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Executive Summary

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Retired Senior Volunteer Program of Barbour County (RSVP of BC) is a 501(c) (3) organization and has been providing volunteer services to Barbour County, Alabama as a vital part of the county since its beginning in 1972. Barbour County RSVP is a vital source for retired seniors who want more out of life and still make a difference in their community. Our Program has been sponsored by RSVP Inc. since its beginning in 1972. We have a total of 106 unduplicated volunteers who serve the entire Barbour County community. RSVP of Barbour County has a mission to provide meaningful volunteer opportunities for persons who are retired or semi-retired so that they may remain active in their communities through significant volunteer service to non-profit agencies such as schools with tutoring and nursing homes/ assisted living facilities and hospitals who provide companionship to the sick. Our main focus is to serve and help the needs of our community projects through a network of thirty-eight (38) volunteer stations such as Emergency Management, Red Cross, the Family Service Center, two local schools (Eufaula Primary and Eufaula Elementary), county schools (Barbour County Schools), Medical Center Barbour, and United Way of Greater Barbour County.

An estimated 106 RSVP volunteers will serve. Some of their activities include: mentoring/tutoring at-risk primary school children; gardening with seniors who have limited access to food; providing meals to homebound seniors; taking seniors to social activities; transporting seniors to appointments; providing benefits assistance to veterans. The primary focus area of this project is Education: K-12 Success. At the end of the three-year grant, there will be an increased number of students who improved academic success in literacy and/or math as well as an increased number of students K-12 who participated in the tutoring program, including CNCS-supported service learning, who demonstrated improved academic engagement.. The CNCS federal investment of \$43,045 will be supplemented by \$48,023.

Strengthening Communities

Community Description and Need

RSVP of Barbour County, Alabama requests Federal Funding to provide much needed support to our community regarding the Focus Areas of 1) Education and 2) Healthy Futures, as well as additional Community Needs. RSVP's work for the past 42 years is well known to the State of Alabama and U.S. Congressional Members. Barbour County has a current population of 27,076, with 15.9% of residents

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over the age of 65, including 1,170 retired residents and 2,174 veteran residents. The state of Alabama is home to over 400,000 veterans, among which 69% of the men aged 75 and older are veterans. This includes 26% percent of veterans for whom poverty status was determined with a disability in 2010. (Source: 2010 American Community Survey). Approximately 1.4% of veterans in Alabama are homeless while 18% of the homeless population are veterans. (Source: Continuum of Care Point-in-Time Counts, 2010).

Despite our long-term presence, significant need remains within the at-risk populations, such as older adults, veterans, at-risk youth, families living below the poverty line, and those affected by natural disasters. Barbour County's poverty rate is 26.1%, well above that of the state of Alabama at 18%. (Census.gov). Furthermore, almost 40% of children under the age of 18 are living in poverty in Barbour County, with 14.5% of all births in the county occurring to teen mothers and the public high school graduation rate remaining only 60.8% (Selected Health Status Indicators: Barbour County. The Office of Primary Care and Rural Health, Alabama Department of Public Health, and Alabama Rural Health Association. April 2013)

RSVP maintains close contact with the sites that utilize our volunteers. We currently have MOU's with 38 agencies throughout Barbour County, of which 20 are active. RSVP maintains engaged partnerships with all of our volunteer stations, which are located within a variety of social service organizations, such as Elementary / Primary Schools providing tutoring and literacy and Boys and Girls Club with after-school programs, tutoring and leadership development in youth. Additionally, we have partnerships with many other volunteer stations, such as Emergency Management - disaster preparedness, Twelve Stones CDC - a non-profit organization focused on teaching healthy eating and living through outreach community gardens, and Crowne Healthcare, which has an ongoing need for volunteers to assist residents by keeping them active with a variety of activities and companionship. In order for RSVP to be successful, it is vital to maintain strong relationships and good communications with all stations to reflect the importance of teamwork and helping our community. RSVP of Barbour County has 106 volunteers on record with 45 volunteers currently active; we are in the process of recruiting more volunteers in our efforts to help the community. Barbour County's small size means there are few resources and services outside of RSVP directed toward unique populations such as senior veterans.

