

Narratives

Executive Summary

An estimated 160 RSVP volunteers will serve. Of this number, 72 RSVP volunteers will be placed in outcome assignments. Some of their activities will include mentoring youth, job training, and providing transportation and companionship to older homebound adults. The primary focus area of this project is Healthy Futures. At the end of the three-year grant, 50 older homebound adults will report increased social support from monthly food deliveries, 120 older homebound adults will report increased social support from transportation services, 160 older homebound adults will report increased social support from companionship services, 100 economically disadvantaged individuals will be placed in jobs through job readiness training, and 16 mentored youth will demonstrate improved academic engagement. The CNCS federal investment of \$72,004 will be supplemented by \$15,135 in non-federal resources.

Strengthening Communities

According to State and County QuickFacts estimates (2014) (www.census.gov/quickfacts), Elizabethtown, the seat of government for Hardin County, has a population of 29,974. Hardin County (www.elizabethtownky.org) is the fourth largest in Kentucky and has a population of 108,266. (2014) (www.census.gov/quickfacts). It is also home to the military installation at Fort Knox. Bardstown, population of 12,998, is the seat of government for Nelson County, population 44,812 (2014) (www.census.gov/quickfacts). Bardstown, documented as the second oldest city in Kentucky and known as "The Bourbon Capital of the World," is rich in historical heritage (www.nceda.net). The median household incomes for Hardin and Nelson Counties in 2013 were \$48,687 and \$43,833, respectively; it is estimated that between 14% and 15% of the population falls below the poverty line in these two counties (www.census.gov/quickfacts). Based on the statistics of Kentucky Labor Market Information (www.kylmi.ky.gov), as of September 2015, Hardin County's unemployment rate was 4.4%, while Nelson County showed an unemployment rate of 4.1%. These are just slightly less than the state unemployment rate of 4.6%. Job training and placement is a major concern in our community. RSVP plans to help place 100 economically disadvantaged individuals in gainful, sustained employment over the next 3 years. Our Healthy Futures focus area activities will benefit the homebound elderly and individuals struggling with hunger. QuickFacts (www.census.gov/quickfacts) estimates that 11% of the population of Hardin County (11,909 people) and 11.7% of Nelson County (5,243 people) are 65 and older. Disabilitystatistics.org states that in Kentucky in 2013, the prevalence rate of disabilities in people 65-74 was 33.6%, 56.2% for people 75 and older. Ambulatory disability

Narratives

(serious difficulty walking) was the most common form reported. With a nationwide poverty rate of 35% for people 65 and older (www.census.gov), many of these disabled seniors are homebound. Services such as companionship, transportation, and food delivery for these individuals allow them to continue to live independently and postpones the need for institutionalization, as well as ensuring they are looked after regularly. RSVP plans to help 410 homebound individuals with these types of assistance, providing social support and alleviating staff and monetary strains on assisted living facilities. 1 in 6 people in Kentucky do not get enough to eat (www.feedingamerica.org) on a regular basis. Going by that statistic, approximately 18,044 people in Hardin County and 7,469 in Nelson County (www.census.gov/quickfacts) face going hungry without the assistance of food banks and pantries. These organizations do monthly distributions, backpack programs, and give out food to walk-ins seeking assistance. They rely almost exclusively on volunteer workers to fill this need. RSVP anticipates that our volunteers will fill 21,600 backpacks at Feeding America Kentucky's Heartland and will provide 7,200 individuals and families with food from St. Vincent DePaul's food pantry. Of those, we expect at least 10,000 backpack clients and 1,000 food pantry clients will report increased food security. Our Education outcome plan involves youth mentoring. According to Kentucky's School Report Card (applications.education.ky.gov/src/), in the 2014-2015 school year, the percentage of students in grades K-12 in Hardin County who fell below the "Proficient/Distinguished" line in tested areas are as follows: 45% in Reading, 55% in Mathematics, 40% in Social Studies, 58% in Writing, and 48% in Language Mechanics. In Nelson County, the percentages were: 46% in Reading, 58% in Mathematics, 47% in Social Studies, 59% in Writing, and 48% in Language Mechanics. A study conducted by the Center for Disease Control (www.cdc.gov) found that students who achieved higher grades in school were, on average, about 30% less likely to engage in high-risk behaviors. Schools are crowded and teachers do not have the capacity to work one-on-one with every student. This presents a need for tutors and mentors who can take their time with the students and give them the individual attention they need to improve their comprehension of academic subjects and their behavior. 12 RSVP volunteers will mentor 20 students over 3 years, with the expectation that at least 16 of those students will show an improvement in academics and behavior. Other RSVP volunteers will assist veterans in filing claims to the VA through a Vietnam Veterans of America chapter, provide financial literacy education through United Way of Central Kentucky, and garner tens of thousands of dollars in donations for Hardin Memorial Hospital every year. Cultural enrichment opportunities will be met by partnering with programs like Hardin County Performing Arts Center and The Kentucky Railway Museum. RSVP will also form partnerships with non-profits in both counties, including Central

