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Executive Summary

In the first year, 84 unduplicated RSVP volunteers will be placed in assignments resulting in outcomes throughout Osceola County, meeting critical community needs. This proposal is reflective of the successful transition of RSVP to a fully outcome-based program. Volunteers will support the Osceola County community and its residents by serving in a multitude of activities, including services to the long-term food insecure, building and repairing or finding homes, delivering meals to seniors to decrease isolation, helping place adults in steady jobs, and mentoring and tutoring K-12 students leading towards increased academic engagement. The primary focus area of this grant will be Healthy Futures, accomplished through direct services, education, community gardening as they relate to hunger, and meal delivery. Through these activities, the outcome goal is to increase family's food security and decrease feelings of isolation among older adults. The CNCS federal investment of \$105,000 will be supplemented by at least \$42,477 of non-federal resources, through both cash and in-kind donations.

RSVP of Osceola County, FL has been sponsored by Volunteers for Community Impact since 2012 and is dedicated to improving the Central Florida community through recruiting, training, placing, recognizing, and retaining volunteers ages 55 and over to meet the critical needs of this community through CNCS initiatives. Among RSVP Osceola, Volunteers for Community Impact, Inc. (VCI) is also the sponsor of the Foster Grandparent Program that serves Orange, Osceola, Seminole, Volusia, and Flagler Counties as well as sponsoring RSVP in Orange and Volusia counties.

In 2013, Volunteers for Community Impact, Inc. (formerly Florida Senior Programs) amended its name, mission, vision, and values to meet the growing needs of the community it serves. Its mission is: "Building relationships that add value to the community by utilizing the experience of caring adults through high-impact volunteer service." The Board of Directors for Volunteers for Community Impact, Inc. has strategically aligned the organization with the Corporation for National and Community Service's service categories, performance measures, and current initiatives.

Strengthening Communities

In the first year, 84 unduplicated RSVP volunteers will be placed in assignments resulting in outcomes throughout Osceola County, meeting critical community needs. Volunteers will support the Osceola County community and its residents by serving in several activities, including supporting long-term

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food security, building and repairing or finding homes, delivering meals to seniors to assist in aging in place and decreasing isolation, helping place adults in steady jobs, and mentoring and tutoring K-12 students leading towards increased academic engagement. The primary focus area of this grant will be Healthy Futures, accomplished through providing services, education, community gardens, and meal delivery. Through these activities, the outcome goal is to increase family's food security and decrease feelings of isolation among older adults.

Osceola County was formed in 1881 when a manufacturing heir bought a plot of land in then undeveloped Florida. Osceola County is located in Central Florida, just south of Orange County, FL between Polk and Brevard Counties. Osceola County has a land area of 1,506 square miles, home to two incorporated cities, and ten unincorporated municipalities. Kissimmee, one of Osceola County's cities is located near Walt Disney World Resort and a short drive to downtown Orlando.

Osceola County, Florida has an estimated population of 310,211, according to the Census Bureau's 2014 estimate, a 15.5% population growth since 2010, which is three times the State of Florida's growth rate for the same time period. Within that population, 31.5% are under the age 18 years old, and 12.7% of residents are ages 65 or older.

Today's population distribution is quickly seeing Baby Boomers become older adults, making up a higher percentage than ever before. With over 40,000 adults over the age of 65 in Osceola County, AARP reports that 87% of American's over age 65 want to age in place by staying in their home, which would represent 35,000 people in Osceola County. The United States of Aging survey convened by United Healthcare, USA TODAY, and the National Council on Aging found that 30% of socially-isolated older adults self-reported that they believed their quality of life would continue to decline over the next 10 years. With a decline in access to their community and a negative outlook, action must be taken to support their physical, mental, and emotional health.

In the U.S. almost one in 12 older adults have limited access to food, and a 2014 study from Feeding America stated that they are then less likely to receive key nutrients. For older adults, by not receiving key nutrients, their health becomes negatively affected. This leads to older adults who are 60 percent more likely to experience depression, 53 percent more likely to have a heart attack, and 52 percent more likely to develop asthma.

