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Executive Summary

An estimated 400 RSVP volunteers will serve within the eight counties of the Magic Valley. Some of their activities will include volunteer transportation for elderly seniors and veterans to help them remain in their private homes independently, volunteers to provide elder-watch (Ombudsman Program) for seniors living in facilities and prevent elder abuse, support of the 15 senior centers located within in the 8 counties of the Magic Valley buy providing RSVP volunteers for the Meals-on-Wheels program, veterans assisting veterans to help them receive the benefits they deserve, volunteers to assist in the food bank program and in the Cooking Matters programs. The primary focus area for this project is Healthy Futures. At the end of the three year grant seniors, veterans, and children will benefit from our RSVP programs. The CNCS federal investment of \$52,683.00 will be supplemented by \$9,730.00. The College of Southern Idaho (CSI) Retired and Senior Volunteer Program (RSVP) has been located in the Magic Valley for over 40 years. RSVP has a strong partnership with the State of Idaho Area IV Office on Aging (OOA). This partnership strengthens the RSVP's ability to provide service to frail and vulnerable adults, local veterans who choose to live in rural areas, and the mentoring of at-risk students to reach their future goals. RSVP of the Magic Valley covers the eight counties of South Central Idaho, including Blaine, Cassia, Camas, Gooding, Jerome, Lincoln, Minidoka and Twin Falls. The exceedingly, rural area covers 11,509 square miles making outreach extremely time consuming and costly. Many residents in our area have agricultural or self-employment backgrounds which afford them limited retirement incomes. Many of these residents also continue to live on isolated, rural farmlands. Poverty and the extensive rural area we must cover affect not only our RSVP volunteers but our seniors, veterans, and youth they provide services to. RSVP volunteers help educate and empower youth, while also helping provide healthier futures for our elderly, and veterans by providing them rides to access medical appointments, groceries and pharmacies. Mentoring youths and helping to enable seniors to live independently in their own homes provides support our communities. We utilize CSI to extend our training and support for our senior adult volunteers and harvest the valuable resources available through the higher education process. We also receive training through the Area IV OOA which provides our RSVP Program with the most professional team of educated and licensed specialists in the field of aging issues available. The RSVP Program assists our senior adult volunteers in both personal growth and in the development of strong skills within their service area. RSVP volunteers are nurtured to look for the success of the work station assignments and not just the challenges.

Strengthening Communities

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Retired and Senior Volunteer Program (RSVP) of the Magic Valley covers the eight counties of South Central Idaho, including Blaine, Cassia, Camas, Gooding, Jerome, Lincoln, Minidoka and Twin Falls. The area covers 11,509 square miles which makes outreach extremely time consuming and costly. There is very limited public transportation in a few communities, no public transportation in some of the communities and none between communities. There is a population of about 162,000 people or 13 persons per square mile. 21.5% of the population is over the age of 60; 17% are unable to drive and 17.5% live alone. The Magic Valley is comprised of small to mid-sized communities. The largest community is about 50,000 people (Twin Falls County). The smaller communities average about one to two hundred people. Small cattle and farming operations with scattered residences provide much of the housing for each community. The Magic Valley economy also supports some light manufacturing and food processing plants. Many of our volunteers, veterans, senior clients, and students have agricultural or self-employment backgrounds which afford them limited retirement incomes. Many have sold their farm ground and retained their rural homes, which greatly elevates transportation expenses to bring them into the Program or to provide supportive services to the growing senior population. This further complicates access to our area resources and elevates transportation costs. Twin Falls provides the most advanced critical care hospital services.

The RSVP partners with the following services: Currently the 14 of the 16 Senior Centers in Area IV (covers 8 counties in Southern Idaho) provide around 6,657 Home Delivered Meals (HDM) a month to approximately 1,350 area homebound, frail seniors. In a recent study by Senior Hunger in America, a state profile of food insecurity for seniors was performed in Idaho. According to the study of the seniors aged between 70 and 80, 5.45% are food insecure and seniors aged 80 and above had a rate of 3.2%. Area Senior Centers struggle to find volunteers who can help distribute these meals to HDM clients. According to Meals on Wheels of America (2015), those 1 in 6 seniors is threatened by hunger and almost 10 million seniors face the threat of hunger today, which is an 80% increase since 2001.

