

# Narratives

## Executive Summary

The Retired and Senior Volunteer Program of Pinellas County (RSVP) is one of 9 direct service programs offered by Pinellas Opportunity Council, Inc. (POC), a private not-for-profit "Community Action Agency" that has identified and addressed the many and varied material, emotional, social, and educational needs of people - particularly the economically-disadvantaged - throughout Pinellas County, Florida, since 1968.

The purpose of RSVP - begun locally in 1977 - is to create meaningful and wellness-enhancing opportunities for persons age 55 and above to participate more fully in the life of the community through volunteer service and to increase the capacity of not-for-profit agencies and "People Helping Programs" in their mission to meet the needs of people. The program matches the knowledge, skills, and experience of this vital - and rapidly growing - age group with the addressing of identified and prioritized critical needs and unresolved issues within the community.

In 2013, a total of 1,056 volunteers gave 138,738 volunteer hours of service, equating to \$ 3.1 million in in-kind labor donations to RSVP's partnering organizations. Through these efforts, RSVP volunteers served more than 95,000 Pinellas County residents in need in 2013.

With requested annual federal funding in the amount of \$ 117,889.00 - supplemented by \$ 56,000.00 in non-federal resources each year - RSVP of Pinellas County - the incumbent program - proposes to place a minimum of 792 volunteers in 172 placement venues throughout Pinellas County. Service activities will include assisting in preschool and Head Start classrooms; providing tutoring services in public and faith-based schools; providing both school and community based mentoring support; conducting health and wellness outreach and training; and assisting in transitioning homeless individuals and families into affordable housing.

The primary focus area of the proposed project will be education. At the end of the three year grant period, 4,800 economically-disadvantaged and challenged students will receive tutoring and mentoring services, demonstrating improvement in literacy skills, school engagement, and social and emotional development; 5,000 at-risk individuals will receive wellness and healthy living instruction; 1,750 homeless individuals will be transitioned into affordable housing; and 12,000 veterans will receive transportation and other support services.

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## Strengthening Communities

The Retired and Senior Volunteer Program of Pinellas Opportunity Council, Inc. serves all of Pinellas County, Florida, including the large municipalities of St. Petersburg, Largo Pinellas Park, Clearwater, Dunedin, and Tarpon Springs. Tourism is a major segment of the area's economy (due to its tropical climate), and Pinellas County is also a region which attracts tens of thousands of new retirees every year.

In fact, based on 2010 federal census data, Pinellas County has a total population of 916,542, more than 22% of which (201,600) are 65 years of age and over. When factored in, residents 55 years of age and above total more than 300,000 individuals who would be eligible to participate in the RSVP program.

The purpose of RSVP is to tap this extensive resource of energy, ability, experience, expertise, and skill; create meaningful opportunities for this population to voluntarily bring their significant resources to bear upon the needs of the community; increase senior mobility and improve senior independence by enabling these individuals to participate more fully in the life of the society-at-large; and have a significant impact upon the lives of others through effective and need-focused service given through area not-for-profit and "People Helping" agencies.

The ultimate goal of the program is to have a significant and demonstrable impact upon addressing and meeting the identified and prioritized needs of the community-at-large.

A secondary outcome of the program is to enlarge and strengthen the capacity of the human service community by providing to them skilled volunteer assistance which they could not begin to afford to hire, thus greatly increasing their capacity to meet their particular service and mission goals. This, too, strengthens efforts to positively impact the community through the meeting of human needs.

For more than 37 years, RSVP of Pinellas County has worked to match individuals 55 years of age and above with area agencies and organizations that specifically address identified needs within the community. As such, the program has established a strong and extensive network of partner agencies and volunteer venues, as well as a substantial and consistent cadre of senior volunteers.

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In fact, RSVP of Pinellas County has, at present, 1,073 active volunteers serving in 110 separate locations - agencies and organizations that are working to address issues and to improve and enhance the lives of people in need. Through these venues, RSVP volunteers actively participate in numerous community activities and initiatives that are on the cutting edge of addressing Pinellas County's most urgent needs.

The service activities reflected in this application will specifically address the most serious and urgent needs and issues currently existing and that are prevalent throughout the service area, including:

- \* High poverty rates;
- \* High youth illiteracy rates and low high school graduation rates;
- \* Inadequate access to quality health care and the large percentage of the population without health insurance;
- \* High rates of individual and family homelessness and home foreclosures;
- \* The comprehensive needs of a large and extensive veteran and military community.