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Osceola County residents self-identify their race as 80.0% White/Caucasian alone, 13.4% African-American or Black alone, 3% Asian alone, 2.6% two or more races, and less than 1% American Indian or Native Hawaiian. Ethnically, 49.7% identify Hispanic or Latino, and 19.9% of residents are foreign-born persons. There are currently 16,395 Veteran residents, more than 5,000 of whom are ages 65 and over, according to the Census.

According to the U.S. Census Bureau, Osceola County has 64,214 persons in poverty, a \$44,551 median household income with a per capita monetary income of \$18,996. Of those over the age of 16, only 63.1% are currently employed within the civilian labor force. Of those over age 25, 83.8% have a High School Diploma or higher and 17.6% have a Bachelor's degree or higher. Despite this, of those over 25 years old, approximately 13,076 residents have less than a ninth grade education, and 29,699 residents over 25 years old do not have a high school diploma or the equivalent.

47.8% of residents speak a language other than English at home, 41.9% of whom speak Spanish or Spanish Creole as their primary language. A study based on the 2000 Census indicated that people who spoke a language other than English at home were less likely to be employed and would face lower earnings than their English speaking colleagues.

With a total County population of 310,211 reported by the U.S Census Bureau for 2014, 34,860 people are food insecure as tracked by Feeding America in 2013. Of those people who are food insecure, specifically 18,180 are children under the age of 18 years old. Within that 18,180, there are 3,273 kids who are both food insecure and not income-eligible for federal nutrition assistance.

In the last year in Osceola County, 19,120 households were receiving food stamps, of which 35.1% have one or more people over the age of 60, and 59.0% have children under 18 years old. Additionally, based on recent data from the Census, as well as USDA, an additional 7,000 Osceola County households are eligible but not enrolled in SNAP.

Over 30,000 Osceola County residents going hungry due to food insecurity is unacceptable. These households rely on nonprofits as their last hope to be able to have a meal and increase their long-term food security, so that they may have a healthy future.

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In Central Florida, the average entry-level wage is \$9.07, which means a household with one working adult stands to earn \$18,666 that year, before taxes. When compared to the average rate in Osceola County for a two-bedroom apartment, the Osceola News-Gazette, the local newspaper, reports 63% is spent on housing.

Osceola County's main east-west highway, Highway 192, is the home of 52 motels, 80% of which have rooms consistently filled with local residents. This has contributed to the one in 100 homeless children in the United States live in Osceola County, as reported earlier this year at the State of Homelessness in Osceola County Summit.

However, the challenge is not a lack of physical places to live in Osceola County. In these economically challenging times, 29.8% of housing units are vacant, which is 38,454 residences that people could live in with a roof over their head and a place to call their home, according to the U.S. Census. If individuals knew how to find these homes, or repair existing ones, there would be significantly less homeless individuals, residents living in motels at a premium, multiple unrelated families living in a small home, and more economic opportunity created for all in Osceola County.

The Florida Department of Education reports that more than 1,038 Osceola County students were not promoted to the next grade in the 2013-2014 school year. That same year, 10.9% or 2,125 students were classified as Chronically Absent. That same year, 64.9% of students enrolled in Osceola County Public Schools qualify for free or reduced lunch. In the 2014-2015 year, 10,911 students are learning English as their second language and 8,124 students are enrolled in Exceptional Student Education. When Florida students were surveyed regarding academic engagement, nearly 50% of the students felt "stuck" or "discouraged," according to Gallup.

In Osceola County, Florida, tens of thousands of people are either hungry, homeless, unemployed, achieving poorly academically or feeling isolated. The data is staggering and more must be done to help those individuals who are struggling to have their basic needs met.