RSVP will partner with the Area IV 14 Senior Centers to provide volunteers to help with this massive job of feeding our frail, elderly homebound. The Area Agency on Aging (AAA) provides monies for the meals (through the Older American's Act) to the Senior Centers, but awards no money for transportation of the meals to the client. Every day Senior Centers struggle to find volunteers with reliable transportation to deliver meals to some of our most vulnerable citizens. Senior Centers have had the number of people needing HDM double in the last few years further taxing the heavy burden of a few dedicated volunteers. The mission the local HDM program is to enhance the quality of life for

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young and old by providing appetizing, nutritious meals as well as support services for seniors which enable them to maintain their independence and dignity. Cultivating RSVP volunteers to help fulfill this mission will greatly influence the ability of the HDM program's ability to continue this vital program.

Ombudsman Program: The National Center on Elder Abuse reports that a study done in 2000 shows 44% of nursing home residents reported being abused. Abused elders had a 300% higher risk of death than those who had not been abused, along with a higher incidence of psychological distress and other health related issues. It is also estimated that only 1 in 14 cases of Elder Abuse ever comes to the attention of authorities. The Alzheimer's Association projects that by the year 2030 there will be a 50% increase in elderly people with Alzheimer's and other related Dementia's which increases the vulnerable state of an already vulnerable population.

Federal cuts to the Ombudsman Program have put our vulnerable residents at higher risk for abuse. In our area alone we went from four full-time workers to just one full-time manager. RSVP volunteers will help fill this void in staff by helping serve the community in Skilled Nursing Facilities as well as Assisted Living Facilities that are located in an eight county area consisting of Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka and Twin Falls Counties. There are 53 facilities that house 1,910 beds with an average increase of five facilities per year. There are currently 7 volunteers who visit 23 facilities and serve 746 individuals. The estimated yearly increase is approximately 1/3, and the target output during the third year of the grant cycle is 21 volunteers, 68 facilities and 2200 individuals.

6 Veteran Service Programs: In May 2015 234 veterans received assistance through the six Veteran Service organizations of the Magic Valley. With the implementation of a new computer system in June 2015, 98 veterans received assistance. They are missing the one-on-one assistance that veterans often need to help them adjust and receive all of the benefits that are available to them. This new system has created a gap between the Veteran Service Assistance Program and veteran's ability to access the program.

The RSVP program will provide much needed volunteers to these three area Veteran Service organizations. We hope to recruit as many veterans as we can to meet this essential service. The "personal touch" will help meet the needs of the Veterans by helping them access the organizations that have been put in place to help them.

Our rural area covers over 11,000 square miles and the veterans return home to their farms and rural communities. The Veterans Service Organizations provide information to them via the internet; but if

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they can't access or navigate the system their needs go unmet. Trained RSVP volunteers can help bridge that gap, allowing greater access to benefits our heroes have earned and richly deserve.

Interfaith Volunteer Services (provides rides to over age 60 frail, homebound seniors to medical appointments, grocery stores and pharmacies): Interfaith Volunteer Caregiver of Magic Valley (IVC) provides transportation to medical appointments, companionship, shopping/light housekeeping, yard work/snow removal, simple handyman repairs, home modifications, and respite to caregivers. There are 70 volunteers in 4 of the 8 counties of the Magic Valley. This program provides necessities to the frail and elderly who live throughout this very rural area of Idaho. Without this organization the client would not be able to remain safely within their homes.

IVC serves as a safety net for other community agencies and organizations by catching those who do not meet the criteria for those agencies. Our services enrich the human spirit, alleviate human suffering, and help build stronger communities one life at a time.

Local food banks: The USDA defines food insecurity as "consistent access to adequate food is limited by a lack of money and other resources at times during the year" according to Feeding America. Food insecure households are not necessarily food insecure all the time. Food insecurity may reflect a household's need to make trade-offs between important basic needs, such as housing or medical bills, and purchasing adequate nutritional food. In 2014 the Meal Gap Data shows southeast Idaho has an 11.27% food insecurity rate (22,300 individuals reported having food insecurity).

The output of 2000 will reflect the number of unduplicated families or individuals (unduplicated numbers will be maintained by workstations on computerized software databases) throughout the course of the year. RSVP program will distribute 200 surveys during the one-month time frame and we our goal is to obtain 90% return of the surveys. They will increase their food security within their households by utilizing this CNCS-supported program.