Narratives

Kentucky Community Action, Helping Hand of Hope, St. Vincent DePaul Mission Thrift Store, Feeding America Kentucky's Heartland, and Hardin County Free Community Health Clinic, meeting the critical needs of our low to moderate income families by providing food, clothing, shelter, medical, and utility assistance. In order to measure outputs and outcomes, surveys will be distributed or conducted to clients in the appropriate frequency depending on the service, and statistics of clients served will be collected from volunteers and stations monthly or quarterly. This process is covered in more detail in the individual work plans. RSVP will utilize the following resources to identify other community needs: local civic groups, clubs, social service agencies, faith based organizations, advisory councils, local businesses, needs assessments, and other community data collected by key community leaders. Community surveys, volunteer station reports, and advisory council assessments will be completed annually. Periodic visits will be made to volunteer stations to ensure progress of stations. The RSVP staff, with the assistance of the Advisory Council, will use the compiled information to develop impact-based work plans and to develop tools to measure the impact of the volunteer services. Community partners will be selected on the basis of their mission and how they intend to utilize and/or serve RSVP volunteers in both Hardin and Nelson Counties. RSVP volunteers will also assist the community by participating in events hosted by area social service agencies such as Senior Celebration, MLK Day which includes VISTA workers, and Veterans Day projects. The RSVP Director and volunteers will serve on boards and committees such as the Lincoln Trail Area District Development Ombudsman Program, Kentucky Railway Museum, Performing Arts Committee, Central Kentucky Community Action Board of Directors, Senior Corps Advisory Council, and Hardin and Nelson County Service Providers - thus providing a communication link and an effective way of getting the word out about RSVP.

Recruitment and Development

The RSVP Director will work in conjunction with the station supervisors to ensure there are volunteer opportunities available which address the needs of the community, such as helping veterans and military families, connecting people with employment training and placements, assisting the homebound elderly, and mentoring children. We will recruit and place every person 55 and older who wishes to join RSVP, regardless of race, ethnicity, sexual orientation, degree of English proficiency, level of education, financial status, or disability. Volunteers will be recruited from the community at-large. The racial demographics of each county are as follows: Hardin County -- 80.7% Caucasian, 12.8% African American, the remaining 6.5% represents American Indian, Asian, Hispanic, and multiracial citizens, and 13% of the population are military veterans; Nelson County -- 92.3%

Narratives

Caucasian, 5.3% African American, the remaining 2.4% represents American Indian, Asian, Hispanic, and multiracial citizens, and 7% of the population are military veterans. (2014) (www.census.gov/quickfacts) Based on these numbers, a volunteer pool reflective of the community's diversity would be about 87% Caucasian, 9% African American, and 4% American Indian, Asian, Hispanic, and multiracial citizens, with 10% of them being military veterans. In order to recruit a representative group of volunteers, RSVP will distribute brochures and newsletters at key locations such as human service organizations, medical offices, colleges, and local businesses explaining the program. Media outlets such as The News Enterprise, Kentucky Standard, Hardin County Educational and Community Channel, the Hardin County Chamber of Commerce website, and radio stations in both counties will be utilized to expand awareness and recruit volunteers. Presentations will be made at community events and to local civic groups such as NARF, Rotary Club, hospital auxiliaries, AARP, church groups, and military veterans organizations. The RSVP Director will run an informational booth at senior fairs and community events in both counties, and the volunteer station supervisors will inform eligible walk-in volunteers about RSVP. Volunteers will be asked to recruit new volunteers and will be recognized for this by honoring them at our annual volunteer recognition. Volunteers will also assist in the recruitment process by telling their stories to local community and civic groups, conveying the value of volunteerism and the need for more volunteers. The Advisory Council consists of retired professional individuals who have formed professional contacts and serve on various boards in Hardin and Nelson Counties. The Advisory Council will assist in providing volunteer outreach and recruitment by speaking on the behalf of the program publicly and by assisting program staff in developing plans to reach program goals in accordance to the strategic plan of the corporation. The RSVP Director will maintain, update, and disseminate a volunteer opportunity list which details all volunteer stations and job descriptions to potential volunteers. We will also utilize VolunteerMatch.com, a website which allows us to list all available jobs and descriptions online. RSVP's sponsoring agency, Central Kentucky Community Action Council, Inc. will list the RSVP program on its website. The RSVP program will nominate RSVP volunteers for county and state-wide recognition via awards such as the Lincoln Trail Area District Development's Dorothy Dolley Award, and volunteers will be also recognized locally by newspaper articles which will highlight their successes and contributions to the community. Volunteers will be recognized by Central Kentucky Community Action Council, Inc. through highlighting their contributions to the RSVP program by featuring them in quarterly Board bulletins and the Annual Board Report. These reports are given to judges, mayors, and public and private representatives of eight counties. Each year, RSVP will hold a

