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Executive Summary

Mission: Southern Rhode Island Volunteers (SRIV) is a 501(c) 3 community non-profit whose purpose is to grow and support a volunteer organization that provides meaningful service opportunities through a number of locations and collaborative partnerships across the ten communities in the southern third of Rhode Island through the year 2015. Two 2 additional communities, East and West Greenwich, RI will join our service area beginning in 2016.

Established 35 years ago in 1980 as Seniors Helping Others, SRIV incorporated in 1981 moving forward with a mission of volunteer service primarily concentrating on the senior volunteer resource available across Washington County, RI. Initially, 36 volunteers over 60 years of age were engaged to assist their peers in the three northern most communities in Washington County through the federal RSVP (Retired Senior Volunteer Program). Today, 371 volunteers aged 55 and over continue to serve through RSVP at this agency for nine communities in the County and the community of Jamestown, RI which is located in Newport County. For the last decade, SRIV's 371 RSVP volunteers have provided 60,000 service hours or more annually. Since April 1, 2015, these RSVP volunteers have provided just over 36,000 service hours through at one of 55 community stations.

Service opportunities through SRIV are offered in one of two paths. The first is through SRIV's Washington County RSVP, specifically our healthy futures, independence in aging program. This signature program impacts the lives of elders and disabled adults residing in this region by addressing challenges they face related to the rural and limited suburban geography of this county. Three critical issues faced by these individuals are addressed by SRIV's program across our county and surrounding communities. First, a lack of access to services necessary for healthy futures due to non-existent and limited public transportation in the communities in the region creates a gap and potentially harmful outcome for elders attempting to live/age in place in this rural region. Healthy futures/aging depends on appropriate and timely preventative medical care and nutritionally balanced foods to support overall good health. This population's ability to get to health care providers, grocery stores, pharmacies and other necessary support resources is impacted by the county's limited resources, limited public service areas, and non-existent personal resources. Without adequate transportation options, isolation for our frail elders, disabled adults, and seniors without personal transportation resources can have devastating effects on physical and mental health and well-being. These issues are addressed when RSVP volunteers provide transportation through personal vehicles to health care

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provider appointments, grocery stores, pharmacies and similar service locations for elderly residents. RSVP volunteers transport individuals to health care provider appointments anywhere in the State of Rhode Island. Further, volunteers transport individuals to local, countywide grocery stores, pharmacies and personal care appointments. : Frail elderly receiving assistance benefit in a number of different ways. For our elderly citizens who live in our most rural towns, access to medical doctors, hospitals and other healthcare providers ensures they have options for healthy aging and for addressing individual health issues. Even in the two communities with limited public transportation, there are often challenges around availability. SRIV's Washington County RSVP volunteers eliminate those access obstacles through our signature transportation project which provides flexibility to volunteers and resources to support elders in need through coordination of transportation service. RSVP volunteers will be ready to provide transportation to medical, dental, dialysis, cancer, cardiac and physical therapy appointments. SRIV will be able to determine how this program addresses access to care by using utilization records to collect data on how often clients use our services and what type of medical appointment (ie: medical, dental, dialysis, cancer, cardiac, or physical therapy) appointments they will be transported to.

Isolation the second critical issue to healthy futures/aging is combated by RSVP volunteers providing visitation and companionship to our most frail elders and homebound. The volunteer commits to spending time each and every week with the individual in need providing socialization while alleviating isolation. Volunteers also provide task specific assistance to improve the odds for independence for individuals. Tasks include yard clean ups in spring and fall to remove debris, snow removal and ice mediation if possible in winter to assist in lower the risk for slip and falls. As indicated above with transportation assistance and as indicated below with food and meal delivery, each and every visit or appointment to complete a task at an individual elder's home provides socialization opportunities alleviating isolation.

The third issue that our older population faces is proper nutrition to support healthy futures. RSVP volunteers will deliver food to elders in need, including meals on wheels deliver 4 days per week; 3 to 4 bags of food items supplied by local food pantries to support nutritionally balanced once a month, and will perform grocery shopping for elder homebound clients. RSVP volunteers will provide companionship each week to isolated elders. Activities will include conversation, reading, game playing, short excursions (out for coffee/errands) to alleviate isolation. SRIV will be able to track the

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number of individuals receiving independent living services by using a client tracking database. Information in the database will include client name, which service(s) they are receiving (ex: companionship, food delivery, grocery shopping) how often they are assisted, and the volunteer(s) helping. Also volunteer timesheets, client request forms, and data entry by SRIV paid and volunteer staff into the volunteer reporter database will support data collection. In addition to the delivery of the food provided and companionship, the RSVP volunteer provides a daily safety check for our elders who are aging-in-place in this rural County. In many cases, the RSVP volunteer is the only individual that the elder encounters each day. Our volunteers deliver the meal, provide conversation in those brief moments, and report back safety concerns. They also are the resource that helps us to identify the elders who are most in need of companionship so that we can provide additional visitation to alleviate isolation. Our older citizens who have the physical ability to get out but who can no longer drive are provided with transportation and assistance at the grocery store allowing them to continue to have independent choice and options as they age.

The volunteers' service mitigates compelling social needs as they provide direct help to the older population of this county age in place, with a goal of healthy longevity for the individual receiving help and the RSVP volunteer alike; 17.9% of the total population in Washington County is 65 plus years of age.

An example of this healthy longevity for the RSVP volunteer can be found in Eleanor, a volunteer who came to SRIV when she was 50 years of age. She shared with us that her physician suggested she volunteer as her husband had passed and the grief was taking a toll on her health. We helped her to get established with a local hospital as a greeter volunteer. Then when she celebrated her 55th birthday, she returned to SRIV asking what more she could do to make a meaningful and substantial contribution to her local community. The RSVP Director discussed many opportunities with Eleanor, assisting her in finding the right cause that she was passionate about--Alleviating hunger and supporting nutritional health for the elderly. Eleanor began to deliver food to local homebound, frail elders. As a result Eleanor now does grocery shopping for Catherine; she also visits with Catherine once a week to alleviate isolation. The outcome is that Catherine is now celebrating her 98th year, longevity assisted in part due to Eleanor's gift of volunteering through RSVP--a win, win for both the individual in need and the volunteer.

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Volunteer service opportunities through SRIV also have a number of intergenerational opportunities that take place each year bringing our youth and our RSVP volunteers, who are 55 years and older, through SRIV's Washington County RSVP Program that impact lives by addressing issues related to the rural and suburban geography of this county.

One of these service opportunities is the Disaster Preparedness Program at SRIV. This program impacts the entire community in times of crisis, benefiting young and old, communities, residents, taxpayers, visitors, our leaders and our local university's student body. SRIV partners with local emergency management officials to provide critically necessary human resources during disasters. SRIV provides in collaboration with a number of emergency management resources training in shelter operations and point of distribution operations for medical inoculation clinics and medical distribution sites as well as sites that may be called upon to distribute food, water, personal care items and cleaning supplies. The community at large benefits by having a pool of trained and ready volunteers who enhance the capacity of first responders during times of crisis such as weather related events, human error events, and terrorist attacks. This region of New England is prone to hurricanes, wind storms, flood damage and winter storm damage. Our Washington County RSVP volunteers set up, staff and manage shelters in two locations when necessary. Additionally volunteers in this service opportunity set up and staff the non-medical positions for PODs. RSVP volunteers will respond when contacted by local emergency management due to weather related incidents to set up shelters. RSVP volunteers after setting up a shelter under emergency management direction will continue on to manage shelter operations. After setting up a shelter with designated areas of registration, logistics, dormitory, cafeteria, and clinic to name the main components they will move on to staffing the shelter. At the conclusion of any sheltering event RSVP volunteers will inventory supplies, pack supplies and close the shelter. RSVP volunteers are divided into three teams to staff a community shelter. Each team is expected to work an eight hour shift on a rotating schedule under the direction of local emergency management officials. Each RSVP volunteer will have a pre-designated job or task to perform based upon a shelter plan created in collaboration with local emergency management. Initial shelter operations (the first 72 hours) are completely covered by this team of RSVP volunteers. Staffing consists of one (1) shelter manager who provides oversight to the entire operation, one (1) shelter supervisor to assist shelter manager, four (4) reception intake clerks who register clients and make referral to medical personnel if appropriate, two (2) dormitory assistants assigning locations to cots and blankets and maintaining quiet, order and safety in the dormitory, one (1) cook responsible

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for meal preparation in compliance with Dept. of Health regulations, two (2) cafeteria attendants responsible to support the kitchen team in food transfer to the cafeteria area and cleaning the area, and one (1) communications leader responsible for radio dissemination and internal communications for the team; works with Ham Radio operator if one is available as well. Medical coverage is provided by local EMS services. RSVP team members provide a safe haven during a storm or crisis.