In preparation for the creation of a new three year funding application - and the development of new measurable and needs-driven program objectives and action plans - the "Planning and Evaluation Committee" of the RSVP Advisory Council conducted an extensive review of current census data; human needs assessments; I & R requests for assistance logs; agency and client surveys; and county department of human services statistics, in order to determine the perceived priority needs of people in Pinellas County as viewed by local governments, the human services community, social service consumers, and the community-at-large.

This extensive task was undertaken to ensure the current relevancy and effectiveness of the RSVP program, structure, and existing volunteer placements, and to serve as the basis for the development of its service objectives and action plans that would directly and definitively address and focus upon the present and most prevalent needs of the community.

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These various data and research sources included a countywide human needs assessment conducted by the University of South Florida; current service request statistics from 2-1-1 Tampa Bay Cares (the countywide I & R provider); recent assistance statistics from the Pinellas County Department of Human Services; and the results of service provider and client surveys conducted by the Human Services Coalition and the Homeless Leadership Network of Pinellas County.

The "Planning and Evaluation Committee" also administered a "Volunteer Service Impact Survey" to all current RSVP "Volunteer Stations" in Pinellas County, in order to obtain data regarding the agencies' perception of major human need in the county, and what they considered to be the most significant impacts that their RSVP volunteers have upon these needs. Of the 110 surveys sent, 96 were completed and returned for an 87% response rate.

All the data obtained through these sources were evaluated, weighted, and consolidated to determine the most prevalent areas of human need in the county as determined by academic, governmental, social services, public and consumer sectors.

In actuality, there was very little variance in the top responses for each of these varied communities, and the priority perceived needs of the people of Pinellas County were determined to be: 1) Engaging students through the offering of mentoring and tutoring services through all phases of childhood education, from preschool through high school: 94.3% of all respondents; 2) Housing Services and Services to the Homeless: 93% of all respondents; 3) Greater access to healthcare and health and wellness education for the large percentage of county residents who are uninsured or under insured: 92.6% of all respondents; and 4) Support and services to the extensive and rapidly growing veteran and military population in the county: 91% of all respondents.

It is these areas of need that incorporate and validate the proposed service activities to be performed by RSVP under this application, all of which also fall within four of the six need and service focus areas established by the Corporation for National and Community Service.

As indicated above, the primary focus area is education. According to 2010 U.S. Census data - and statistical reports from the Pinellas County School District - there are currently more than 165,000 school age children residing in Pinellas County. Of this total number, nearly 50% of all school

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students in elementary and middle school - more than 40,000 young people - receive reduced-price lunches and are, therefore, categorized as falling below the federally established poverty line. Of this number of economically-disadvantaged youth, 18% - 7,200 children - have been identified by the School District as at particularly high risk of failure or of dropping out of school all together.

Past experience and emperical research have demonstrated that one-on-one social mentoring and educational tutoring efforts can prevent drop-outs, achieve rises in average grade point average, and stimulate better social functioning and life interactions.

In fact, a study conducted by the Florida State Department of Education identified - besides higher graduation rates and overall grade improvement - additional consistent benefits of mentoring and tutoring programs, which include: 1) 46% of tutored students are less likely to begin using illegal drugs; 2) 27% are less likely to begin using alcohol; 3) 52% are less likely to skip school; 4) 37% are less likely to skip a class; 5) all tutored and mentored students display a high degree of confidence in their school work performance; 6) one-third are less likely to engage in violent behavior; and, 7) all tutored and mentored students report "getting along better with their families".

Unfortunately, at the present time, there is a tremendous shortage of available volunteer mentors and tutors in the county, creating a huge backlog of students needing this type of intensive assistance and waiting for their opportunity to achieve these results personally through one-on-one attention by skilled and compassionate volunteers.

With the current drop-out rate of nearly 4% in grades 9-12 in Pinellas County - representing nearly 1,000 students - the longer that these young people have to wait for help and individual nurturing, the more likely they are to become part of this sad and frightening statistic.