Cooking Matters: Cooking Matters is a cooking-based nutrition education course designed to teach low-income families how to prepare healthy, tasty meals on a limited budget. Professional chefs and nutrition educators volunteer their time and expertise to lead hands-on courses that show adults, teens, and children how to purchase and prepare nutritious foods in healthful, safe, and tasty ways. This can mean the difference between feeding families for just one night and making sure they are empowered to have the knowledge, skills, and resources to prepare healthy meals for a lifetime. As part of the national No Kid Hungry campaign working to end childhood hunger in America, Share Our Strength's Cooking Matters enables low-income families to stretch their food budgets so their children can get healthy meals at home. Participants learn to shop smarter, use nutrition information

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to make healthier choices, and cook delicious, affordable meals. Cooking Matters courses and tours equip families with the skills necessary to stretch their food dollars and maximize the benefits they receive through public nutrition programs like SNAP (food stamps) and WIC (Women, Infants and Children).

Founded in 1993, Cooking Matters has served more than 100,000 families across the country. Cooking Matters has been featured by First Lady Michelle Obama's Let's Move! campaign and recognized by the U.S. Department of Agriculture for excellence in nutrition education. This timely campaign is nationally sponsored by the ConAgra Foods® Foundation and Walmart.

Special Olympics: Twin Falls, Idaho has been selected as the site for the next Special Olympics sporting event. These State Summer Games are typically moved to a different city each year, but Twin Falls will host the event for the next three years. RSVP will Partner with Special Olympics and local groups, including the Twin Falls Tators (a local chapter which was founded two years ago and is comprised of 44 athletes ages 9-77, along with many volunteers and family members of the athletes), to provide RSVP volunteers to help make this sporting event a success. According to the Special Olympics Website:

"The mission of Special Olympics is to provide year-round sports training and athletic competition in a variety of Olympic-type sports for children and adults with intellectual disabilities, giving them continuing opportunities to develop physical fitness, demonstrate courage, experience joy and participate in a sharing of gifts, skills and friendship with their families, other Special Olympics athletes and the community. Special Olympics would not exist today -- and could not have been created -- without the time, energy, commitment and enthusiasm of our volunteers. We owe so much to these millions of people who find the time to make the world a better place. Our volunteers are all ages and their commitments can range from an afternoon to a lifetime."

The 2016 Special Olympics, State Summer Games will draw an estimated 1,200 athletes (along with their family members) from 30 teams to Twin Falls to compete in sporting events on June 10-11. The State Summer Games sports include track and field, aquatics, basketball and cycling. Last year, flag football was added and has become popular. Special Olympics explain that, "Through the power of sports, people with intellectual disabilities discover new strengths and abilities, skills and success. Our athletes find joy, confidence and fulfillment -- on the playing field and in life." RSVP will work to inspire people in our communities to open their hearts and give their valuable and essential time to make this event special for all involved. RSVP will be involved in growing this event each year by providing volunteers to bring this massive event to fruition.

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Recruitment of Volunteers: The National Council on Aging reports that to maintain programs that include federal, state, and local government programs will need volunteers to meet the needs of their programs. Organizations can turn to the RSVP program to help them meet their volunteer needs.

RSVP uses media and our current volunteers to help in our recruiting efforts.

We utilize the College of Southern Idaho to extend our training and support for our volunteers and harvest the valuable resources available through the educational process. We work with the Public Relations/Contracts Manager of the OOA to target specific areas for recruitment, profiling and volunteer recognition. Volunteers represent the Program at workstations, and at community events. RSVP of the Magic Valley uses the Volunteer Reporter to track the data that will be gathered using volunteer, client, and student surveys. Our workstations and staff will also do evaluations and personal contacts to manage the collection of the data that is necessary to measure the outcomes and outputs for these projects. Since our area is so rural it is necessary to use the established resources and create strong ties with the worksites that we currently have Memorandum of Understandings with.

