSVP volunteers will be notified of special events of interest within our community. RSVP volunteers may also participate in different special events hosted by the Volunteer Stations.

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### Community Organizational Capacity Enhancement

The RSVP program will help to enhance the capacity of organizations within our community by providing them with dependable, experienced, knowledgeable volunteers to assist in meeting stated community needs. Through networking and partnerships we will be able to share resources to better meet the needs of the people and organizations of our community.

### Integration of Senior Services into Activities of Other Service Programs within our Community

The RSVP program will encourage organizations which meet the federal guidelines to become a volunteer station, since the RSVP volunteers have very few limits on the type of service activities they can be involved in, there are numerous opportunities where the RSVP volunteers can assist other service programs within our community. RSVP volunteers will serve at Food Banks, Service to Veterans, Health Care Facilities, Nursing Homes, Nutrition Sites, Recycling Centers, Senior Centers, Cultural Enhancements Organizations and other service organizations.

## **Recruitment and Development**

The Western Indiana Community Action Agency, Inc. RSVP assures a high quality experience for RSVP volunteers in the Indiana counties of Clay, Putnam and Vigo by providing opportunities to develop new skills, leadership potential, and enhance the quality of life for both volunteers and their respected communities. A primary goal of this program is to help volunteers achieve a real sense of accomplishment. We want volunteers to be constantly learning, growing in their lives and volunteer positions. The program will be results-oriented and results-driven. Meeting goals and quality assurance standards is priority. We will start to move away from stagnant, busy work types of assignments, and instead, will place volunteers in areas where they can significantly change and make a difference in their communities. Volunteers will be encouraged to take part in project implementations, training, and serving on the Advisory Council as a RSVP representative, thus having a sense of ownership in the project. The WICAA RSVP will ensure that participants have a vital and meaningful volunteer experience. Participation as a RSVP Volunteer improves and enriches the lives of these seniors by giving them a sense of purpose, responsibility and contributing to the greater good. The therapeutic benefits of volunteering enhance any individual's life, as well as keeping them intellectually engaged and helping to maintain their cognitive skills. They have interaction with others, which decreases the feelings of loneliness and depression. Serving as a RSVP volunteer is a good stepping-stone into retirement. By harnessing the time and talent of baby boomers that have just entered into retirement, we can utilize their skills in leadership roles. Western Indiana

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Community Action Agency Inc. RSVP of Clay, Putnam and Vigo counties realize the importance of assuring a high quality experience for volunteers and the role that a successful written Volunteer Recruitment Plan, that will outline the program's recruitment activities, goals, and achievements, play in this effort. We know that a strong plan for recruitment of volunteers is the key to our programs success. A RSVP Requirements and Criteria was developed which outlines the program's mission, skills necessary to perform these activities, expected duration of their volunteer service, all of the federal requirements, and the benefits they receive for their service. Our recruitment plan will be implemented by the RSVP Director and will be ongoing throughout the program year. The RSVP program brings together people of all ages and backgrounds. The volunteers will be comprised of people age 55 years and older and the clients are from all age ranges. The Program will have clients from different cultural, economic, social and religious backgrounds. Western Indiana Community Action Agency, Inc. strives to engage client population from all different backgrounds by providing informational materials in dual languages. RSVP brochures provided by CNCS will be ordered and will include the RSVP factsheet and the RSVP application. These brochures will be distributed to clients in all of WI CAA programs, other social service agencies, our Energy Assistance program will place brochures in their 600 energy kits; which will reach out to individuals of all races, ethnicities, disabilities and degrees of English language proficiency; we will take our brochures to all community events and mail out brochures upon phone requests. RSVP Director will make presentations regarding volunteer opportunities to local groups within our service area. Retention of volunteers is also a priority. Also, recruitment information published in our monthly RSVP newsletters and word of mouth. Our staff will work diligently to help create an atmosphere where the volunteers know that they are needed and valued; their time will not be misused; they will be shown respect; their wisdom is acknowledged; they have input on the activities of the program; they know that a staff member is available to listen to their questions, concerns or comments; and we will build a relationship of trust and sincere caring for the volunteers. The RSVP volunteers will receive both formal and informal recognition. Volunteers will be highlighted periodically in the Volunteer Spotlight in our monthly newsletter. New volunteer opportunities along with current opportunities will also be included in the newsletter. Annually, the RSVP volunteers will be given special recognition with a luncheon or dinner in their honor. A monthly breakfast will be provided by a local Senior Living facility for the RSVP volunteers in Putnam County.