Recruitment and Development

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The recruitment process is a key aspect of the RSVP volunteer program. In order to identify and successfully recruit dedicated volunteers, we conduct focused recruiting through local church organizations, civic functions, and volunteer/community word of mouth. In addition, the RSVP staff participates in various community events to encourage new volunteers as well as any previous volunteers who may no longer be active. For example, the RSVP Project Director presented at the Chamber of Commerce 1st Friday Mixer to promote RSVP and efforts to help the community as well as the Alabama Council of Hospital Auxiliaries. The Advisory Council RSVP of Barbour County is also involved in the recruitment process for future volunteers who have more experience; these volunteers will be placed in projects that suit their level of experience, ensuring greater impact with a well-balanced number of volunteers. We have a large number of volunteers who have high-level skills and experience in leadership roles including: school teachers, business owners, CEO's and other experienced individuals. Training includes methods to encourage volunteers to share their vast experience and knowledge to those whom they serve. Each of our volunteers receives an orientation twice annually to expand on any changes that have occurred within RSVP as well as a current volunteer handbook that includes RSVP policies and procedures and expectations of RSVP volunteers. Additionally, the orientation provides volunteers with information about any new and upcoming volunteer opportunities that may be of interest. Volunteers receive time sheets in which hours for all volunteer assignments are recorded and kept on file for future reference. Effective training and support provides a solid base to ensure volunteers remain active and share their skills and knowledge while getting involved in service learning projects that enrich both their lives and the community. RSVP conducts an overview and assessment of each volunteer station, as well as providing job descriptions with details about each assignment. All volunteers are informed of their duties for each volunteer stations.

Volunteer Training

As noted above, all new RSVP of Barbour County Volunteers receive an orientation about RSVP as well as literature regarding policies and procedures about RSVP and hands-on orientation with the volunteer stations demonstrating volunteer assignments and what is expected of volunteers. All training is provided on a one on one basis by each station supervisor. Training at each station is created to address the community needs for each Primary Focus Area. To that point, training is tailored for the target audience and specific Performance Measure to be achieved. Supervisors are fully versed in the Performance Measures to be met, and the specific objectives to achieve those goals are

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included in the training manuals as well as in the orientation materials. For example, volunteers assigned to schools who have Education as the Primary Focus Area will receive training in how to provide literacy skills and training to young children as well as recognizing and appropriately assigning those volunteers who have specialized experience in early childhood development. For those volunteers who are assigned to stations with the Veterans and Military Families Primary Area of Focus, training will include, among other things, information on how to sign veterans up for benefits they may not be enjoying, exposing them to the opportunity to volunteer, and linking them to social services that address any outstanding health or behavioral issues from which they may suffer.

The Barbour County community is diverse, as has been our volunteer base. While just over 50% of the population is white, 47.6% are African American, 4.8% are Latino and under 1% are, respectively, American Indian, Alaska Native and Asian. As Barbour County is small, we have and will continue to recruit veterans as well as all other appropriate adults, to act as volunteers, providing services to other veterans, adults in crisis and youth, and receiving the continued benefit of acting in service to others. Barbour County's unusually high poverty rate is indicative of great need for all services within the county, and this need extends to the feeling of community and self-esteem that arises when one contributes to their own community and helps to build the strength of that community. RSVP provides a key avenue for community building within Barbour County.

Volunteer Assessment

Data Collection tools have been developed and implemented by the stations, with both qualitative and quantitative data collected. The data collection process is generated through surveys, observations, and volunteer participation as well as station participation with self-assessments, and the outcome of our data collection shared with our advisory board to discuss any changes necessary to the program as well as ideas to improve data collection.

Volunteer Retention and Recognition

Recognizing our RSVP volunteers for their service in our community is a great motivational tool to retain dedicated volunteers. Subsequently, our volunteers are recognized in several ways. First, we recognize volunteers in our monthly newsletters sent out to all of our supporters. We also host a much-anticipated Annual Recognition Event, which rewards all of our volunteers for their dedication. We continue to investigate new ways to recognize and reward our volunteers in the upcoming year,

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and show appreciation for their dedication in the community. We also distribute Lapel pins to volunteers to honor the "Angels" of RSVP who exemplify service to others. We are currently developing new incentives for RSVP to expand its reach and resources, and build greater awareness of our activities.