RSVP volunteers in Osceola County are mobilized to meet critical community needs including providing education and services to alleviate long-term hunger, delivering meals to seniors to decrease isolation, building and repairing or finding homes, helping place adults in steady jobs, and mentoring

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and tutoring K-12 students leading towards increased academic engagement. As demonstrated above, the population of Osceola County faces challenges in each of these areas every day.

In order to respond to the overwhelming need for food security among Osceola County residents, 40 RSVP volunteers will distribute food that will be used by 100 residents and members of their family. Additionally, five RSVP volunteers will educate 20 clients on available assistance programs and healthy habits. Another five RSVP volunteers will reach an additional 20 clients through community gardens. All of these heads of household will be surveyed to measure any changes in their long-term food security, with the goal of 75% showing improvement, as a result of RSVP volunteer services.

Five RSVP volunteers will reach 25 isolated older adults throughout Osceola County by delivering meals. Volunteers will support these older adults for an average of 2 hours each month including regular service, special occasions, or emergencies in order to allow the older adults to remain independent, well-fed and socially connected. Of the 25 seniors served, at least 16 seniors will indicate on the CNCS' Home Meal Delivery survey increased social ties and/or perceived social support.

Access to homes is necessary for Osceola residents to be economically successful. Five RSVP volunteers will assist 20 individuals in need of repaired or built housing throughout Osceola County for a minimum of 4 hours in partnership with Habitat for Humanity. This will allow 20 economically disadvantaged individuals receiving housing placement services and at least 13 of these individuals transitioned into housing as evidenced by documentation including proof of residence.

Five RSVP volunteers will assist 20 homeless or economically disadvantaged individuals with their search for housing throughout Osceola County for a minimum of 8 hours. Of these, at least 13 economically disadvantaged individuals will be transitioned into housing as evidenced by documentation including proof of residence.

Likewise, adult education creates economic opportunity through access to jobs. To increase economic opportunity, five RSVP volunteers will assist 25 Osceola County job seekers with adult basic education, including academic and technical knowledge, through County or nonprofit agencies such as Goodwill for a minimum of 12 hours. Of the 25 economically disadvantaged individuals receiving services at least 16 will indicate through a survey their increase in confidence and provide records of job offers

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received following the completion of the sessions.

With more than 40% of Osceola residents speaking Spanish in their home and the critical need to be fluent in English to achieve economic security, five RSVP volunteers will assist 25 Osceola County job seekers, in partnership with government and nonprofit partners, with classes to learn the English language for a minimum of 12 hours. This will enable the job seeker to develop the skills needed to more readily find and keep a job. Of the 25 individuals served, at least 16 will positively indicate on a survey their confidence and provide records of job offers received following the completion of the sessions.

Education of today's children is critical to the economic success of the future. Four RSVP Volunteers will work one-on-one or within small groups for a total of 15 K-12 students in the public school setting for a minimum of one hour per week for 8 weeks. Finally, RSVP Volunteers will work one-on-one or within small groups for a total of 15 K-12 students in afterschool or other mentoring programs for a minimum of one hour per week for 8 weeks. Sessions will target improved attendance, goal setting, and decreasing disruptive behavior. Of these 15 students, a pre and post-test survey evaluating their relationship with the volunteer and indicating their increased interest and academic engagement will yield an outcome of at least 11 students showing a positive correlation.

Outcome-based programming has been implemented to measure the impact of each volunteer's service, and is regularly reviewed and updated as needed based on the community's needs, the Corporation for National & Community Service, and local funder's requirements. All RSVP volunteers serve in an assignment as outlined in the work plans. Outputs and outcomes will be measured specific to each volunteer and client beneficiary using the relevant assignment plans, surveys and log sheets. Data is collected, organized, and analyzed throughout the year by Program Staff.

Volunteers for Community Impact (VCI), has successfully operated RSVP of Osceola County, Florida since 2012 by providing meaningful volunteer opportunities to the community. Through RSVP, VCI's presence in Osceola County has been well established and continues to provide high-impact volunteer services to meet critical community needs.