Narratives

recognition event at which the volunteers will receive a free lunch, entertainment, certificates of appreciation, pins denoting the number of volunteer service years, door prizes, and goody bags filled with donations from the community. Some volunteer stations will also recognize volunteers by hosting annual awards dinners and providing free meals to the volunteers while at their placements. All volunteers will be covered by the mandatory supplemental insurance and will be eligible to receive mileage reimbursement for their volunteer travel. Those volunteers with no means of transportation will be picked up and dropped off via TACK in Hardin County and CATS in Nelson County at no charge to them.

When an RSVP volunteer signs up with the program, they will be given an informational packet containing a welcome letter, volunteer handbook (which includes volunteer confidentiality, grievance and appeal procedures, and separation from volunteer station information), supplemental insurance information, mileage reimbursement/provided travel information, and a list of opportunity descriptions in their area. The Director will go over this information with them, answering any questions the volunteer may have. The volunteer and Director will assess the strengths, skills, and interests of the volunteer in order to discern the most fitting volunteer opportunity available. The Director and volunteer will then meet with the station Volunteer Supervisor to see if the job will truly be a good match and to set up training and scheduling appointments. If a background check is required, most stations will conduct it through their facility, but RSVP can run it if necessary. Volunteer stations will provide training specific to the placement and will update volunteers on current policies and procedures of the station. Volunteers working with schools are required to attend a volunteer orientation before the beginning of the school year. The free clinic training includes form completion, confidentiality, updates about Medicare, Medicaid, long term insurance, fraud, waste, and abuse. The Lincoln Trail Ombudsman program requires volunteers to attend 24 hours of training where they will learn about the history of the Ombudsman program, residents' rights, confidentiality, the role of advocating, communication with residents and staff, the aging process, nursing facility regulations, and record keeping. On-site training is also provided to volunteers who are working with food distribution programs and emergency assistance programs. RSVP will hold an annual orientation session, at which we will go over any changes to the program, insurance, mileage, and volunteer handbook (this meeting will be supplemented by quarterly newsletters mailed to all volunteers). The Director will also invite speakers who will address topics relating to volunteerism. Volunteer retention is obtained by respecting the volunteer's capabilities, assuring the volunteer is being placed where they feel comfortable, responding in an expedient manner to volunteer concerns or problems in regards to

Narratives

their placement, providing transportation or mileage reimbursement, recognizing their achievements, providing volunteer insurance, and delivering copious amounts of "Thank You"s.