Recruitment and Development

The College of Southern Idaho (CSI) RSVP receives training through the Office on Aging which provides our Program with the most professional team of educated and licensed specialists in the field of aging issues available. They provide much of our in-service training in the areas of communication, age related topics and informative changes in legislation and health care. We always work to assist our Volunteer Work Stations with providing additional training to our volunteers and are always looking to increase the number of Work Stations in the communities in our RSVP Project Service Area. We work with the other service agencies that are part of the United Way of South Central Idaho that target community need which can be lessened through the use of volunteer support. We utilize church networks to elevate the awareness of the Retired and Senior Volunteer Program and to enroll additional volunteers. The RSVP Program assists our volunteers in both personal growth and in the development of strong skills within their service activities. Active discussions during in-service and personal testimonies by Retired and Senior Volunteers provide feedback and affirmation of the value they provide. Dialogue between the Retired and Senior Volunteers and the staff during in-service and workstation meetings allow the volunteers to raise concerns or request assistance in specific areas of training. Training meets expressed concerns for specific types of assistance with problem areas and prevents frustrating and difficult situations from continuing. Active feedback concerning problems and the solutions are aggressively pursued. Great care is given to the Retired and Senior Volunteer to match them too their work station assignment. Retired and Senior Volunteers are nurtured to look for

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the success of the assignments and not just the challenges. The RSVP coordinator will maintain an open door policy with the workstations that will be provided RSVP volunteers. The stations will be informed of the requirements and guidelines that will be required to be a part of this great program. The workstation and the RSVP program will work together to provide a very rewarding experience with the volunteer and the community who receives the benefits of these programs. The growing public awareness of the Retired and Senior Volunteer Program and the positive and rewarding impact they have on those to whom they provide service continues to reward the volunteers with a sense of success. A Recognition luncheon in late summer or early fall and a Christmas in November potluck luncheon serve as both recognition events and as a recruitment tool. The media is also used to highlight and target specific volunteers or components of the program. Our affiliation with the College of Southern Idaho provides an excellent opportunity for staff training and development. The College waives the tuition for staff and volunteers who are 60 years of age and over. This allows for education at whatever level is of interest. The opportunity for unending self-growth and development is offered and the concept of 'life-long learning' is an important part of our Program. Through the regular attention the Program receives throughout the community and in the print media, community awareness will continue to be assured. Our volunteers are active participants in the greater community. As a Program, we regularly host information booths at community health and safety events, at health screenings, at school fairs, at the county fairs, at the community craft fairs and at public recreational events. As staff, we are often asked to sit on the advisory or planning boards of community service providers and councils. As an active partner in the community, the RSVP Program is often highlighted in the media. Because of our unique location on the College of Southern Idaho campus, we are routinely referred to as a part of the College of Southern Idaho's community outreach family of services.

Program Management

Our thirty-eight volunteer stations actively work with us to achieve our continued high level of successful Retired and Senior Volunteer assignments. This has involved extensive training of the Retired and Senior Volunteer by staff, work station personnel and presenters during in-service prior to assignment, during the assignment and at the workstation site. We also utilize the excellent leadership qualities of many of our well trained Retired and Senior Volunteers who can share years of experience with other volunteers. Our annual evaluation process utilizing our advisory and community volunteers provides assurance that we are meeting our goals and will assist us in modification when needed. Evaluations of the volunteers completed at the workstation sites allow us to monitor our