Collaboration in these efforts includes police, fire and school officials. RSVP volunteers will engage in training activities specific to operation of Points Of Distribution. These volunteers receive training conducted by local emergency management. RSVP volunteers will demonstrate a commitment to this service opportunity by attending at least 50% of the offered trainings. PODS: RSVP volunteers will respond to set up, staff and clean up POD operations when requested. Generally a POD operation is to distribute medications and/or medical care and medical professionals will be a part of the responding team. RSVP volunteer tasks will include registration of participants, direction for participants and distribution of bottled water, non-perishable food items, clean supplies, blankets and/or personal care items. It is expected the RSVP volunteers will be called upon at least once a year to assist at a POD for the distribution of public inoculations. New and current RSVP volunteers will be provided opportunities to attend training sessions where they will learn tasks necessary to perform shelter specific jobs. Community members will be provided with information sessions led by RSVP volunteers who have been trained in personal preparation for storms and how to access shelter services during emergencies. Attendance sheets will be used to capture names and contact information and volunteer hours provided for all individuals attending training sessions, shelter operations and PODs.

Volunteer service benefits the givers through social interaction, through their life skills provided to enhance other lives, and through learning new skills and enjoying new experiences.

Other Community Priorities: Veterans residing in our community are supported primarily with transportation assistance to access the Rhode Island VA hospitals: which are in Newport, 32 miles away and Providence, the main facility 47 miles away from our County. SRIV transports three WW II Veterans to these services in addition to other Veterans. Something we really enjoyed recently was the opportunity and privilege to honor 6 of our WW II Veteran volunteers. What is noteworthy is that these individuals are all 90 years of age or older and they are still dedicated to their volunteer efforts to help others.

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Currently there are 55 area non-profits that depend on volunteer support through SRIV's Washington County RSVP Program to address a host of community issues that in their focus areas of education, health, domestic violence, home assistance, homelessness, and much more. Volunteers may provide direct client assistance through intake activities, distribution of supplies, stocking of shelves, clerical activities, leadership roles and cultural education/docent responsibilities. SRIV provides our volunteers with many options for meeting their personal service goals. Our retention rate is 9 years for our average volunteer.

Supporting Children and Education services as a community priority RSVP volunteers provide positive role models to the youth of our area through mentor/mentee relationships and through academic help in the classroom. RSVP volunteers are requested by individual teachers for the classroom assistance where they provide support for core curriculum studies in math, science, reading and language. At-risk students are identified by school officials, RSVP volunteers help with tutoring during the school day and schools indicate that this has an impact on improving study habits, self esteem for our children and eventually a positive impact on drop-out rates.

A population community priority in our county is local historical museums. This region sees a large number of tourists during the warmer months. Individuals visiting these museums will definitely encounter an RSVP volunteer docent from SRIV at each and every one of the six museums in our county. Volunteers enjoy connecting to their past, educating visitors and helping to steward these wonderful community treasures.

Southern Rhode Island Volunteer's annual budget is approximately \$180,000. SRIV's request to the Corporation for National & Community Service is based upon the RFP at \$40,000. SRIV is also supported by the Rhode Island Division of Elderly Affairs with a \$10,389 grant. Municipal funding for our agency includes cash and in-kind support, please see our budget for details. All additional funding for SRIV comes from private foundation grants, individual donors, and fund-raising efforts. SRIV employs a part-time Executive Director, a full-time RSVP Program Director, and two part-time customer service representatives. Two interns are currently with SRIV. One intern provides IT, web design, social media and marketing support. The other intern is a senior intern learning job skills while providing clerical and office support. Five RSVP volunteers provide office assistance on varied schedules. SRIV has a volunteer base of 591; 371 RSVP volunteers (55 plus years of age) and 220

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volunteers between the ages of 13 and 54.

One of the past challenges for SRIV was our data collection system. Currently Volunteer Reporter by VolSoft is used to collect volunteer, client, and station data. Information collected includes volunteer address demographics, volunteer skills, education and career backgrounds, interests, service hours, gender and age. Volunteers are asked if they will share ethnicity information, however this is optional. It is widely known through Census data that this region is predominately Caucasian (98%). Client data including address demographics, types of services utilized, number of times services are used, and client satisfaction with service delivery are all collected for each time an individual is provided assistance. Station data including mission, 501(c) 3 status, volunteer opportunities with job description, and impact data as available from the individual station is entered into the database.

In an attempt to focus data more completely on the outcomes for healthy futures, disaster preparedness and other community priorities, SRIV will be creating an Access based specific data collection system in house this year. This system will allow volunteers to more easily report hours using our on-line links, access volunteer opportunity job descriptions, and make changes to personal identifiable information housed in the database.

Strengthening Communities

Southern Rhode Island Volunteers (SRIV) has delivered services for the Washington County RSVP for many years. Originally founded in 1980 as Seniors Helping Others, the SRIV organization has provided a range of services to address the community needs of southern Rhode Island for 35 years. The State of Rhode Island is home to 39 individual cities and towns, one-third of which are located in the original service area of Washington County. The officially identified towns in this region include: Charlestown, Exeter, Hopkinton, Narragansett, New Shoreham (Block Island), North Kingstown, Richmond, South Kingstown and Westerly. Although officially considered a part of Newport County, Jamestown is an island separated from each county by Narragansett Bay. Historically this town has been a more practical fit for services within the communities of Washington County and East and West Greenwich have been added to the RFP this year bringing the service area to 12 out of RI's 39 municipalities, just under 1/3 of the entire state

US Census data lists Washington County (excluding Jamestown) as encompassing 563 square miles, 329 of which are land and 236 (40.8%) are water. The County is situated along Rhode Island's southern coastline with slightly over 100 miles at sea level on the Atlantic Ocean. The highest point in

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the County is within the town of Exeter at 560 ft. above sea level. Nationally protected areas include four wildlife refuges as well as acreage along the coastline of approximately 30 acres in multiple communities. Overall, the region is geographically rural. Of the 12 towns in our region, only three (North Kingstown, South Kingstown and Westerly) host densely populated urban and business districts with sidewalks. Public transportation throughout the County is extremely limited with the only public bus service provided by the Rhode Island Public Transit Authority. Since the University of Rhode Island and Amtrak's Kingston Station are located in South Kingstown, it is not surprising that the existing bus routes are geared to serve these key locations. In addition, there are very limited taxi services available within the region.

Census 2010 demographic information indicates a total population for Washington County at 126,979, with a density of 386 per square mile. Diversity statistics suggest a population that is 93.8% white, 1.2% black or African American, 0.9% Native American (the federally recognized Narragansett Tribe), 1.5% Asian, 1.4% Hispanic or Latino, and 1.2% other races. These numbers can be deceiving since during the academic year, minority populations increase with students from various ethnic backgrounds and international locations attending the University of Rhode Island; these students often reside in rental properties predominately in South Kingstown and Narragansett. Additionally, from mid-June to mid-September, the population of the County increases as much as three-fold with seniors, families and children from Connecticut, Massachusetts, New York and New Jersey who come to summer homes in our coastal communities. The presence of the University and vacation second homes suggest a level of affluence in the region that is not the reality, especially for senior citizens who wish to age in place in this rural area. Updated Census 2014 data shows the 65 plus population in Washington County at 17.9%, with RI's overall 65 plus population at 15.7% and national the same population totals at 14.5%. RI ranks 10th out of 50 states for the 65 plus population.