Recruitment and Development

Effective recruitment, screening, training, retention, and recognition of volunteers will ensure the best

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use of their experiences, skills, and abilities to create a positive volunteer experience. Recruitment of RSVP volunteers and stations in Osceola County is critical to success in our focus areas.

RSVP Volunteers are recruited through a wide range of sources with the goal of recruiting a diverse volunteer pool, with a variety of skills and interests. This includes internal and partner newsletters, e-mails, website and social media, participation in senior expo events, health fairs, flyers, and presentations. This past year alone, we have participated in nearly 20 recruitment events throughout Osceola County in a variety of neighborhoods and at varying times of the day and week.

RSVP Osceola has introduced Spanish language program materials to be distributed at all events. This helps reach more than 40% of Osceola County's population that speaks Spanish in their home. RSVP in Osceola County's online presence has grown through our website, and use of ten social media channels such as Facebook, Twitter, Instagram, and LinkedIn.

A special emphasis in recruiting is given to Osceola County's 16,000+ veterans, who continue to give back in our community. Events have been established to work with the large veteran population throughout Osceola County, starting in St. Cloud, one of Osceola's only two incorporated cities, commonly referred to as Soldier City. These periodic events were created to ensure that veterans and their families are knowledgeable about community resources but also the opportunities available to them to serve twice, now as a national service volunteer.

RSVP Osceola staff seeks and responds to requests from community groups and nonprofits, including faith-based organizations and civic groups. These often include churches, senior living facilities, and associations specific to retired professionals. Our comprehensive recruitment plan ensures that RSVP volunteers are ethnically, racially, geographically, economically, and educationally diverse.

Each potential volunteer completes a volunteer application to ensure their eligibility to serve, as well as listing their individual interests and skills. The application asks for basic contact and demographic information, used for reporting purposes only, but also asks about areas of interest, access to transportation, and if a disability needs to be considered when finding an assignment for the volunteer. This helps better prepare the RSVP Coordinator when they meet with the volunteer to have an idea of what placements may be a good match for the volunteer.

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A number of unique opportunities are offered to volunteers, giving them options. Volunteer activities will include: providing services, educating, and community gardening, delivering meals to seniors to decrease isolation, building and repairing or finding homes, helping place adults in steady jobs, and mentoring and tutoring K-12 students leading towards increased academic engagement. Volunteers for Community Impact's decades of experience in volunteer recruitment and partnership development has resulted in consistently successful volunteer placements.

All volunteers receive both programmatic and station specific training. The RSVP Coordinator meets with each volunteer to conduct an interview and orientation. This allows for the Coordinator to build a relationship with each volunteer, getting to know them, their hobbies, skills, and interests.

These orientation sessions last an average of two hours each and outline the responsibilities of being an RSVP volunteer, explanation of the screening and criminal history check process for both the Sponsor agency and the organization for which the volunteer will be placed, and prohibited activities per the Federal regulations. At that time, the volunteer is presented with a variety of placement options available to participate in and the process to become involved in each opportunity.

Volunteers also undergo assignment specific training by their Station. This training includes instruction on any special procedures, equipment or sensitivities, which lasts another hour, scheduled for a later date. For example, volunteer mentors serving in the School District attend a four-hour orientation which covers reporting of child abuse, mentoring guidelines, classroom activities, and emergency procedures. Volunteers serving food insecure clients are trained on center security, guidelines for client food distribution, confidentiality, and how to make proper referrals.

After the orientation, the RSVP Coordinator accompanies the volunteer on their first day of service. This increases the comfort of the volunteer, and allows the RSVP Coordinator to address any questions or issues. This also leads to increased satisfaction and ultimately volunteer retention.

Following the start of the volunteer assignment, the RSVP Coordinator remains in frequent contact with the volunteer through phone conversations, mailings, e-mails, and through regular site visits. Starting in 2016, the RSVP Coordinator will be introducing a 30 day and 90 day check-in process for

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all new volunteers. The check-in involves an individual face-to-face meeting to ensure Program compliance, volunteer's satisfaction with their assignment and the Program.