The public schools of St. Petersburg estimate that they could currently place 200 new volunteers to provide tutoring and mentoring services to at-risk students. The Pinellas County School District has indicated that, at present, there are close to 300 vacant tutoring spots that need to be filled. Gulfcoast Community Care - providing educational and support services to children currently in the state foster care system - has stated that its program could utilize an additional 100 volunteers to tutor and mentor this particularly at-risk population. The Pinellas Education Foundation and its "Stavros

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Institute" are now in need of 110 willing volunteers to mentor and tutor students in life-skills, social development activities, and vocational identification and training.

These current needs combined represent more than 700 volunteer mentoring and tutoring spots that are vacant at the present time, and that could be filled quickly, efficiently, and efficaciously by willing and available RSVP senior volunteers.

The tutoring and mentoring activities proposed in this application - matching at-risk students with volunteers in a one to two hour session of guidance and instruction per week - will directly address the outputs and outcomes for educational engagement established in the National Performance Measures, resulting in marked improvement in social and emotional development, literacy skills, academic engagement, and classroom attendance.

With more than 37 years of experience in conducting tutoring and mentoring volunteer programs, RSVP of Pinellas County already has the instruments, collection procedures, and data storage and analysis capacities to ensure that all relative information pertaining to measurable outputs and outcomes are effectively and efficiently gathered, recorded and reported.

According to the U.S. Department of Veterans Affairs, there are currently more than 100,000 veterans and their families residing in Pinellas County, the third largest concentration in the state of Florida. Pinellas County is also home to the Bill Young Veterans Administration Healthcare Systems facility, one of the oldest and largest VA medical facilities in the country, as well as more than 100 additional support and service organizations focusing upon the military community.

RSVP of Pinellas County has long placed volunteers in venues that serve this significant population, and this application reflects the scope of this on-going need by developing three separate workplans that directly address the needs of veterans and their families throughout Pinellas County.

### **Recruitment and Development**

The Retired and Senior Volunteer Program of Pinellas County is constantly reviewing and evaluating itself - and its large diverse selection of available work sites and opportunities - in order to ensure the greatest impact upon the effective addressing of human need; the highest possible quality of work sites and experiences; and to guarantee that the opportunities available are as varied, challenging,

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nurturing, intellectually and emotionally stimulating, engaging, and as impactful as is possible.

RSVP staff schedules visits to all volunteer venues on a regular basis - often monthly - in order to constantly monitor the available work experiences and their impact upon community need; and to ensure that on-going opportunities and facilities exist for safe and effective volunteer training, education, growth, and the expansion of social interaction and awareness.

A quarterly newsletter is produced for all RSVP volunteers which highlights new service opportunities; educational and skill enhancing instructional sessions; and special and seasonal events which bring new chances for service, skills development, and personal growth.

Opportunity also exists through the newsletter and the agency website for participant feedback, constantly seeking suggestions from volunteers for the further enhancement, improvement, and expansion of either their particular work station, or of the RSVP program as a whole.

With 37 years of service experience and expertise, the program is well established and known throughout the county, and "word of mouth" remains RSVP's greatest promotional and recruitment tool, as volunteer stations refer other volunteer stations, and as volunteers refer other volunteers to be a part of this vital and extensive program.

Not content with "word of mouth" only, RSVP also extensively utilizes area media and numerous social networking and volunteer recruitment websites to inform and educate the public-at-large regarding the program, its volunteer needs, and its on-going community goals and impact. The program maintains an up-to-date and effective presence on several volunteer recruitment websites, including VolunteerMatch, 1-800 Volunteer.Org, HandsOn Suncoast, Patch-com; Facebook, I Can Help Now, and 2-1-1 Tampa Bay Cares.

RSVP strives to reach every segment of the diverse population of the county by maintaining satellite recruitment and placement offices in ethnic and economically-disadvantaged neighborhoods; particularly looking to attract volunteers from the large African American (81,000) and Hispanic (42,300) communities. RSVP staff also seeks out new potential senior volunteers through regular community-based informational presentations; senior center site visits; community health and

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informational fair participation; civic and veterans organizations presentations; and active weekly media advertising.

The program is in constant contact with active volunteers through comments cards; e-mails; newsletter communications; telephone calls; and site visits - maintaining open and honest communication, which lead to high levels of volunteer satisfaction and retention.

The program also annually conducts an extensive "Volunteer Recognition Luncheon", which seeks to recognize and honor the accomplishments of its volunteers. In April 2014, nearly 400 volunteers attended the 37th annual recognition luncheon, which presented years-of-service pins for those members achieving particular and noteworthy milestones in their volunteer service, as well as special awards which recognized the oldest RSVP volunteer, the longest serving member, and the individual who served the greatest number of volunteer hours during the previous year.