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volunteers for specific training or assistance needs. Our Volunteer Reporter Tracking software system allows us to track data and pull queries as needed. Our Program actively works to fulfill the high level of expectation placed upon us by our grantee, the College of Southern Idaho. Through their generosity, we are provided with the facilities to house our Program. We may, and often do, request assistance from staff and faculty for training during in-service or other RSVP Program sponsored workshops. Additionally, we are able to utilize College vehicles to facilitate economical outreach. The ability to reach into all areas parts of our Project Service Area is made possible by the CSI satellite office extensions of the campus to both the North-end and the East-end of the Magic Valley. This provides the stabilizing presence and the available meeting areas to help us with our outreach. Our annual presentation to the United Way of South Central Idaho supplies funding to supports the activities we are able to provide to our community. We submit funding applications to the St. Luke's Magic Valley Medical Center Community Health Improvement Grant, to the Department of Transportation, to the Idaho Commission on Aging, to local school districts, to local agencies and to councils asking for support with additional funding. The RSVP is housed within the Area IV, Office on Aging, and is included in the over-all planning for the services provided to the senior volunteers and has been for nearly 40 years. As an RSVP Program, we benefit from the secretarial, Information and Assistance, fiscal, and the receptionist services provided by the Office on Aging. We have access to the general office equipment, such as a copy and a fax machine, a laminator, paper cutting tools and additional storage that relieves the Program of the burden of owning or leasing this type of support equipment and space. The College of Southern Idaho has provided The Office on Aging with a beautifully remodeled building in which our RSVP Program is just one of many aging programs that pay a very moderate rental fee for office space. One full-time Project Director and one full-time volunteer coordinator and two part-time volunteer coordinators who work at the West end of the Magic Valley staff our RSVP Program. The Program pays a portion of the salary of the Fiscal Officer for the Office on Aging. This arrangement provides for all necessary bookkeeping activities and fiscal support services as required by our grantee. A wide-ranging scope of service and efficiency survey for all levels of the Program will be developed by the Human Services, Gerontology Department, the Teacher Certification Program, the Nursing certification Program of the College of Southern Idaho to be completed in this grant cycle. We will utilize staff and faculty to develop a uniform assessment tool and to develop the methodology to elevate the quality and effectiveness of the program with the implementation this Performance Measurement process.

Organizational Capability

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The College of Southern Idaho Retired and Senior Volunteer Program resides within the Area IV, Office on Aging which provides services for the senior population of the Magic Valley. As part of the Office on Aging, we are included in the over-all planning for the services provided to the senior community. Many of our volunteers hear about the Program through workshops scheduled by or through other sources in the Office on Aging. The CSI Retired and Senior Volunteer Program has been an element in the network of support available to the community for over 39 years. As a Program, we benefit from the secretarial, Information and Assistance, and the receptionist services provided by the Office on Aging. We have access to the general office equipment, such as a copier and a fax machine, a laminator, paper cutting tools and additional storage which relieves the Program of the burden of owning or leasing this type of support equipment and space. In addition to the fiscal support, the College of Southern Idaho provides other benefits in the form of our offices and the maintenance of them; the College raises the profile of the Program within the Magic Valley, as well as within the State of Idaho. Our fiscal integrity is solidified through the oversight they bring to our Program and the high standards that they require that we follow. We have the significant benefit of the Fiscal and administrative offices of the College in the oversight of our grant and the strict compliance standards the College of Southern Idaho requires. Our affiliation with the College of Southern Idaho allows the staff of the Program to aggressively pursue "life-long-learning" through the support the College lends, in seminars, in workshops, and classes available year-round to the College staff. The College waives the tuition cost to both staff and Program volunteers. The College is continuing to expand the area of studies concerning Geriatrics in several fields. Classes in the area of the general health, the psychology, the physical well-being and the sociology of the aging population continue to increase in numbers. The College of Southern Idaho is more than meeting the self-imposed goal to meet the needs of the entire spectrum of the population of the Magic Valley, and provide 'community college' education in remarkable ways. A significant benefit provided to the volunteers within the Retired and Senior Volunteer Program is the waiver of the tuition credit cost to allow the Retired and Senior Volunteer community of seniors who are 60 and over to take classes in any area of interest without tuition expense. Through the College of Southern Idaho's Foundation Office, we are able to access additional guidance on grant availability and request research assistance and input as we pursue additional funding to strengthen and expand our Program. One full-time Project Director, one full-time volunteer coordinator, and two part-time volunteer coordinators who work at the West end of the Magic Valley currently staff our Program. The Program pays a portion of the salary of the Fiscal Officer for the Office on Aging. This arrangement provides for all necessary

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bookkeeping activities and fiscal support services as required by our grantee. The Human Services, Teacher Certification, Gerontology and Nursing Department of the College of Southern Idaho will be utilized to measure the success of the Program on all levels utilizing staff and faculty to develop a uniform assessment tool and to develop the methodology to elevate the quality and effectiveness of the program with the implementation of a wide-ranging Performance Measurement scope of service study to be conducted within this grant cycle. The continuing expansion of the available programs and certifications available through the educational programs offered by the College allows for the continuing development of staff. College faculty and staff offer our volunteers access to the most current information through workshops and in-service presentations. The opportunity to provide in-service presentations, which are chaired by professional and Para-professional presenters, provides continuing support for both our staff and our volunteers.