Volunteer retention is proactively achieved through matching the volunteer's experience, energy, skills, and interests with RSVP's volunteer opportunities. This ensures that those who serve one year continue to do so and encourage others to join. It is more efficient to retain a volunteer than to recruit a new one. Ongoing communication, evaluation, and surveys, enables VCI to assess the effectiveness of RSVP for each volunteer, station, client, and the overall community.

Recognition for the time and talent that RSVP volunteers invest in the community is of immense importance. Our annual Recognition Banquet honors the commitment of RSVP volunteers. In addition, year round engagement is performed, including birthday cards, invitations to events, a small token of appreciation, uniform, phone calls, site visits, their pictures on the website and social media outlets, thank you notes, and spotlight articles in the VCI and community newsletters.

Volunteers for Community Impact and our history with RSVP in Osceola County has positioned us to succeed. Through our formal Recognition Banquet hosted each year, Volunteer Fest recruitment event, and ongoing participation in community events, our newsletter, and word-of-mouth, VCI is positioned to excel in the areas of volunteer management, recruitment, retention, and recognition.

Program Management

Volunteer Stations have and continue to be developed and evaluated based on critical community needs as identified in the workplans. Center Applications, Memorandums of Understanding (MOU's), and ADA Accessibility Checklists are completed by each Volunteer Station to ensure shared knowledge and understanding of responsibilities, including the supervision and evaluation of volunteers, and data reporting, to align with Federal regulations. Sponsor policies and procedures ensure these documents are renewed in a timely manner.

Ongoing communication with volunteer stations is critical in order to maintain strong partnerships while continuing to meet community needs. All Stations receive orientation, ongoing support, site visits and periodic conference calls for further training, engagement, and support.

The responsibilities of a Volunteer Station are to provide training, supervision, public awareness, and

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data that supports the highest level of impact to the local community. This is outlined in each MOU as well as through frequent meetings, including regular webinars offered to all stations.

Unannounced volunteer site visits occur an average of once per quarter at each station to ensure volunteers are serving in their appropriate assignments, and that the needs of the volunteer, station, or community have not changed. These visits also ensure activities and assignments are making progress towards mandated defined goals and reporting requirements. If an issue is discovered, it is immediately addressed by Program Staff.

All volunteers will serve in an RSVP assignment as outlined in the work plans. All existing RSVP volunteers in Osceola County have already been transitioned into impact-based placements, eliminating the need to graduate any existing volunteers and stations. New volunteers will only be placed in activities that align with the workplans as outlined in this grant. An interview and orientation is hosted with the volunteer individually or in small groups to build relationships with them and ensure they clearly understand the Program, its requirements and their commitment to following them. During that time, volunteers receive training relevant to RSVP regulations and prohibited activities. Volunteers are trained in the areas of: best practices, methods for proper performance, tasks not to be undertaken, dangers to be aware of and avoid, and procedures in an emergency situation. Prior to commencement of their service, each volunteer receives a Handbook which has been developed by RSVP staff. Outputs and outcomes are measured in conjunction with Station and Program Staff using the relevant Assignment Plans, surveys and log sheets.

A multitude of partnerships throughout Osceola County have been created, supported, and nurtured, in order to increase the capacity of nonprofit and public agencies. Each new partner is carefully selected and screened based on mutual needs, and the ability to create and sustain a mutually beneficial partnership. RSVP in Osceola County presently has recognized partnerships in place with organizations such as Osceola County Public Schools, the Osceola County Council on Aging, Goodwill, and the local Habitat for Humanity affiliate. Likewise, VCI has integrated into the local community by partnering with local nonprofits such as the Community Hope Center.

Due to Volunteers for Community Impact's experience in this area, measures are in place, and will continue to be expanded to ensure each federal mandate as it relates to RSVP is achieved. This

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includes applications to ensure both volunteer and station eligibility, up-to-date MOU's as managed by the VCI Office/Human Resources Director, and an engaged Board which serves as the Program's Advisory Council.