In addition, a special award was also presented for the overall 2013 "Volunteer of the Year" (as nominated by the "Volunteer Stations" and selected by the Advisory Council). This top award is named for Mrs. Betty Hayward, who served as the Director of RSVP in Pinellas County for 30 years, and who was on hand to help present the 2013 award.

Individual and extraordinary accomplishments and achievements of RSVP volunteers are also regularly highlighted in the program newsletter, and other intra-agency communications.

Regular staff meetings and in-service trainings are conducted for program staff every month, giving opportunity for on-going knowledge building and skill training.

Quarterly orientation sessions are conducted for all new RSVP volunteers to give a detailed overview of the program and to present the wide range of volunteer opportunities and experiences available through the program. Regular visits to "Volunteer Stations" provide the opportunity to communicate with coordinators and to provide information and assistance to those directly supervising RSVP volunteers.

To further offer on-going learning and growth opportunities, RSVP also develops and implements a

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quarterly schedule of trainings conducted directly by the program that are available to all RSVP volunteers in critical and diverse areas such as personal wellness, disaster preparedness, CPR and First Aid procedures, personal finance, estate preparation, end of life planning, computer skills, continuing educational opportunities, and new skill development.

At present, the RSVP Director is in his fourth term as President of the "Volunteer Directors' Association of Pinellas County" (VDA), which offers monthly skill-related trainings and seminars to the volunteer management community in the Tampa Bay area, and which is regularly promoted among the "Volunteer Coordinators" in all of RSVP's "Volunteer Stations".

With this application, RSVP of Pinellas County proposes to recruit, train, and place 792 volunteers in 172 community-based work settings, generating a combined total of 79,200 hours of volunteer service annually over the three year course of the funding period. The goal of 79,200 hours for year one of the three year contract will be realized over the four quarters of the program year as follows:

First Quarter - April through June 2015: 19,800; Second Quarter - July through September 2015: 19,800; Third Quarter - October through December 2015: 19,800; Fourth Quarter - January through March 2016: 19,800.

### **Program Management**

The Retired and Senior Volunteer Program in Pinellas County is managed and operated by two full-time staff: the Program Director and a Volunteer Specialist.

The Program Director holds a Masters in Business Administration in Human Resources Management degree and has more than 40 years in not-for-profit and volunteer management experience, and has directed the RSVP program in Pinellas County for seven years.

The program is administered through one central office and two remote satellite offices. The Volunteer Specialist has been with the program for thirty one years and is highly knowledgeable and dedicated - and strongly motivated - ensuring that the quality and standards of the program remain high, strong, and effective.

Program guidelines and expectations are established with all "Volunteer Stations" through the use of a

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formal "Memorandum of Understanding" (MOU). Through initial interviews and screening of potential work stations, the agency's mission and purpose are reviewed - clearly identifying the needs addressed by the agency (making sure that they are relevant and of high priority in the county) - and appropriate volunteer matches and referrals are made, and consistently and constantly monitored.

Program guidelines and expectations are established with all volunteers through the use of an extensive "Volunteer Handbook", which is reviewed and revised annually by the "Planning and Evaluation Committee" of the Advisory Council. Volunteer feedback is constantly cultivated and requested to ensure that the program - and the particular work placements - are consistently meeting the volunteer's expectations and personal needs.

Monthly reports are required of all work stations, delineating - in most cases - consumer demographics; progress made towards individually established agency service goals; the total number of RSVP volunteers serving in need-focused capacities; and the total number of volunteer hours given for the month in that service.

Progress is also monitored and measured quarterly and annually through the use of interim and final reports; coordinator interviews; volunteer verbal reports; and end of the year formal volunteer station site visit evaluations and program reviews conducted by members of the RSVP Advisory Council "Planning and Evaluation Committee" and the sponsoring agency's Board of Directors "Evaluation and Planning Committee".

The program's volunteer reporting software - "Volunteer Reporter" - provides an extensive data base that has been developed to effectively and efficiently manage and store all pertinent statistical and performance information with the capability of sorting and developing individual reports depending upon need and scope.

Through this technology, the program has become skilled and proficient in the storage, sorting, and application of all needed program related data. This ability is invaluable in the need to obtain, organize, and interpret data in meaningful, helpful, and productive ways.