Other

RSVP Grant Application #16SR178543

Further information on the demographic of the communities served, and details of how recruitment will ensure the volunteer pool will reflect these communities. Question 7:

The eight counties of the Magic Valley are very rural with the following diverse groups of volunteer candidates:

Blaine County: 3,918 people over 60 years old of those 154 are Hispanic and 2.9% are other races; and 1,297 veterans.

Camas County: 246 people over 60 years old of those 0 are his Hispanic and 1.8% are other races; and 145 veterans.

Cassia County: 4,015 people over 60 years old of those 325 are Hispanic and 2.8% are other races; and 1,372 veterans.

Gooding County: 3,140 people over 60 years old of those 176 are Hispanic and 3.0% are other races; and 1,170 veterans.

Jerome County: 3,420 people over 60 years old of those 215 are Hispanic and 3.4% are other races; and 1,292 veterans.

Lincoln County: 826 people over 60 years old of those 55 are Hispanic and 2.5% are other races; and 228 are veterans.

Minidoka County: 4,097 people over 60 years old of those 457 are Hispanic and 3.2% are other races; and 1,586 veterans.

Twin Falls County: 15,096 people over 60 years old of those 595 are Hispanic and 3.2% are other

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ances; and 5,526 veterans.

Our volunteers are recruited from the different diverse groups as shown above. In Twin Falls we have the CSI Refugee Center and we have many volunteers from different countries around the world. They give us their unique talents and skills to share with the clients they associate with. We have a large group of volunteers from the Hispanic communities.

Additional information regarding the staff and how their responsibilities contribute specifically to program management and achievement of performance outcomes. Question 13:

RSVP Program Director (Georgia Dimick) manages 3 Senior Corps Programs and 35% of the director's time is allocated to RSVP. The director manages all of the programs, maintains reports, grants, and communicates with all volunteers' stations and partners within the Magic Valley service area. Full time volunteer coordinator (Ida Young) also works on all 3 of the Senior Corps Programs and 25% of her time is allocated to the RSVP. Ida works with the volunteer stations, the volunteers and the clients. She is able to answer any questions pertaining to the RSVP program. Part time volunteer coordinator (Maria Alvarez) also works on all 3 of the Senior Corps Programs and 20% of her time is allocated to the RSVP. Maria maintains all of the data input and program requirements for the program. She is able to answer any questions that may be asked about the program. Part time volunteer coordinator (Marisol Towel) also works on all 3 of the Senior Corps Programs and 20% of her time is allocated to the RSVP. Marisol is the lead on the RSVP program. She is the coordinator who maintains the MOU's and visits with all of the volunteer stations. Marisol is the lead trainer for the RSVP program.

All of these staff members know the programs, the volunteer stations, the volunteers and the requirements needed to accomplish the program objectives.

How will volunteers be trained and overseen to ensure they can perform effectively the specific service activities to achieve the outcomes proposed. Question 6:

The RSVP volunteers are provided specialized training from the different organizations or volunteer stations that provide direct services to the public. RSVP will assist with these training needs based on the individual volunteer station. The RSVP office staff provides one 8 hour training annually. During this training they are given a RSVP handbook review, get copies of annual mandatory documents (ex: driver's license, etc.), and break out training in areas that have been specified by the volunteer stations that have active MOU's with the RSVP program. The Office on Aging provides 3 yearly

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training's to all of the Senior Centers and RSVP has MOU's with all 15 of the Senior Centers and the Office on Aging. They also have monthly caregiver groups meeting that the RSVP volunteers can attend free of charge.

Question 10:

In the Senior Corps office we have an open door policy and all volunteer station directors, volunteers and clients have our phone numbers. We do monthly visits to all of the volunteer stations and speak at these stations. Our staff is able to help answer any questions. We provide the annual training for the RSVP volunteers and this allows RSVP to have a face (how does this give them a face). The volunteers will be asked to provide an annual evaluation with a RSVP staff member. Clients will also be given an annual evaluation provided by the RSVP office. The volunteer stations will also provide an annual evaluation that will be provided by the RSVP office. All of the information from these evaluations will be compiled and given to the volunteer stations and used by the RSVP office for statistical data. This data will be shared with the Office on Aging for State statistics.

PNS Amendment (if applicable)

N/A