Unemployment in Rhode Island has trended high for just over a decade. Currently we are still just slightly above the national rate but no longer in double digits. Many Rhode Island families suffered irreparable financial losses and have moved to other states to find sustainable employment. As a result job creation continues to be a priority for RI state government. For the total of 48,939 households noted in the latest Census, the median household income for the Washington County area was listed as \$66,705 and the per-capita income for the County was listed as \$34,656. Overall, 7.90% of the population falls below the poverty line based upon the US Census, with more than half that number being 65 years or older. 2010 Census data indicated the 65 plus population at 15% of our total

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population, in just 4 years, that population has grown by 2.9% based upon the 2014 Census update. Our region is incorrectly perceived as affluent. This misconception is based largely upon the value of vacation homes owned by summer residents who are only in the area during a 12-week period each year; some of these homes are then offered as winter rentals to University students for the remaining 40 weeks of the year. Summer residents increase our area population by between 50,000 to 55,000 additional individuals from mid-June to mid-September. Second and even third home ownership is substantial in this County, with vacation homes lining the coastline along the Atlantic Ocean. Also contradicting the presumption of affluence is the fact that for over a decade, RI's double digit unemployment ranked the 3rd highest in the United States. The resulting stress and lack of sustainable employment and wages led to large numbers of individuals moving to other states in search of employment and lower costs of living. Housing costs, particularly for year-round rentals, is generally considered unaffordable for the income levels of most 65 plus and other individuals in the region. Wages in the urban centers of RI tend to be about 20% higher than in our region. The overall Rhode Island economy created a 40% reduction in philanthropic giving (The Rhode Island Foundation) and a decline in volunteerism as many had to return to work, even after retirement. Funding cuts at the State level were 66% in 2007 and remain unchanged to date.

Our largely rural County has pockets of suburban areas based upon population density, however as previously mentioned, there are vast areas of the County where the extremely limited or total absence of public transportation creates major challenges for residents, particularly seniors. Access to grocery shopping or medical appointments, increased isolation, and emergency response times can be significant concerns for our elder or disabled citizens. Of particular concern is access to medical facilities for our area veterans who need assistance; the two VA medical facilities in Rhode Island are located in Providence and Newport, a 47 and 38 mile one-way commute, respectively, depending on where a veteran lives within the County.

SRIV's Independence in Aging Program is our organization's signature program and has long been considered to be our Primary Focus Area. RSVP volunteers providing assistance through this program directly address the healthy futures and independence for hundreds of area seniors each year by providing a variety of support services to homebound seniors and disabled adults. These services include, but are not necessarily limited to: (1) companionship and regular visitation to reduce isolation; (2) individual transportation to medical, dental, cardiac, cancer, mental health, and physical therapy appointments (facilities located anywhere in the State of Rhode Island); (3) transportation for individuals to pharmacies, grocery stores and food pantries to access resources critical to nutritional

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health; (4) RSVP volunteers shopping for and delivering food from local pantries and grocery stores to homebound seniors or disabled citizens to ensure their access to healthy nutritional options; and (5) daily week-day delivery of Meals on Wheels to eligible (eligibility determined by Meals on Wheels of RI, a partner) homebound seniors and disabled adults throughout the region. These direct contacts with our area senior, veteran, frail elder and disabled citizens allow RSVP volunteers an important opportunity for individual safety checks which can lead to alerting SRIV staff of an emergency situation or assessment for additional specific services and/or referral to local resources. A recent example: a Meals on Wheels RSVP volunteer noticed that an elderly woman residing alone didn't have a working refrigerator. As a result, our entire team was able to provide a donated refrigerator to the woman. Also noted above, veterans in our region are particularly disadvantaged in accessing VA health services since the only two facilities in the State are located approximately 30-50 miles away depending on the individual's residence in the County. We are proud to include a number of veterans among SRIV's active RSVP volunteers. Of those Veterans, 6 of them are individuals who served during WWII. They are reaching 90-95 years of age, some find themselves on the receiving side of services now. SRIV is beginning a new campaign to identify Veteran Volunteers within their own group of volunteers. We hope to bring attention to their distinguished career of service to our nation. By providing this opportunity we are sure, many of our volunteers in the RSVP will self-identify as retired Veterans from past conflicts and wars, including the Vietnam Conflict.

RSVP volunteers provide companionship and regular visitations to isolated, frail elders and disabled adults in their own homes or in senior citizen housing complexes if they have no family or friends available. Referrals are provided by the Visiting Nurse Service of Southern RI, South County Hospice, local hospitals, physicians, family members or friends, our own volunteers, and local community members. These visits can significantly enhance the professional and/or medical care provided by these noted organizations by offering non-clinical services such as companionship, transportation, reading and conversation, playing games, working on puzzles, transportation or other related activities. RSVP volunteers have become advocates for the needs of many individuals in this underserved population by providing relevant information to local and State leaders on specific issues. The varied tasks and duties as well as advocacy provided by the RSVP volunteers has increased the capacity of the various health care agencies we work with to address any of the additional needs for specific individuals or to reach more people in need within our area.

RSVP volunteers support and promote healthy nutrition through the nutrition services component of our Independence in Aging Program. Given our rural geography and limited public transportation

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options, it is critical that we be able to coordinate individual transport and assistance to seniors for trips to local food pantries or retail stores. If someone is not able to leave their home, volunteers make deliveries from area pantries or grocery stores; Meals on Wheels are delivered daily throughout the year to homebound seniors or disabled adults. There are also volunteers who plant, grow, tend and harvest fresh produce in community gardens in a number of area communities to support the local food pantries and senior center nutrition programs.

RSVP Volunteers are an increasingly critical resource as budgets for social services are being dramatically cut by state and federal programs. This places an exceptional responsibility on non-profit organizations in Rhode Island to make sure those among our older populations, particularly the most vulnerable, are not allowed to fall through any cracks. Southern Rhode Island Volunteers has earned a reputation for excellent and professional service delivery, as well as for significant accomplishments and collaborations over our 35 year history. SRIV has long been known as a private non-profit that promotes volunteer service across this region, engaging volunteers from 13 to 102 years of age in a variety of programs. Through careful management and encouragement, our younger volunteers remain with SRIV as they age and continue to stay on our volunteer roster while increasing their individual skills and interests. We have consistently maintained a volunteer list of 371 individuals serving through RSVP and a high total volunteer base of 514 individuals. There are six other RSVPs in Rhode Island, but none of these provide support in Washington County, East and West Greenwich, and Jamestown. They are all located 20 miles or more north in the urban areas of the State.

Since our founding, SRIV has collaborated and partnered with a number of local and state health and social service providers, faith-based organizations, as well as local municipalities to ensure access, referral and appropriate services without duplication to our area seniors, veterans and disabled adult residents. SRIV is a member agency of a statewide federation of 24 small in-state non-profits, as well as working with the RI Division Elderly Affairs, the RI Emergency Management Agency, and other relevant partners to provide a comprehensive approach to provide services in our region. Information is shared between these various entities to ensure each agency captures the accurate and unduplicated identifying data. Of course, due to HIPPA regulations, personal medical data is not shared. Southern RI Volunteers is led by a diverse Board of Directors, receives input from a Community Advisory Group, and employs an Executive Director with a proven service record of more than 18 years in social services that began in the South County Community Action Program (managed now by Tri-Town) agency located in Washington County. SRIV currently has an RSVP Program Director who began her career with us 13 years ago as a youth volunteer and was asked to join the agency in 2012

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as a part-time staff member by the then Board President because he was so impressed with her understanding of the region, the needs of our area citizens, enthusiasm for the SRIV mission and programs, and her ability to accomplish specific goals while she continues to pursue a higher education. Additional part-time staff offer skills in customer service delivery, basic bookkeeping, communications, including the use of social and traditional media, public outreach--including written materials, online newsletters, and other creative applications to provide a broad dissemination of information on SRIV programs and services available to two distinct audiences: those individuals or partners who benefit from services offered and those who have an interest in volunteering across all ages and populations, including seniors, veterans, university and high school students, or area residents. Individuals of 55 plus years of age are members of the RSVP program at SRIV and those under 55 are members of our Community Volunteerism program.