Training and technical assistance will be a key component to ensure successful volunteer

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development. The RSVP Director will attend all CNCS sponsored mandated trainings in order to keep apprised of the most recent information regarding program changes and guidelines. To guarantee that the potential volunteers first impression of RSVP program is positive, the staff has been trained and a volunteer interview, screening, orienting process has been established. A regular line of communication will be encouraged between the director and the station supervisors as needed. Each individual volunteer station supervisor will plan training for their site. In this way training will be customized to ensure that volunteers have the tools to be effective in their assignments. Evaluation is essential to maintain a high quality volunteer program and to retain existing volunteers. Evaluations will provide the WICAA staff with ways of measuring how the program is progressing, both on an individual level (the volunteer) and on the overall program by providing evidence of effectiveness and identification of weakness as well as strengths. The evaluation data can be used to strengthen the quality of the WICAA RSVP program and improve outcomes. Evaluations will cover many topics including the RSVP volunteers, volunteer stations, and the advisory council. Other evaluations will include project management, resource development, training programs, and impact of services. The most valuable assets of the RSVP are the volunteers and the employees. To cultivate and nurture these resources, we employ persons who are knowledgeable, skilled, diverse, creative, and have good communication skills. Each employee will be provided opportunities for professional growth, civic participation and input on program activities.

### **Program Management**

The WICAA RSVP goals are to effectively and efficiently utilize program resources in the achievement of meeting established targets, goals and objectives; to maintain a high level of fiscal accountability; to increase overall productivity; and to establish and maintain confidence and credibility with our volunteers, community partners, sponsor, and other stakeholders. The RSVP Director will actively participate in any training offered through the Corporation for National and Community Service. Best practices and policies are in place for the volunteer, the site coordinator and the RSVP Director to follow and exceed.

All volunteer stations must fit the requirement as defined in the RSVP Federal Program Regulations: a public agency, secular or faith-based private non-profit agency or proprietary health care organization that accepts responsibility for assignment and supervision of RSVP volunteers. Each volunteer station must sign an Memorandum of Understanding (MoU) which is negotiated with staff at stations which meet program requirements to ensure that prohibited volunteer activities (displacing paid workers and political engagement) are addressed along with, roles, responsibility, handicapped accessibility and

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volunteer safety. In addition, the RSVP Program staff, maintain contact with station personnel through email, telephone calls and on-site visits to support what is outlined in the MoU and to observe RSVP volunteers in-action during their assignments. Volunteer Station Supervisors will be provided training on the rules and regulations of RSVP. Confidentiality is discussed with the volunteer and included as a condition of placement on the RSVP volunteer application.

The plan and infrastructure to address needs outside the Primary Focus Area will mirror those for the Primary Focus in the Strengthening Communities. The goal is to develop volunteer workstations and assignments for the other Focus Areas and Community Need area. Just as in the Primary Focus Area, the community need will be documented. RSVP volunteers will have background checks through the Indiana State Police Limited Criminal History and the National Sex Offender Registry. Volunteer job descriptions will be designed to help meet identical community needs. Volunteer station staff provides the information for the volunteer job profile for each volunteer position at their organization. The job profiles include the job title, volunteer station, station supervisor, contact information, site location, qualifications, duties, requirements, and number of volunteers needed and the duration of the assignment.

The program engages volunteers in activities that are both self-rewarding and meaningful. The volunteers are given a pre-service orientation and any other necessary training to ensure that they know what is expected from them, their benefits, and other valuable information that will either enhance their volunteer service or benefit them personally. The volunteers will receive recognition in various forms to show appreciation for their volunteer service.

Over the next three years WICAA RSVP will be focusing our recruitment in areas where we have current work plans within our primary focus areas so we can begin working to minimize disruption to volunteers. To prevent disruption, or to keep it to a minimum for the remaining RSVP Volunteers serving in Community Priorities, we will provide them opportunities to serve in priority focus areas at other agencies or allow them to serve in the Community Need area if they are meeting a documented community need with outcomes. We will explore ways that graduated sites may become involved in a different volunteer opportunity. This transference is projected to be completed by August 2015. Extreme sensitivity on this topic is required and a well communicated plan over a short amount of time will assist the graduation of these sites. Our RSVP program will consider the impact being made by the volunteers in terms of scope of service, in terms of type of service and in the number of hours the volunteer has served. RSVP volunteers who are currently in our RSVP Volunteer Works system but not serving on a regular basis or volunteer often in short-term assignments, such as special events

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or projects, will be contacted about other available placements.