RSVP program of Barbour County is in development of a revised recruitment plan to include input from both volunteers and volunteer station staff. New outreach activities include volunteer station open houses, 1st Friday Mixers at the local Eufaula Chamber of Commerce (the 1st Friday of each month is designated for business professionals to promote their businesses and organizations), and recruitment tables at the annual Eufaula Indian Summer Festival to reach new potential volunteers who have recently moved into Barbour County as well as other residents who may be unaware of all of the activities engaged in by RSVP. This program strives to continuously provide support to the community, with good leadership and humble hearts. The RSVP program receives tremendous support from residents of the county as well as political leaders at the City and State Congressional levels.

Program Adjustments and Reassignment of Volunteers

To meet the current and future needs of our community, the Project Director or Assistant Project Director visits volunteer stations on a regular basis to identify any gaps in service or service challenges, as well as any necessary changes to volunteers' duties or any new service requirements.

Program Management

Plan and Infrastructure to Ensure RSVP Compliance

The RSVP Director is responsible for all phases of the RSVP program, including compliancy with all program guidelines. Station supervisors receive training and materials to advise them of the guidelines necessary to remain in compliancy, as well as any necessary updates as required. The Director maintains close contact with current volunteer stations, ensuring station supervisors maintain fidelity to all measures and guidelines. All volunteers receive the RSVP of Barbour County Volunteer Handbook, to ensure awareness and compliance with all rules and regulations. The handbook details all the requirements as set forth by RSVP, as well as contact information to ensure that volunteers have access to support should any issues arise. Furthermore, RSVP maintains a Personnel Policy that includes the following: specific details about staff/volunteer responsibilities, authority and employment guidelines, holidays and sick/vacation policies, training and travel policies and personnel

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evaluation procedures.

Plan and Infrastructure to Oversee Stations

The Assistant Director is responsible for assisting the director and being thoroughly familiar with all programs and functions of the program (reporting, staffing grants, etc.). This position works in partnership with the director in managing the financial aspects of the program (obtaining vouchers, bills prepared for payment, etc.) as well as the coordination of volunteer placement, volunteer stations, and orientations. This position also attends trainings and conferences to ensure continued awareness of current volunteer/mentor research, along with the RSVP Director.

Furthermore, RSVP has an Incorporated Board of Directors overseeing all operations of the Director, including: President, Vice- President, Treasurer and Secretary. An Advisory Board is involved in all aspects of fundraising and operations of RSVP. The Board holds quarterly board meetings to review progress and challenges of our program, and to update the Board on the success of our volunteers. The Director, Incorporated Board and the Advisory Council work diligently to secure funding for RSVP to maintain sustainability.

Plan and Infrastructure to Meet Changing Community Needs

The RSVP Director is responsible for continually assessing the volunteer needs of the community. These assessments allow the Director to amend planning and development of all phases of the project operations as necessary. Further, the Director directs and trains staff and volunteers as well as being responsible for overall recruitment and placement of volunteers. The Director maintains close contact with current volunteer stations, seeking additional opportunities to ensure growth of the program. The Director also attends all necessary training conferences as needed.

Primary Focus Area(s) Track Record

The Assistant Director has 6 years' experience with RSVP programs, as well as knowledge and experience in organizational capacity, successful recruitment of volunteers, and all other aspects of running an RSVP program. RSVP of Barbour County has been conducting programming under this grant program for many years. We have successfully maintained a core of volunteers at community locations throughout the region. In the two years alone, we have maintained 106 total volunteers.

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Previous Outcomes Plan and Infrastructure to Ensure Compliance with RSVP Federal Guidelines including Advisory Council, MOUs and Service in RSVP

The RSVP program of Barbour County maintains strict compliance with all guidelines of the RSVP program. We include guidelines within our policies and procedures and within training for staff and volunteers. This covers all aspects of programming, including staff and volunteer job descriptions, partnerships with other organizations, the Advisory Council, and all program implementation. The RSVP Director monitors all implementation of activities to ensure continuous compliance with all stated guidelines.