As mentioned, Southern RI Volunteers is led by a Board of Directors of 7 members and has four designated committees: Finance & Operations, Development, Strategic Planning, and Governance. Committees include one or more Board members as well as 3 to 5 other individuals from the community at large and/or our volunteer base. The Finance & Operations Committee ensures the agency's integrity with fiscal, operational and personnel oversight, working directly with SRIV's Certified Public Accountant (an independent contracted vendor). An annual year-end review is conducted (SRIV is not subject to a full A-133 audit based upon our size and annual budget of \$180,000 or less) and quarterly reviews of fiscal and grant operations are prepared. The Development Committee provides expertise in marketing, relationship building, and fund-raising through special events or appeals. The Strategic Planning Committee reviews and evaluates the agency's goals, objectives, successes and failures on an annual basis and produces an updated strategic work plan every three years. The Governance Committee provides oversight for the full Board, manages the nomination process for Board membership including recruitment, interviewing and nomination, and reviews the agency's by-laws and policies, making recommendations for any changes to the full Board. All Board and committee members are volunteers. The Board and committees include representation by residents of the communities within Washington County and Jamestown. Gender, ethnic and spiritual belief diversities are also represented, individuals involved have range in age from 26 to 73, and professional or career experience is varied within each group. The experience among our current Board members includes finance, law, strategic planning, marketing, military service and medical careers, from high school graduates to Masters Degrees. Board members provide input to agency and program design, identification of goals, program implementation, and an evaluation of

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services solicited from a wide base of community stakeholders. The Board and committees also play an integral role in community outreach and education with at least six presentations planned each year to engage and educate the general area population about the importance of volunteer service through RSVP and SRIV if under 55 years of age. Volunteers on these committees help with identifying community needs as well as manage appropriate client, volunteer, partner agency or stakeholder surveys to ensure a transparent process in data collection required. An RSVP Advisory Committee is made up of at least 5, but not more than 15 members. The current Advisory Committee has 10 stakeholders from local communities, businesses, and client interests. Of course Board members are responsible for agency governance and financial oversight as well.

Southern RI Volunteers has long been able to monitor and adapt to regional Other Community Priorities through regular communications and collaboration with a wide variety of non-profit, community service organizations and municipalities in the nine towns of Washington County and Jamestown. Through SRIV's ongoing partnership with these community entities, we are able to provide volunteers to effectively assist in the delivery of human services, disaster preparedness, and support to education, cultural, arts, environmental, safety concerns or other volunteer service opportunities. SRIV is a member of the local Basic Needs Network and attends meetings to interact with other service providers in the region and discuss multiple issues in the County to explore shared and effective solutions or avoid duplicative services. Volunteer assignments are not considered to be regular positions in partner agencies and are not designed to replace paid staff. Our community partners must be recognized 501(c) 3 organizations, schools, medical facilities, and/or municipalities. SRIV regularly looks for unique opportunities for collaboration and growth with each community partner depending upon the scope and population receiving their services. Our partner agencies must provide services that meet a critical community need, provide SRIV and each volunteer with specific job descriptions, an orientation to their facilities and policies, clear supervision details for volunteers, and a safe work environment. Any concerns or issues must be reported to the SRIV's Executive Director as soon as possible.

As a result of the strength of SRIV's community partner relationships throughout Washington County and Jamestown, volunteers are able to provide services to anyone living in this designated area and have a wide range of inclusive opportunities for individual service assignments. Given the limited racial diversity of the population mix in southern Rhode Island, our volunteers are assigned according to their availability, skills and/or specific interests based on intergenerational, spiritual affiliation, economic and gender factors rather than on ethnic or race considerations. SRIV provides openings for

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volunteering to all residents in our region so they are able to be involved in areas of their specific interest or contribute to the identified needs within the community. Individuals, couples and families are welcome to participate in assisting our frail senior, homebound or disabled neighbors with food deliveries from local food pantries, grocery shopping, Meals on Wheels, companionship or visitations, transportation requests, and minor home repairs. SRIV also regularly coordinates transportation to a variety of medical-based appointments for senior members of the indigenous Narragansett Indian Tribe and continually works with the Tribe to address other needs where our volunteers can be available to provide assistance. In addition, volunteers are involved with broader events in the community, such as beach, park or wildlife refuge clean-up days. Since Washington County and Jamestown have many unique historical sites that depend on volunteers, many of our RSVP and SRIV volunteers work with museums such as Smith's Castle, Gilbert Stuart's birthplace and the South County Museum. In addition, volunteers are given opportunities at area animal rescue shelters, libraries, and arts/cultural centers. At specific times of the year, special annual community-wide events depend on the volunteer staffing we coordinate for 3-5 day events such as the Washington County Fair or Charlestown based festivals in Ninigret Park. For instance, the Pomona Grange kitchen at the Washington County Fair, the State's only agricultural fair which just completed its 49th year, has been substantially staffed with our volunteers for a number of years. Other assignments at the Fair are provided with volunteers as requested. This significant annual event anticipates an attendance of between 10,000 to 20,000 people daily over a five day period and RSVP/SRIV volunteers have long been recognized as contributing hundreds of critical hours needed to help the Pomona Grange's kitchen raise funds for their annual charitable giving goals. Grange associations are non-profits that provide financial support to a number of other non-profit and community service organizations across the State. SRIV is also pleased to assist local youth at both high-school and college levels with opportunities to complete community service requirements for graduation, emphasizing a sense of civic responsibility and personal contribution.

For a number of years, Southern RI Volunteers has also worked to strengthen our area communities by developing Disaster Services, specifically through developing programs in disaster preparedness designed to assist our local municipalities and State Emergency Management Agency in times of crisis. RSVP volunteers are recruited in each of the municipalities within our service area and training sessions are provided through close working relationships established with local and State emergency management offices, related agencies, and the RI Chapter of the American Red Cross. These volunteers are able to substantially and efficiently impact disaster preparedness and response in our

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geographic region. Through initial and ongoing training sessions, volunteers develop those skills necessary to prepare for and to respond to disasters, whether natural or man-made. Consequently, RSVP volunteers are better prepared as individual citizens in times of crisis and can more effectively assist and benefit their own family members, neighbors and friends. Southern RI Volunteers began to address community concerns for disaster preparedness in 2002 following an increased national awareness of our vulnerabilities after the 9/11 attacks, although it is unlikely this particular region would be a target of a direct terrorist action. Nonetheless, with six of our 12 service communities bordering the Atlantic Ocean, the region has endured serious hurricanes, coastal winter storms, blizzards and flooding, often with significant damages. In March of 2010, many parts of Rhode Island suffered exceptional flooding caused by a five-week period of moderate to heavy rainfall, with 6 to 10 inches of rain falling in just two days. In our County, the Pawcatuck River in Westerly reached record levels and did not recede below flood stage until mid-April; roads were closed, Amtrak's train service was suspended for several days, and several neighborhoods were cut off. SRIV coordinated dozens of volunteers to collect and deliver truckloads of clothing and food for distribution to citizens in Westerly. Hurricane Sandy in 2012 caused serious and costly destruction along our southern coast, particularly in Westerly, Narragansett and Charlestown. Once again, SRIV volunteers stood ready to provide whatever assistance was needed. During a major blizzard in 2013, identified as Blizzard Nemo, SRIV and RSVP volunteers provided substantial volunteer hours at local shelters. High winds, tree damage and heavy snow caused power outages for over a week during severely cold temperatures, bringing home temperatures to the low 30's and bursting or damaging pipes. Individuals, particularly our frail elder and disabled citizens, as well as families with children, depended on the area shelters staffed by our volunteers. SRIV's Executive Director and Project Coordinator staffed and led a team of shelter volunteers in the northern region of the County which hosted approximately 100 individuals on a Saturday, with 74 spending the night; the Sunday count was 58 with 42 remaining overnight. A second shelter in the southern region of the County was also staffed with SRIV/RSVP volunteers. Over a three day period the shelters were open to our community, 478 meals were served by our teams of dedicated volunteers. Of course, our volunteers have also responded to individual crisis situations through the RI Chapter of American Red Cross, including significant efforts when fires occurred at a local dyeing company and a senior high rise building. Most recently in August of this year (2015), a macro burst caused significant damage to the Charlestown area with downed trees and power lines. Power outages lasted for up to 10 days for some. RSVP volunteers assisted with water delivery; thankfully no shelter operations were necessary and there was no loss of life or homes. The