The RSVP Program will utilize the Project Self-Assessment Checklist, Volunteer Surveys and Statistical Data Reports to measure the performance and results of volunteer activities. The Statistical Data Reports are customized questionnaires that provide statistical data from the volunteer stations about the volunteers, volunteer station activities, number of clients the volunteers have provided services for and the measurable impact resulting from the service and the tools used to measure the outcome. These tools and results will be reflected when completing the RSVP's accomplishments and the impact on the community and/or client population is submitted to the WICAA Board of Directors. There are several avenues in which the community supports the RSVP Programs. The Advisory Council will provide guidance and support to RSVP. Through good communication with other organizations within our community the Volunteers will be kept updated on services and activities which can be beneficial to them.

### **Organizational Capability**

The sponsoring organization, Western Indiana Community Action Agency, Inc. (WICAA), is a non-profit organization established through the Economic Opportunity Act of 1964. WICAA has been the local sponsor of the Retired and Senior Volunteer Program since September 2001. In addition to RSVP, WICAA sponsors the following, Low-Income Home Energy Assistance Program, Head Start Program, Weatherization Program, Foster Grandparent Program (sponsor for 42 years), Women, Infants and Children Program, Home-Owner Occupied Rehabilitation Program, Indigent Medical Care Program, Hardest Hit Fund and WICAA Child Care Program. WICAA has been in existence since 1964 and has had a successful track record of operating social service programs to meet local needs.

The key staff positions responsible for management of RSVP are the Senior Programs Director, Senior Programs Assistant and the RSVP Volunteer Coordinator. The Senior Programs Director has been in this position since June 2014, before that she was the Senior Programs Assistant for 12 years. She is also currently the Regional Administrator for the Hardest Hit Fund Program for Serve Indiana. She attended Ball State University and has also has received her Family Development Specialist certificate.

The Senior Programs Assistant has been in his position since June 2014. He graduated from Holy Cross College in May 2014 with a BA in Liberal Studies. Prior to employment with WICAA he did volunteer work at the Boys & Girls Club and at the Little Flower Catholic Church Food Pantry. He also did service work in Phoenix, AZ and West Virginia at the Andre House and Bethlehem Farm. The Senior Programs Assistant has been with the program for six months. Before working for the Senior

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Programs she worked for WICAA Head Start as the Transportation Coordinator for nine years. All staff and administrative positions have detailed job descriptions that outline their roles and responsibilities. Program director job descriptions include language addressing program objectives and agency strategic goals. Accomplishment of program and Agency objectives are assessed during annual performance evaluations and informally throughout the year.

The Agency's Personnel Policies and Procedures Manual is issued to all staff upon hire. The Personnel Policies and Procedures Manual is reviewed annually and updated as needed. Requirements for ethical business practices, nondiscrimination, and health, safety and welfare are included in the training provided at the time of hire for all employees.

The Accounting and Financial Policies and Procedures Manual is provided to all program directors. Procedures are in place to manage risk including separation of duties and detailed purchasing requirements. Program directors are trained on Agency policies and procedures upon hire and as policies and procedures are updated. The Agency has a conflict of interest policy for all employees and board members. Board members sign conflict of interest statements annually; employee conflict of interest statements are signed upon hire and updated periodically.

WICAA had no findings or questioned costs in the most recent audit and has been a low-risk auditee for the past seven years. The Agency is in good standing with all funding sources and systematically tracks financial data to ensure Agency fiscal integrity. The Agency provides monthly fiscal reports to the Board of Directors and reviews audits and IRS filings on an annual basis. WICAA utilizes Abila MIP software for financial management and reporting. The Finance Department staff consists of a Finance Director, an Accounts Payable/Receivable Clerk and a Payroll/Budget Records Clerk. The Finance Director has more than three years of experience managing federal grants and OMB Circulars in the nonprofit sector, as well as 15 years of experience in the governmental sector managing FAA and DOD grants, contracts and programs.

WICAA owns the facility that houses the RSVP office in Terre Haute. The Agency has a building and equipment maintenance system in place to support a safe and clean workplace. As necessary, WICAA utilizes other unrestricted non-federal funds to assure that RSVP has adequate space, equipment, supplies and other resources necessary to operate the program.

The WICAA Board of Directors and the Executive Director will monitor and evaluate the activities and project accomplishments of the Retired and Senior Volunteer Program. The WICAA Board of Directors includes representatives from public, private and low-income sectors within the three county service area. The Executive Director has had twelve years of experience with federal grants and OMB

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Circulars as Finance Manager, Deputy Director, and Executive Director with two nonprofit organizations, as well as seven years of experience with OMB Circulars and federal and state grants in higher education administration.

### **Other**

Incumbent

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

N/A