Organizational Capability

Programmatic, Fiscal and Operational Oversight

RSVP of Barbour County has been in operation for over 40 years. We are well-supported by the surrounding community and the state of Alabama. As a decades-old organization, we understand the needs of the community and how to meet those needs. The RSVP Director is responsible for all phases of the RSVP program, including compliance with all program guidelines. Station supervisors receive training and materials to advise them of the guidelines necessary to remain in compliance as well as any necessary updates as required. The Director maintains close contact with current volunteer stations, ensuring station supervisors maintain fidelity to all measures and guidelines. The Director reports to the RSVP Advisory Board of Directors and maintains communications with the Mayor, City Council, and Barbour County Commission.

RSVP Incorporated Board President, Grady Hartzog, has been affiliated with the RSVP Program for over 20 years, including involvement in day to day operations of RSVP. Mr. Hartzog is the financial manager of all accounts and finances / federal funds for RSVP Of Barbour County and serves as the Sponsor for RSVP under RSVP Inc.

RSVP's Certified Accountant, Don Hartzog, has been involved with RSVP for over 20 years and is contracted to handle all accounting aspects of the organizations, including ledgers, financial reports, balancing checkbook, coding accounts and tax preparations, and monthly balancing of the checkbook and quarterly FFR Reports.

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Staff Positions

All RSVP staff positions have written job descriptions that clearly define the employment expectations and are updated as needed.

The RSVP Director, June Nolin Swain, has worked with the RSVP program for one year. She has also worked as an Extension Secretary with the University of Georgia Cooperative Extension as well as being a 4-H Program Assistant and is very familiar with conducting community service presentations to area senior citizens. The Project Director is dedicated to making a difference and being a positive influence within her community. This position assists the Director in all aspects of day to day operations, maintaining close contact with volunteer stations.

RSVP Assistant Director-Yolanda Beck has worked six years with the RSVP program, including 4 ½ years as Secretary, 1 ½ years as Assistant Director, four years as Assistant Manager in Durable Medical Equipment, over 19 years' experience in computer software and hardware services, and 8 years' experience in the public administrative profession. Her background includes effective management for community programs and dedication to helping RSVP and its volunteers to serve the community. She has additionally accompanied the Executive Director in attendance at relevant RSVP training conferences.

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RSVP's Certified Accountant, Don Hartzog, has been involved with RSVP for over 20 years and is contracted to handle all accounting aspects of the organizations, including ledgers, financial reports, balancing checkbook, coding accounts and tax preparations, and monthly balancing of the checkbook and quarterly FFR Reports.

The RSVP Advisory Board consists of a group of Directors, from a diverse array of occupations, who serve on the board to advise the director and be of help in whatever capacity is needed. The various years of service from the members of the RSVP advisory board vary from three years to over 20 years.

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We are currently in the process of adding new members to our Advisory Board. New members will reflect the demographics of the County.

The Program Director and Assistant Director collectively have seven years' experience working with the seniors of Barbour County, recruiting and training volunteers to help mentor and tutor youth. Our primary goal is to provide meaningful volunteer services and opportunities so that our volunteers may remain active in our communities through significant volunteer services to non-profit agencies.

Organizational Capacity

* Develop and implement policies and procedures

RSVP of Barbour County maintains established policies and procedures, as set forth in the RSVP Volunteer Handbook. These policies and procedures address issues such as staffing chart and contacts, description of the Advisory Board, member policies, volunteer hours and duties, mileage reimbursement policies, insurance policies and station lists.

* Manage capital assets

RSVP's Certified Accountant manages all financials and accounting aspects of the organizations, including ledgers, financial reports, balancing checkbook, coding accounts and tax preparations, and monthly balancing of the checkbook and quarterly FFR Reports. In concert with the Board President, he ensures that all assets are managed appropriately, under federal and accepted accounting guidelines.

Organizational Infrastructure around Financial Management

The Certified Accountant and the Board President work together to ensure that all fiscal accounting protocols are followed and all accounts payable and receivables are maintained in a financially responsible manner. The Accountant reports any irregularities to the Board President, who then brings issues, as needed, to the RSVP Advisory Board. Monthly and annual financial reports are developed and reviewed to ensure a fiscally sound organization and adherence to all accounting guidelines.

Other

N/A

PNS Amendment (if applicable)

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N/A