In addition to sponsoring RSVP Osceola since 2013, VCI has successfully managed the Foster Grandparent Program and RSVP throughout Central Florida since 1977. These programs have grown from one site in one county to nearly 1,000 volunteers serving more than 100 volunteer stations across five counties. In the past 5 years, VCI volunteers have created an output of over 2 million hours of volunteer service to the Central Florida community, which has yielded the outcome of \$45 million worth of voluntary service re-invested into our local community. With a strong infrastructure of volunteers currently placed alleviating hunger, reaching seniors through meal delivery, education, housing, and employment best practices have been established for continued success in each of these areas.

Organizational Capability

As a result of Volunteers for Community Impact's (VCI) comprehensive experience, policies and procedures are in place to ensure proper governance of grant funds and requirements are met.

VCI's Executive Director, Rick Foreman, who serves as the Project Director for this Grant, was recruited in October 2013. Rick has demonstrated success in programmatic and fiscal oversight of all resources, sound financial management, grant compliance, strategic planning, internal procedure and policy development, implementing internal controls to maintain compliance, and organizational leadership. Rick personally approves every expenditure for RSVP Osceola, makes strategic decisions regarding opening or graduating stations, reviews and takes action around volunteers that do not meet with RSVP standards and agency policies, compiles and files the financial reports, approves the programmatic reports, and builds partnerships in the community.

The Director of Programs, Charlotte Merritt, has five years of experience in operational support, program evaluation, volunteer management, and partnership development. With her Masters in Public Administration and a Graduate Certificate in Nonprofit Management, Charlotte's strong educational background provides the knowledge to effectively manage RSVP Osceola. Charlotte manages the daily operations of RSVP Osceola by supporting high-level recruitment strategies, develops the data collection instruments, internal auditing of volunteer and station files to ensure

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compliance, reviews all reports from stations and volunteers, meets with existing and potential stations, supervises and supports the RSVP Osceola Coordinator, and makes recommendations to the Project Director when a volunteer or station should be graduated.

The full time RSVP Osceola County Volunteer Coordinator, Bonnie Gibson, is an Osceola County resident. Bonnie reports to Charlotte, the Director of Programs. Bonnie's role as the Volunteer Coordinator is to serve as the primary contact for advocating and supervising stations and volunteers, as well as ensuring all reporting requirements are met. This year, Bonnie is learning additional Spanish language skills weekly to better reach the large Spanish-speaking segments of the population.

Bonnie's responsibilities largely include: recruiting new volunteers, scheduling and conducting volunteer interviews and orientations, ensuring any necessary criminal history check is completed, and placing volunteers at their Station accompanying them on their first day. Bonnie then conducts unannounced site visits regularly to all stations and records observations of both volunteers and stations, which are then reviewed by Charlotte to ensure compliance. Bonnie also meets with community organizations and groups, existing volunteers, and manages and updates the volunteer database and paper files to ensure complete and accurate information.

Additionally, by the end of the year, Bonnie will receive her Masters of Arts in HR Management with a specialization in Organizational Development and Change Management. This will afford her the knowledge to support her volunteers, stations, and the general public with the highest level of professionalism and the most cutting edge knowledge of recruiting, training, managing, and retaining volunteers. Through her education and on-the-job experience, Bonnie is well equipped in volunteer recruitment, training, and special event planning.

The Program Assistant, Derek Parker, provides administrative support for existing and potential RSVP Osceola volunteers, stations, and community partners. Basic duties include liaising between volunteers and volunteer stations administratively, providing assistance for events, volunteer registrations, and various administrative tasks associated with volunteer recruitment, volunteer stations, and community partners, monitoring online volunteer recruitment ads, developing station training, and maintaining RSVP administrative files.