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Executive Director of SRIV was awarded the highest volunteer award recognition by the Red Cross in 2002-2003 for her exceptional work in advancing volunteer response to disasters. In 2005, SRIV sent twenty volunteers to meet the plane arriving in Rhode Island with Hurricane Katrina survivors from New Orleans. It was important to get these individuals and families settled and comfortable as soon as possible after their traumatic ordeal, and although the volunteers' activities were demanding, they were also very rewarding, leaving a lasting impact on both our new guests as well as our volunteers.

Recruitment and Development

Southern Rhode Island Volunteers' recruitment activity begins with multiple media resources utilized to ensure service opportunity information reaches potential RSVP volunteers across a broad spectrum of communication vehicles, including social media such as Facebook and Twitter, electronic websites including www.volunteermatch.com and SRIV's own website at www.southernrivol.org. Other standard methods of communication include email and SRIV's e-newsletters, newspaper and magazine resources, live presentations to local civic, community and faith based groups, printed brochures and other outreach material distributed to high traffic public locations such as medical facilities, libraries, churches, senior centers, The University of Rhode Island, other public venues across Washington County, RI., and word of mouth.

Volunteer service opportunities are received by SRIV through interaction and communication with area non-profits, schools, churches, medical offices, and municipal sources. SRIV either is in contact with representatives of these resources by phone, by personal interview or appointment, by email communication, or through research of area newspapers and websites. SRIV's RSVP Director then prepares, with assistance from RSVP volunteers with journalism and writing backgrounds, written material that is disseminated across the media resources identified in the first paragraph to potential RSVP volunteers. SRIV's approach is to use a wide variety of communication styles and methods because seniors and potential RSVP volunteers are not all connected to one medium or to the same medium. SRIV continues to employ a full time RSVP Director in compliance with federal grant regulations. SRIV also employs two part time staff to support programs that receive federal financial support. The two customer service representatives support the RSVP Director by engaging new volunteers from offices in the northern and southern ends of the county, building on the capacity of the RSVP Director to provide timely response to new volunteer interest, registration, orientation and placement. This team of three further provides follow up communication with each volunteer within the first month of placement and every six months thereafter to ensure volunteer satisfaction with the

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placement and success with positive outcomes for individuals served through the placement.

SRIV's new volunteer process is information dissemination to entice and engage volunteers.

Registration that includes a form to capture the new volunteer's contact data, education and career background, skills, interests and availability as well as BCI (criminal background check) compliance and completion of any other pertinent information. The next step is a personal interview to further identify how to best match the volunteer's experience and interest with a meaningful community need. Following this brief interview, each new volunteer attends an orientation that educates them to available volunteer resource materials including federal resources such as the Corporation for National & Community Service's website, SRIV's policies of operation that pertain to them, including confidentiality, sexual harassment, inclusion/diversity, volunteer rights and responsibilities, as well as SRIV and partner agency rights and responsibilities to them as volunteers. During orientation, the importance of reporting their service hours, any issues of concern, and the successes they may see in their volunteer assignment are presented. Following orientation, volunteers are placed in a specific service assignment based upon the information they have shared regarding their personal volunteer goals. SRIV takes great pride in listening to the volunteer, supporting their volunteering and doing all we can to ensure each volunteer's success in service. SRIV's Executive Director randomly selects six volunteer files each month for a brief telephone contact survey to hear what they think about the service they receive from SRIV, what they are actively doing as an RSVP volunteer, whether they are satisfied with their assignment or not, what suggestions they have regarding any aspect of their assignment, and if they are interested in additional or new assignments. Any information received in these interviews is passed on to the RSVP Director, is shared in the Executive Director's report to the Board of Directors each month, and is used to improve SRIV's overall customer service for our other RSVP and all volunteers.

In addition to ensuring each volunteer's goals are met, SRIV's RSVP Director engages with community partner sites regularly. On an annual basis she requires their support and cooperation by completing a Memorandum of Understanding that identifies each agency's responsibilities and desired services. The RSVP Director interviews agencies to ascertain service opportunities and job descriptions for RSVP volunteers. She points out our expectation of clear direction and support for the volunteers and she further follows up with the placement agency and individual volunteers to ensure a mutually beneficial relationship has been established. If any agency does not respect the difference between

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paid positions and volunteer positions, or does not provide a volunteer with the suitable direction, respect and gratitude for their assistance, then appropriate changes are made through consultation at SRIV with the RSVP Advisory group and/or Board committee. SRIV works as a team.

Training for RSVP volunteers is provided based upon a whole concept at orientation and through sessions offered by experts in various fields. For example, SRIV is conducting a home safety seminar for all volunteers in early November 2014 where an expert in the healthcare field will provide information across a number of safety topics including slip and fall incidents, how to avoid them, and how to get up in the event of a fall. Trainings are also offered that are service specific; for instance, RSVP volunteers in our Disaster Preparedness, Response and Recovery (Disaster PRR) program just completed a Crowd Control course offered through the State Fire Marshall's office. Service specific trainings are offered based upon necessary skills for the service opportunity, new or interesting resources available, and RSVP volunteer requests. Trainings are also conducted based on need through SRIV, which means there may be instances when training in a specific area is offered once per week, and at the very least, specialized training opportunities are offered quarterly and on an annual basis. RSVP volunteers are also provided service opportunity hand-books which include current information on a service specific opportunity from a number of resources, such as The RI Division of Elderly Affairs and AARP for Independent Aging volunteers, and for Disaster PRR volunteers' information from the RI Department of Emergency Management, the Corporation for National & Community Service, Homeland Security, and FEMA. SRIV is willing to consider other informational resources for training sessions not provided by SRIV to any volunteer who is interested when it is deemed appropriate.

RSVP volunteers are offered opportunities to increase their involvement by recruiting new volunteers, engaging in public speaking opportunities about volunteerism and RSVP, assisting with new volunteer orientation and training at SRIV or placement agencies, share their experiences through written testimony that can be used in local newsprint, all outreach materials, SRIV's website, Facebook and twitter pages. Everyone at SRIV is provided the opportunity to engage in public outreach and education, from the Board Chair to the newest volunteer. There is an opportunity for everyone to provide their personal testimony regarding volunteerism and how it has impacted their life. One to one communication and a passion for service remains the greatest tool we have to promote serving those in need and our community. I believe we need to look no further than the recent "Ice Bucket

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Challenge on behalf of ALS" to understand the power of personal invitation and interaction.

SRIV also recognizes and understands the community we serve. While predominately Caucasian, this County is home to The Narragansett Indian Tribe, to students from all over the globe who predominately reside in the areas and towns close to The University of RI, economically disadvantaged individuals and to same sex couples.