Program Management

A full-time Director for RSVP will personally oversee all aspects of the program, and will have a part-time assistant for fundraising and some clerical duties. Volunteer stations will be selected based on their capacity to meet the most critical needs of the community as well as deliver on the outcome measures outlined by CNCS. Some will not fit into the criteria of CNCS focus areas, but support cultural enrichment or are non-profits which depend greatly on volunteers to deliver other valuable services. The Director will ensure that each station on the RSVP roster is a public agency, secular or faith-based private non-profit organization, or proprietary health care organization. RSVP staff will conduct a face-to-face meeting with the volunteer station supervisor to discern whether the station meets the criteria to be a placement site for RSVP volunteers. If all parties agree to a partnership, a Memorandum of Understanding will be signed and volunteer job descriptions developed. The Memorandum of Understanding outlines volunteer insurance, arranging for appeals or grievances, separation from volunteer service, Accessibility and Reasonable Accommodation, discriminatory practices, project support, providing meaningful placements to volunteers, restrictions on volunteer activities (i.e. the volunteer may not participate in political activities or conduct religious ceremonies while at the station as an RSVP volunteer), and the stipulation that no volunteer may displace a paid worker. The MOU can be amended at any time with mutual consent and must be renewed every three years. RSVP staff will also discuss orientation, recruitment, time, attendance, data collection, and programming for impact. Senior Corps Advisory Council members and/or RSVP staff will visit volunteer stations monthly or quarterly to visit with and be updated on the status of RSVP volunteers, and to discuss performance measurements with the station supervisor to ensure compliance with CNCS standards. Senior Corps Advisory Council members who visit stations will express any concerns to the RSVP staff related to the progress of program goals and will assist with program revisions to deliver better services. RSVP volunteers will also have the opportunity to share acquired skills and experiences with other volunteers and will be encouraged to recruit new volunteers to the RSVP program. RSVP volunteers will share and address issues and/or concerns that relate to their volunteer assignment with RSVP staff and volunteer station personnel. In an effort to identify, address and define program strategies, the Senior Corps Advisory Council will meet quarterly, and will be provided with updated information on the progress of various programs. Also, specific training is provided for Senior Corps Advisory Council members pertaining to individual projects. Information and data is

Narratives

provided to the Central Kentucky Community Action Council's Area Board of Directors and the Senior Corps Advisory Council regarding the progress of the RSVP program. Relating to performance measurements, station supervisors, Advisory Council members, and the RSVP staff will work together to develop meaningful volunteer assignments that will meet the needs of the RSVP volunteers and the community, and which will also fulfill requirements set forth by CNCS. They will collaborate in establishing measurable results at volunteer stations, developing indicators that identify that RSVP volunteers are making positive changes in their community, and will also assist with data collection and measuring the impact of RSVP volunteers. Volunteers will complete a review form annually rating their satisfaction with the program and volunteer station. Volunteer stations and other community organizations will complete surveys to assess the progress and accomplishments of the program. Advisory Council members will complete a program assessment as well as an Advisory Council self-assessment that will be used to measure the impact of the RSVP program and the effectiveness of the Advisory Council. RSVP staff, in conjunction with the Advisory Council, will complete a program evaluation annually to rate program performance. RSVP will utilize Volunteer Reporter software to track and monitor volunteer hours, years of service, active volunteer stations, volunteer mileage reports, program impact, and in-kind. Volunteer stations will report the hours of volunteers and the value of any volunteer meals provided to RSVP monthly. Mileage forms will be filled out by volunteers, but must be verified and signed by the station supervisor in order to be turned in to RSVP. Volunteers can turn these forms in monthly or quarterly. RSVP will use client surveys to assess project and volunteer impact and outcomes. Evaluation tools are developed according to the service being provided, through discussion with volunteer station staff, RSVP volunteers, Advisory Council members and local community members. These tools, depending on the service being provided, will be administered by RSVP volunteers, station supervisors, or the RSVP Director. This is outlined further in the individual work plans.

Organizational Capability

Central KY Community Action Council, Inc. is a 501(c) 3 non-profit organization, established in 1967 to provide services to low-income seniors, families and children. CKCAC works with low-income groups in the community, in both the public and private sectors, through a tri-partied Board of Directors, to seek out, identify and eliminate the causes of poverty within its service areas. The agency attempts to mobilize available resources and bring about greater sensitivity to the low-income sector through the entire community. CKCAC plans and develops systems to set priorities of projects and activities in the area for the most effective and efficient use of resources for services for the low