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The Office/Human Resources Director, Doris Siddiq, over the past three years has maintained the organization's human resources. Doris has accomplished this by managing employee relations that include: benefits administration, employee relations, onboarding, policy review and implementation, staff recruitment/employment, in addition to managing revenue and expenditures. Doris reports all transactions related to RSVP Osceola to the bookkeeper, distributes all checks after Rick has signed them, prepares quarterly and monthly financial statements to be reviewed by both the Management team and the Board of Directors, assists with required reporting of financials, manages payroll and employee benefits, manages the CIMA accident insurance, supervises the Office Assistant, and once approved, purchases supplies needed for RSVP Osceola.

The Office Assistant, Mathilda Rogers, undertakes general office duties to support RSVP Osceola and Doris, the Office/Human Resources Director, which includes but is not limited to greeting current and potential volunteers, receiving and routing telephone calls, maintenance of office equipment, tracking/logging and filing of volunteer and station files and forms.

The Director of Marketing/Development, Rich Paul, is responsible for heightening the awareness of RSVP Osceola through marketing including ongoing development of materials to recruit potential volunteers in both English and Spanish, managing volunteer and station inquiries from the website, and engaging 10 social media channels to create inbound interest from potential volunteers and stations. Rich supplies volunteer referrals to Bonnie, the RSVP Osceola Volunteer Coordinator, and potential stations to Rick and Charlotte. With several years of marketing experience in the for-profit sector, and nearing completion of his Masters in Nonprofit Management, Rich supports community awareness of RSVP Osceola.

The Sponsor's Board of Directors serves as the Programs' Advisory Council. They are racially and ethnically diverse and geographically represent the local community with representation from Osceola, Orange, Seminole, Volusia, and Brevard counties. The Board of Directors made it a high priority to establish a Board presence from Osceola County and has successfully recruited and integrated this representation into the Board in the last year through Rose Flores, an experienced non-profit professional with expertise in volunteer management, marketing, digital media, and public broadcasting.

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Staff payroll is outsourced while business checks are written in-house. Accounting, bank reconciliation and monthly financial statements are completed by an independently contracted bookkeeper and auditor, John Lykkebak, once a month. Then the financials are reviewed by Rick, Charlotte, Doris, and Rich monthly, also by the Board Finance Committee monthly, and then by the full Board of Directors bimonthly. Reviewing the financials includes analyzing budget variances, and comparing actual expenses to budgeted expenses, providing funders with reports monthly, quarterly, semi-annually, and/or annually as mandated in grants and contracts.

Additionally, John conducts an A-133 audit at the close of each fiscal year. John, assures our accountability and proper utilization of all funds. The A-133 audit serves to check and monitor our compliance with federal regulations. Doris provides support for the purchasing procedures in place and supplies are ordered based on the budget and current operational needs. Internal procedures are updated annually and distributed to staff. Staff is reimbursed 45 cents per mile for local travel; long distance travel is planned and determined by the budget.

Cost sharing is used with many of our stations, depending on the needs of the program and resources available from the stations. Many stations provide a meal, meeting space for training, and/or cash donations, ensuring the Program's mandated match is achieved or exceeded annually.

Other prominent community partners provide resources to the Program such as a community health fair hosted specifically for the Sponsor's Senior Corps volunteers, and retail stores that contribute donations. All cash and in-kind donations are documented and donors are provided a receipt.

The Sponsor Agency's strategic plan was updated in July of 2014, with input from the Board of Directors and staff. This plan includes benchmarks and timelines in direct relation to the areas of staffing, facilities, technology, growth and funding. VCI is a Drug Free Workplace and has an up-to-date safety program in place. Individual job descriptions for each staff member are updated and signed annually during the VCI Staff Retreat in the beginning of each fiscal year. VCI also contracts with Dr. Thomas McGowan, of McGowan and Associates, to provide a comprehensive external evaluation of the sponsoring organization, which was most recently completed in 2013, and internally evaluated annually.

Other

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N/a

PNS Amendment (if applicable)

N/a