The Narragansett Indian Tribe enjoys a solid membership of elder citizens and SRIV has been pleased to assist these individuals with transportation across the state to medical appointments. The Tribe's home is in Charlestown, one of our communities with absolutely no public transportation system in place. While the percentages of non-English speaking individuals residing in the County is small, there are still people who need assistance, such as an elderly woman from Romania who was a resident in a shelter staffed by SRIV/RSVP volunteers two years ago. Through our partnership with the International community at the University of Rhode Island, a translator was located and transported to the shelter which allowed all to work together to ensure her needs were met, and more importantly, that she was heard and understood. The diversity of this area is felt much more profoundly in terms of economics, faith and sexual orientation, particularly since Marriage Equality laws are now in place in RI and surrounding New England states. More same sex couples are volunteering through SRIV and RSVP than ever before; SRIV's wonderful past Board Chair recently married his partner of many years. This is the current picture in our communities and Washington County; the County was cited as having grown by 1.6% in the 2010 Census, the only County in Rhode Island with any substantial growth. Providence County, to our north, while cited as having growth, registered only a 0.3% growth rate. What does that mean for us? We can only speculate at present about particular changes, but we know with growth will come more diversity, changing needs, and greater opportunity.

SRIV ensures high quality meaningful assignments and experience with this RSVP project in Washington County through inclusion, flexibility, and gratitude. We have been able to provide opportunities across the entire operation for RSVP volunteers to engage in ways that will meet their personal service goals and ways in which they personally can grow. SRIV is known for providing exemplary customer service through the various ways I have shared above, proven firstly in my humble opinion, by the longevity record of volunteers with our agency; national statistics indicate

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most volunteers serve approximately three years (The Corporation for National & Community Service) whereas SRIV's average volunteer is with our agency nine years. SRIV's Veteran Volunteers stay for a long, long time as evidenced by our WWI Veteran Volunteers. Recently SRIV honored our 6 of volunteers who are Veterans of WWII. All of these individuals are 90 years of age or older. Of this group of 6, two have retired in just the last couple of weeks while 4 remain active in service.

On occasion, SRIV enters local community parades when requested. A couple of years ago, we were asked to march in the Veterans' Day parade in South Kingstown. Our Executive Director engaged her son to drive a truck that pulled a large trailer on which two dozen RSVP volunteers sat with American flags with large signs promoting volunteerism and service, identifying our veterans as our first volunteers. Our Executive Director said this was one of "the most privileged moments of my life" as she walked in front of that truck along side SRIV Veteran Volunteers who had served in WWII, The Korean Conflict, Vietnam, Dessert Storm, and even a WWII veteran's grandson who was serving in Iraq but happened to be home that weekend on leave. In response to the question as to how we plan to recognize RSVP volunteers, this is just one way our organization does it here in Washington County, RI.

SRIV's retention plan for volunteers is first to simply provide solid customer service, to survey volunteers, partner sites, and clients to make sure they feel we are doing our job and that they are satisfied with us. Clearly their opinion is the one that matters most. SRIV further has procedures with checks and balances to ensure we are completing tasks in a timely and accurate fashion. The staff of Southern RI Volunteers provides regular reports to a Board of Directors and works closely with our RSVP Advisory group and committees to make certain we have good internal communications; this in turn helps us achieve a more consistent external communication. Volunteers at SRIV are provided with supplemental liability insurance coverage, mileage reimbursement, and opportunities to engage in special trainings including through scholarship if necessary. We engage RSVP volunteers in our daily operations, providing them with first hand experience, knowledge and input in the overall operations of SRIV. We host an annual volunteer recognition event for RSVP volunteers as well as smaller service specific get-togethers and trainings to encourage team building among the volunteers. Every RSVP/SRIV volunteer is sent a birthday card and we attempt, in an unobtrusive way, to be aware of other major life changes or happenings such as an anniversary, special award recognitions, moving to a new home, family concerns, new interests, or the passing of a loved one. We send cards

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of sympathy, thanks, and congratulations. Given the hundreds of volunteers in our active roster, cards are mailed every day from our office to someone. The Executive Director makes a special effort to attend the funeral or memorial services of volunteers or their families and also tries to be available for any other special events if requested. We strongly believe that since we are in a human resources business, the emphasis must be on the human component.

Program Management

Southern RI Volunteers works hard to match each volunteer's interests, skills, desired new skills, and their individual availability with community needs to ensure a more successful outcome for both the volunteer and community at large. Volunteers are encouraged to begin their service experience at a point where they are comfortable based upon leadership experiences, skills, and knowledge base; they are encouraged to step into larger roles as they gain additional skills and confidence in their placement.

SRIV's procedures governing our relationship with community partners (stations) start with an initial interview/discussion with any potential placement site. The RSVP Director meets with the site representative to discuss each agencies' responsibilities. When agreement is reached, a memorandum of understanding is drafted that outlines the agency's rights and responsibilities as well as those of Southern RI Volunteers and RSVP and any other expectations we may have for working with each other. SRIV has standard expectations of our partners (volunteer stations) that include a written job description provided to SRIV and the volunteer, an interview and orientation for the volunteer, and upon placement, training as appropriate for the volunteer.

Following this initial response and support of the volunteer's first exposure to the volunteer station, SRIV expects appropriate and adequate supervision to be provided to the volunteer at all times. We further expect the volunteer station to support and provide data collection of all service hours and a brief comment about satisfaction for any tasks assigned and volunteer's performance on a monthly basis. The volunteer station can expect and does receive human resource management support from SRIV, including the recruitment, initial orientation, and placement of volunteers as well as follow up contact with each volunteer and agency staff. Follow up contact with the volunteer includes interviewing the volunteer regarding job satisfaction and appropriateness of tasks based upon their personal perspective; maintaining regular contact to ensure the volunteer is complying with reporting of service hours to the volunteer station and/or SRIV directly if appropriate; ensuring the volunteer

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understands their rights and responsibilities relative to the supplemental insurance coverage provided or requests for mileage reimbursement; and ensuring the volunteer has an advocate should any unexpected situations arise.

The RSVP Director makes contact at least quarterly with the station representative to ensure the memorandum regulations are adhered to, thus ensuring activities are appropriate for our volunteer's skills, time and in compliance with a volunteer position vs. a paid position. Additionally, the RSVP Director may make spot visits at partner sites to visually inspect the site for safety and to engage the site representative or volunteer in discussion regarding the daily operation to ensure no prohibited activities are taking place. If a prohibited activity or safety issue is identified, SRIV will engage that volunteer station's site representative and/or Executive Director in further discussions regarding the issue, request any necessary changes, and follow up for compliance. If an activity continues following this discussion, the RSVP Director contacts the volunteer to inform them of the non-compliance and/or concern. Any continued non-compliance issues may result in termination of the partnership. Southern RI Volunteers, or for that matter, any agency, can only work with an entity who is willing to respect each agency's boundaries.

To support the RSVP volunteer, SRIV continually engages volunteer stations in discussion around volunteer service opportunities that include consistent needs, occasional needs, and new opportunities. In these partnership relationships, we consider our primary customer to be our volunteer, not necessarily the client or volunteer station. The volunteer is the resource we provide who offers personal time and commitment to make a difference and produce the positive outcome realized by the client or volunteer station. Therefore, communication with our volunteers is one of our primary focus concerns. As stated throughout this application, regular communication with volunteers happens from outreach and recruitment, to intake orientation, to trainings offered, to telephone surveys, email communications, events and more throughout the year. Of course, in reality, SRIV staff members interact much more often with volunteers than a few times a year; each volunteer is more likely to be in contact with SRIV approximately once per month or more.