Narratives

income and elderly. We also strengthen community capabilities for planning and coordinating federal, state, and other assistance through the efforts of local officials, organizations and affected citizens. CKCAC administers the programs of the Community Service Block Grant and other appropriate agencies in the Lincoln Trail Area Development District of Kentucky, which includes Breckinridge, Grayson, Hardin, Marion, Nelson, and Washington Counties. We provide employment opportunities for low-income residents of these areas and ensure participation of the less fortunate in decisions concerning programs designed to benefit them. RSVP will focus on utilizing the talents of the senior population to meet priority needs of the community. The sponsoring agency has amassed extensive experience in managing and tracking impact based programs that have multiple funding sources. All programs of CKCAC are housed in facilities that meet ADA requirements and are considered adequate. Programs are required to utilize monitoring tools provided by each funding source to conduct self-evaluations. CKCAC has an annual budget of 18.5 million and is well experienced and knowledgeable in operating programs with multiple funding sources. All Project Directors are required to attend monthly staff meetings at the Central Office in Lebanon, KY. All employees of Community Action have clearly defined job descriptions and are evaluated annually. CKCAC holds an agency-wide single audit for all programs to ensure that agency policies are upheld. An auditor makes recommendations to each program for any performance needed. All supplies/equipment require a purchase order, which must be approved by the Director of Finance. All property is assigned an identification number and is properly tagged. Each individual that approves of making a purchase must determine if the expenditure is budgeted, if funds are available and allowable, reasonable and necessary. The Finance and Fiscal Managers will be responsible for budgeting aspects of RSVP. All monetary fundraising proceeds and donations will be turned in to the Finance Department, as well as goods in-kind donation forms signed by the RSVP Director and the donor. Volunteer hours, accounting for non-federal match, and volunteer expenses are double checked by the fiscal staff. Volunteer mileage forms must be verified and signed by station supervisors and project directors before being submitted to the Finance Department, where it is again checked for accuracy before a check is issued. Mileage for RSVP volunteers will be reimbursed at 30 cents/mile with a cap of \$30/month, and will be subject to change based on the availability of funds. Expenditure reports are distributed monthly to Project Directors and any discrepancies are discussed with the Finance Director. The Finance Department is stationed at the Central Office and utilizes a financial management system that can be customized for the current financial policies of each program. The proposed RSVP Director, Crystal Tilton, has prior experience directing an RSVP program. Upon taking over the program, she increased volunteer

Narratives

membership by 53% in less than two years. She also recruited several people for the Advisory Council who were very engaged and active in improving the program. The RSVP Director will develop work plans, grant development, recruit volunteers and stations, issue necessary purchase orders, communicate with the Advisory Council on fundraising projects, and assure community participation in the project by partnering with other community groups. The Advisory Council will meet quarterly to discuss fundraising and event planning, while assisting the Director with performance measures, assessments and evaluations, and public relations. The RSVP Director will be aided in fundraising and clerical duties by a part-time assistant, who will be paid from match funds. These employees will maintain all data on volunteers, clients, and stations, write newsletters and press releases, manage public relations, and conduct volunteer and station recruitment and fundraising endeavors. The RSVP Director will be directly responsible to the Executive Director. The Executive Director of CKCAC, Lynne Robey, was appointed by the Area Board of Directors and is in charge of all programs that consist within the agency. The Executive Director is formerly the Director of the Community Services Block Grant and has been with the agency for fourteen years. She will serve on the Senior Corps Advisory Council and advocate for RSVP at area meetings and functions, as well as help develop collaborations with other service agencies. The Assistant Director, Jami Sandusky, also holds the title of Director of Finance. Ms. Sandusky has been with the agency for over thirty years and is responsible for supervising the RSVP Director and other agency staff in helping to prepare budgets and financial reports for their programs. The RSVP Director and Director of Finance will stay up to date on the regulations set forth by CNCS regarding how federal funds will be allocated through the CNCS website and updates emailed from the State Office, as well as the RSVP Director attending a yearly training conference. In addition to the federal grant, RSVP plans to apply for grants from United Way of Central Kentucky, Tri-County United Way, Hardin County Fiscal Court, and Nelson County Fiscal Court. Civic groups, private donors and fundraisers will be utilized to generate any other monetary donations needed. The in-kind match requirement will be obtained through donations of goods and discounts on services and goods from local businesses and private donors. Examples include: Hub City Printing providing printed materials at a reduced rate, Hardin Memorial Hospital's donation of meals to RSVP volunteers serving four or more hours per day of volunteering, meeting space provided by Allegro Assisted Living, and Kerr Office Group offering a discount on office supplies. Businesses will donate goody bag items and door prizes for the annual volunteer recognition ceremony and orientation, and the Brown-Pusey House will grant a considerable discount on the cost of hosting these events there. All Volunteer stations will be encouraged to host recognitions and will be required

Narratives

to provide ongoing training to participating RSVP volunteers. The Advisory Council will conduct fundraisers throughout the year.

Other

N/A

PNS Amendment (if applicable)

N/A