RSVP's sponsoring agency - Pinellas Opportunity Council, Inc. - maintains separate fiscal and human

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resources departments that manage all of the program's financial and personnel management requirements and needs in strict accordance with all universally accepted financial and management practices and standards.

Specially designated volunteers - and the highly dedicated members of the Advisory Council - are used, in part, to help identify, cultivate, and obtain local and regional sources of funding and in-kind donation support to fulfill the program's established obligations for the financial continuance of the program.

In fact the "Fundraising and Development Committee" of the Advisory Council develops a formal and annual funding strategic plan and a monthly schedule of specific fundraising projects, in order to ensure the program's ability to maintain current levels of service and programming; to extensively broaden its in-kind giving base; and to meet its local funding needs and federal funding match requirements into the future.

In order to bring RSVP of Pinellas County in compliance with new National Performance Measurement requirements, it will be necessary to graduate a number of "Volunteer Stations" and currently active RSVP volunteers.

Current "Volunteer Stations" not falling under the revised guidelines will be contacted in writing informing them of the situation and thanking them for their good and faithful participation as placement venues in the part.

Current RSVP volunteers engaged in activities not included in the new measures will be contacted personally and invited to transfer their service to venues and service activities that would enable them to remain as active members of RSVP. Those opting not to transfer their service, will be thanked for past service and presented with a certificate of appreciation on behalf of the program.

### **Organizational Capability**

Established in 1968, Pinellas Opportunity Council, Inc. (POC) - the local sponsor of RSVP and the official Community Action Agency (CAA) for Pinellas County - aggressively pursues its mission to "alleviate poverty and promote self-sufficiency for all persons residing in Pinellas County, Florida, with the goal of building individual and family stability; increasing the capacity of individuals and families

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to become self-sufficient; and contributing to the revitalization of local communities.

POC addresses these goals through the following program and service offerings:

**EMERGENCY SERVICES** - providing limited financial assistance and case management services to help area households alleviate utility, fuel, rent, mortgage, food, clothing, and other material shortages;

**FAMILY DEVELOPMENT** - assisting economically-disadvantaged individuals move towards self-sufficiency by offering case management services; life skills training; financial literacy classes; youth development and employment services; and instruction in job search and self-employment skills;

**INDIVIDUAL DEVELOPMENT ACCOUNTS** - matching savings of program participants, enabling them to make major asset investments (e.g., home purchases, tuition payments, and small business start-ups);

**CHORE SERVICES** - providing assistance with heavy household cleaning, repairs, and yard work to assist older citizens maintain suitable home environments, and avoid or delay unnecessary institutionalization;

**RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)** - recruiting and placing volunteers - 55 years of age and above - in public and not-for-profit community-based organizations to help address and meet identified critical community needs.

In 2013, POC served more than 40,000 individuals. Of this number:

3,500 children improved nutritional, medical, dental, and developmental health;

4,500 children improved school readiness skills;

2,000 parents improved parenting skills;

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37 families obtained child/and or dependent care;

500 youth participated in summer job programs and social development activities;

30 families obtained needed health care;

300 youth improved social, academic, and athletic skills;

120 participants improved life and job-readiness skills;

28 individuals completed a post-secondary educational program;

250 youth were enrolled in before and after school character-development programs;

80 individuals obtained access to transportation;

400 individuals opened or maintained personal savings accounts;

500 households received "Earned Income Tax Credit" (EITC) or other tax benefits;

180 families moved from temporary to safe and affordable permanent housing;

2,800 individuals improved family functioning skills;

8,000 individuals avoided eviction or foreclosures through the receipt of emergency financial household assistance;

160 unemployed participants obtained employment;

55 individuals increased employment income;

120 individuals maintained employment;

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60 new employment opportunities were created;

158 individuals obtained training or certification credentials;

14 families acquired businesses;

4 families purchased a home;

25 participants increased individual development account savings;

8 individuals made major business/education/home I DA investments;

2,500 families reduced/eliminated emergency materials needs;

4,000 individuals received referrals to other community-based agencies and organizations for assistance;

150 households received telephone lifeline and/or energy discounts;

800 elder citizens maintained independent living status;

200 low-income individuals participated in neighborhood decision-making bodies;

3,200 low-income volunteers provided direct service to others in need in agency operated or sponsored programs;

450 inter-agency partnerships were developed or maintained to expand opportunities for low-income individuals;

1,056 seniors remained active and productive through volunteer service placements in area human service organizations and "People-Helping" agencies;

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140,000 total volunteer hours were given in support of community and agency operated and sponsored programs, translating to more than \$ 3.1 million in in-kind labor donations to area not-for-profit agencies and "People-Helping" organizations.