To ensure a comprehensive approach to volunteer support, the entire staff of Southern RI Volunteers is responsible for some component of community research and outreach to gather information about changing demographics, community needs and issues identified through local media and other

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sources. While we're concerned with statewide issues, our interest is to identify potential service opportunities across the Washington County and Jamestown communities. To provide for consistency in our approach to community needs, to assess and evaluate SRIV's impact and the impact of our RSVP volunteers across our program and service components, we conduct annual surveys directed to senior clients, volunteers, volunteer stations, and community leaders. Data from these surveys is used to evaluate our organization's efficiencies and effectiveness in view of our interpretation of community needs, our program delivery, and how we might better address consistent, continued service for additional clients. Supporting new or emerging community issues is also considered. Client surveys capture data regarding client satisfaction in the services provided, life style changes or level of support for clients, whether clients would refer others to SRIV for services, and/or if they will continue with us for the service we provide. Through the Volunteer survey we are able to capture data regarding volunteer satisfaction with current placements, whether the volunteer is interested in a new assignment to add to their current volunteer goals or a complete change in assignment, why volunteers have an interest in any such change, what volunteers would like to see as additional information, training, or support from SRIV, and what they perceive as the community need they are addressing or helping to change. Volunteer station surveys are designed to capture data regarding how the volunteers placed with their agency have impacted the number of the individual clients they provide assistance to, the services and/or tasks the volunteers have had a direct impact on, statistical data they are willing to share, and if they have found the partnership with RSVP and SRIV valuable in meeting their mission and goals. Volunteer service hours are already captured on a monthly basis from volunteer stations in compliance with the Memorandum of Understanding.

Community leadership surveys are used to evaluate SRIV's signature Independence in Aging Program and the variety of services provided. Civic and business leaders in the community are surveyed to gauge their understanding of the need in their individual municipality, their knowledge of the impact by RSVP and SRIV volunteers, and any additional collaboration opportunities. Internally, our organization captures data in this primary focus area using a variety of tools. Seniors requesting transportation are logged on a call-in record sheet that captures personal data, appointment date and time, what medical provider they are seeing and that office location; then a volunteer is contacted and assigned to provide this service. The data is compiled on an Excel spreadsheet and reports are generated from Excel on a monthly basis that indicates the residency of the senior who called, the frequency of requests, the completion of requests, and if there are any cancellations. Meals on Wheels

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homebound clients are tracked through delivery route sheets which document daily delivery schedules, what the meal delivered is, and the frequency of delivery. Food pantry and grocery delivery clients are tracked through delivery route sheets that show weekly deliveries, identifying the client, how many bags of food are delivered, and the monthly frequency of delivery for each client. SRIV compiles data on grocery store food pick-ups and documents which clients are provided transportation so they can shop for themselves vs. which clients request the shopping be completed by and delivered by the RSVP volunteer. We further track the frequency of all grocery shopping requests and identify if any additional resources are used for this group. Records are also kept to track the number of visits that take place between volunteers providing companionship to our senior clients who have requested such companionship visits, for our family caregivers requesting respite, and for our seniors requesting assistance with fall leaf raking or winter snow shoveling services.

Volunteer Reporter software is used by Southern RI Volunteers, as well as Excel spreadsheets, to capture, track, and report data related to services provided and the actual outcomes. SRIV maintains the volunteer station roster, provided by CNCS, to update as necessary any and all locations where RSVP volunteers are placed and providing supportive work. Our organization engages the expertise of 10 community members who serve on an Advisory Group and assist us in evaluating compelling community needs, conducting surveys of stakeholders, and suggesting strategic directions. Financial oversight is provided by the Treasurer, The Board of Directors and an independent CPA firm. Monthly, quarterly and annual financial reports are produced and disseminated to a number of groups for review. Financial records are available to the general public upon request and the Southern RI Volunteer's I-990 form is posted to Guide Star each year. Donations are logged in a hard-copy binder by a volunteer, and another volunteer produces a hand-written thank you to each donor for transparency in accounts receivable. A staff member enters the donations into QuickBooks. The Board Treasurer and Executive Director review QuickBooks. All payables are reviewed by the Board Treasurer, approved by the Executive Director and produced by a staff member for the Executive Director and /or Treasurer to sign. All checks are double signed by the sponsoring organization when \$1,000 or more. Donor tax receipts are sent at year end in compliance with IRS tax regulations. New and sustainable resources are secured through our sponsoring organization, including outreach by the Executive Director, volunteers, Board of Directors, and collaborative efforts with Community Partner Agencies.

Organizational Capability

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Southern RI Volunteers has 35 years of experience in volunteer human resource management including community education, recruitment, training, support and retention of volunteers from 13 to 102 years of age. During this three decades plus period, SRIV has developed working relationships with 78 unique partner agencies. SRIV has reviewed and restructured how it partners with potential service sites or agencies. We have concluded that while some agencies provide interesting opportunities, they do not offer compelling and/or meaningful experiences for evidence based service for volunteers. SRIV concentrates on relevant partnerships that provide meaningful change while offering a variety of tasks for our volunteers to be involved, build skills, and enjoy satisfying work. Personal growth for our volunteers is an important consideration as they meet substantial community needs. SRIV's strategic goals are focused on elder independence, Veterans' support, disaster preparedness and response, and other cultural enhancement. With these goals in mind, SRIV continues to maintain close working partnerships with 55 identified entities that provide appropriate service opportunities for RSVP volunteers and address specific community needs consistent with our strategic goals.

SRIV's total volunteer base is a testament to our organization's ability to recruit, train, support and retain RSVP volunteers. The average retention rate for our RSVP volunteers is nine years which compares very favorably to the nationwide average of three years. Our ability to retain RSVP volunteers illustrates our success in careful and appropriate service placements and a plan of action for continuing support to our volunteer workforce. SRIV currently supports 371 RSVP volunteers. All SRIV volunteers (RSVP and non-RSVP) are vetted in their initial intake process as stated previously in these Narratives, including the requirement of a Criminal Background Check conducted for SRIV through partnerships with local law enforcement departments.

The Executive Director of SRIV holds an Associate Degree and has 18 years of management experience, including the last 15 years with Southern RI Volunteers as the Director. For the three years prior to coming to SRIV, she was the Development Officer at the South County Community Action Program (now Tri-Town Community Action), serving as part of the management core for the agency behind the Executive Director and Comptroller. SRIV's Executive Director has proven herself to be a capable leader, able to bring many interested individuals, small business owners, non-profit executives, municipal and state leaders, civic and church leaders, and other pertinent groups together around a common focus area or to address a community need.

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The RSVP Project Director/Volunteer Coordinator at SRIV works full-time in this capacity. She is a part-time college student working towards a Bachelor in Business Administration degree. She completed a seven-year career building position as the Assistant Manager at a local theatre two years ago. She was the staff person primarily responsible for the night shift, balancing fiscal records and monies at the end of each day, managing other staff members, and oversight and closing of theatre operations each evening. She brings critical skills to her position at SRIV including IT, social media, customer service and organizational management. She was awarded the Red Cross Youth of the Year achievement award during her early years as a volunteer with SRIV, particularly for her work in disaster volunteerism and for opening the door to encourage other youth volunteers in our region and across the State. She is an active member of two local civic groups and as such, has provided many opportunities for collaboration on a variety of community projects.

SRIV's Independence in Aging Services customer service representative is a retired elementary school teacher with a Masters Degree in Education. As an older citizen, she provides important peer understanding and empathy to both our senior clients accessing independent aging services and to our RSVP volunteers in this primary focus area. She works closely with the RSVP Project Director to identify client needs, volunteer potential and service delivery. She has been with SRIV for two years and was trained by SRIV's previous representative who retired at 72 years of age after serving in this position for six years. Peer to peer interaction provides important benefits of understanding, empathy and confidence for our seniors as 80% of our client base is over 55 years of age.

The SRIV staff is further complimented by a part-time customer service representative who was at one time a regular volunteer for SRIV; she is a former banker with over 29 years of customer service and data entry experience. She manages SRIV's food delivery programs and provides support to the disaster preparedness program. Additionally, she supports the RSVP Director with database management and data entry tasks.