With more than 45 years of providing comprehensive, quality, and effective human services to the people of Pinellas County, Pinellas Opportunity Council, Inc. has more than demonstrated its strong ability and capacity to efficiently and efficaciously offer services such as the Retired and Senior Volunteer Program to the community and to its people in need.

Pinellas Opportunity Council has sponsored the RSVP program for more than 37 years. Under this sponsorship, RSVP has consistently grown in the number of active volunteers and the number of participating "Volunteer Stations" from one year to the next, and has consistently reached and surpassed all annually established goals and objectives for the program, continually demonstrating its significant impact upon addressing and meeting the most crucial and critical needs of the community.

The RSVP program is under the direction of Gregg E. Rose, who holds a Master of Business Administration in Human Resource Management degree and has over 40 years of not-for-profit and volunteer management experience. Mr. Rose has directed the RSVP program in Pinellas County for seven years.

The Volunteer Specialist, Sandra Devaughn, has been with the program for 30 years and demonstrates an extensive knowledge and understanding of RSVP goals, objectives, regulations, and guidelines.

Pinellas Opportunity Council, Inc. maintains extensive and comprehensive financial and accounting, personnel management, and general program operation policies and procedures. Two of the three finance department staff possess degrees in accounting/business administration, with all demonstrating strong and long-term experience and expertise in not-for-profit accounting, business administration, and general record keeping.

The agency undergoes an annual "A-133" audit conducted by an independent Certified Public

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Accounting firm. The results of these annual audits have consistently documented POC's sound financial practices and unwavering compliance with fiscal, internal control, administrative, and programmatic requirements of all federal, state, local, and private funding sources.

Pinellas Opportunity Council, Inc. has received, administered, and successfully managed federal grant and contract funds since its inception in 1968.

Since 1977, POC has successfully sponsored RSVP, and has demonstrated particular skill in operating and managing volunteer programs. For 25 years, POC has also operated the CHORE in-home service program in Pinellas County, which works with area seniors to help them remain independent and in their own homes through the provision of housekeeping and property maintenance services. In 2013, the CHORE program enabled 800 area seniors to remain independent and in their own homes.

All of POC's programs are designed with a focus upon addressing specific identified needs of the community - whether it's poverty, illiteracy, deficient childhood development, undeveloped parenting skills, financial needs and mismanagement, or the lack of life, employment, or social skills - thus making it well versed and experienced in developing, implementing, and evaluating programs that have clear and measurable objectives, and that have the greatest empirical impact upon the targeted group and the community-at-large.

With an annual operating budget of \$ 1.6 million, Pinellas Opportunity Council, Inc. also possesses the on-going fiscal resources and abilities to ensure that any facility, equipment, supply, or other material needs of the RSVP program can be quickly and adequately met.

POC has also developed an extensive and comprehensive set of personnel, policy, and operating guidelines and procedures to ensure that all general business and program functions are performed with the greatest possible efficiency, and to the highest standards of legal, moral and ethical conduct.

The agency has several mechanisms for the on-going assessment, evaluation, and continued quality improvement of all of its programs and services, in order to constantly ensure that they remain at the highest level of quality and effectiveness as is possible. Annually, each program - including RSVP - is internally audited and evaluated by a director from another of POC's programs.

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The POC Board of Directors also conducts an independent and extensive evaluation once a year of all agency programs; and the RSVP Advisory Council also conducts a thorough and comprehensive annual review of RSVP. These reviews include site visits to all placement venues, and program evaluations of all volunteer stations through the use of a service satisfaction survey completed by all "Volunteer Station Coordinators".

In addition to these "internal" program reviews, the agency is monitored and audited throughout the years by numerous funders, contractors, licensing bodies, and governmental entities, further ensuring that on-going operations are of the highest quality and well within all industry and funding standards. Throughout its long history, Pinellas Opportunity Council, Inc. has never received a negative finding from any of these many evaluative bodies.

### **Other**

N/A

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

N/A