The organizational structure of Southern RI Volunteers begins with a 7 member Board of Directors representing various components of the local community, including business leaders, the volunteer sector, advocacy, cultural and demographic groups and clergy. Currently at six members, the Board is now interviewing a prospective member to fill the vacancy on the Board. The RSVP Advisory Group is

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generally between 5 and 15 members, currently 10 members.. Members include current and past volunteers, clients, community leaders and local business leaders. In addition, there are four standing committees hosted by the Board, each made up of a total 3 to 5 members and one or two Board members with varied backgrounds. These committees are Finance & Operations, Development & Marketing, Governance, and Strategic Planning. Given the diverse and comprehensive experience of our Board, Advisory and Committee members, we are able to ensure that our overall organizational efforts to meet community needs are appropriate and effective. Since most committee and Board members serve SRIV for between four and eight years, we are fortunate to have a continuity of commitment and historical perspective.

SRIV's fiscal management structure is overseen by a contracted CPA firm which prepares quarterly and year-end reviews. SRIV is not subject to a full A-133 audit. The Board Treasurer provides daily oversight and works with the Executive Director to prepare an annual budget which is reviewed and edited as needed by the Finance Committee. The full Board of Directors must approve the final budget at its annual meeting and before the start of each fiscal year. A computer software program (QuickBooks Nonprofit version) is used to manage all fiscal records. SRIV's only federal grant is this CNCS grant for the Washington County RSVP Program.

In 2006, Southern RI Volunteers was awarded a HUD appropriations grant which was used for office acquisition and expansion. This grant was used to renovate space within a community and senior center which allowed approximately 800 square feet of dedication office space of SRIV operations. Structural renovations were made including HVAC, electrical and other areas of the senior center building that were decaying or had many structural issues. SRIV managed the \$297,000 grant responsibly by making a huge community impact not only for its own purposes but also by providing the community and senior center a safe and secure building. The result has been an operations space for SRIV that should be adequate for the next 40 years, but has also allowed for additional expansion and growth renovations to the center since September 2011.

As the current Washington County RSVP grant recipient, Southern RI Volunteers has provided all the necessary reports for this grant in an accurate and timely manner to CNCS for at least the tenure of the current Executive Director, since October 2000. We believe the grant was previously managed effectively as well but we cannot speak to what may have happened before the current leadership was

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in place. SRIV was able to manage, report, and efficiently close the HUD grant within a five year period. These grants, as well as all grants of a substantial monetary contribution, are reviewed by SRIV's contracted CPA firm on an annual basis.

Southern RI Volunteers has been managing senior volunteers since 1980 with a focus on helping senior clients and this was true before any relationship with CNCS was established. SRIV was the first organization to recognize the need to engage senior volunteers within this County. Since receiving the federal CNCS grant, we believe SRIV has capably demonstrated the ability to manage the grant, even with ever-changing guidelines and procedures, including the financial funds and meeting the outcomes programming requirements.

SRIV currently provides office space for the Independence in Aging and Disaster Preparedness (CERT) Programs in two County locations which ensures continuity of services for senior clients and volunteers. The main office is located in the Community & Senior Center in Charlestown, RI, an area with virtually no public services available. The secondary office is located at the Center for Senior Services in South Kingstown, RI where it has been since October 2000. Both facilities are handicap accessible and offer access to potential RSVP volunteers on a daily basis.

Substantial policies exist within SRIV including specific policies for staff, board and volunteers. Each staff member is provided with copies of our personnel policy, confidentiality policy, sexual harassment policy, a job description, and an organizational chart. Policies and procedures exist as appropriate to address and ensure that purchasing, personnel management, confidentiality, travel, and other identified organizational needs are followed consistently and adhered to. Purchasing requires a request form from program staff with the Executive Director having the authority to approve or deny any such request depending on available funds, budget and program/grant compliance. An annual assessment review is conducted by the Board and staff as part of an overall strategic plan.

Assessments and performance evaluations of SRIV staff are held annually by the Executive Director and reviewed by the Board Chair. Evaluations of the Executive Director and RSVP Program Director are also conducted annually by the Board of Directors' Chair and Advisory Group Chair. The Executive Director is required to produce a monthly report of compliance and accomplishment to the Board. SRIV employees are offered training opportunities as necessary or appropriate since they may

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present enhanced opportunities to work in the community through foundations, local universities and schools, as well as other resources.

Additionally, The Washington County RSVP has increased recruitment efforts among the Baby Boomer generation in our region through outreach to a variety of community organizations. The University of Rhode Island's OSHER Live Long Learning Institute (known locally as OLLI) has developed into a mutually beneficial partnership recruiting and assisting in the development of volunteer teachers/speakers for seminars on a variety of subjects. In addition, members of OLLI also receive frequent notices from SRIV of volunteer opportunities within our community thus providing a new source of energetic and interested 55 plus volunteers. Our partnership with the five Chambers of Commerce located within our region has also proven to be important for SRIV by promoting increased volunteerism among their business members, reaching new audiences of potential volunteers not only among boomers, but also younger volunteers. New initiatives involving the use of social media platforms such as Facebook and Twitter continue to expand our outreach efforts to Baby Boomers and other segments of the community.

SRIV has made a concerted effort to establish partnerships with six school districts in the County which include South Kingstown, Narragansett, Chariho (a regional school system serving three towns), North Kingstown, Westerly, and the local Catholic school programs. This allows high school students opportunities to fulfill community service requirements as well as intergenerational opportunities to work with adult volunteers to assist elementary and middle school students where appropriate. Additionally, RSVP volunteers work in schools at the middle and elementary levels to provide individual assistance to students identified as at-risk by school personnel. One challenge within school based volunteerism is obtaining meaningful outcome data due to privacy compliance issues. Data is generally in broad categories.

Southern RI Volunteers has maintained positive and ongoing relationships with local emergency agencies and provides overall management and staffing for shelter teams in two communities extensively and six communities for regional efforts. This may also include clerical and communications support, hosting emergency drills for disaster readiness, training sessions for new volunteers, and of course, recruitment of new volunteers on a continual basis.

Other

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Healthy Futures Outcome expectations:

RSVP volunteers will be ready to provide transportation to medical, dental, dialysis, cancer, cardiac and physical therapy appointments for 50 unduplicated senior clients who are economically disadvantaged and therefore cannot afford costly taxi cabs, private transport if available, or a limited public bus system if available. RSVP volunteers will complete 300 transports for these individuals throughout the 12 month period beginning 4/1/2016 and ending 3/31/2017.

SRI V will be able to determine if this healthy futures service is affective by counting the number of clients served, transports completed, and RSVP volunteer service hours. Long range data to support this service success is client longevity. SRI V has a 35 year history which includes some past service to some of these clients. This data is only available for clients who are being served in multiple years; therefore a new client would not add to substantial indication of success.

Meals on Wheels will be delivered to 37 unduplicated individuals four times per week for a total of 7,696 meals delivered in the 12 month period 4/1/2016 through 3/31/2017.

3 bags of groceries will be delivered to 36 unduplicated senior clients once per month providing them with one week's food.

Twenty one unduplicated individuals will have an RSVP volunteer complete their grocery shopping every week for 52 weeks.

Weekly, hourly companionship visits will be provided to 32 individuals by RSVP volunteers. RSVP volunteers will log a minimum total of 1,664 hours.

Individuals with increased social support and activity will be tracked based upon the number of meals delivered, number of deliveries and number of companionship visits for unduplicated individuals receiving healthy futures independence services.

One of the past challenges for SRI V was our data collection system. Currently Volunteer Reporter by VolSoft is used to collect volunteer, client, and station data. Information collected includes volunteer address demographics, volunteer skills, education and career backgrounds, interests, service hours, gender and age. Volunteers are asked if they will share ethnicity information, however this is optional. It is widely known through Census data that this region is predominately Caucasian (98%).

Narratives

Client data including address demographics, types of services utilized, number of times services are used, and client satisfaction with service delivery are all collected for each time an individual is provided assistance. Station data including mission, 501(c) 3 status, volunteer opportunities with job description, and impact data as available from the individual station is entered into the database.

In an attempt to focus data more completely on the outcomes for healthy futures, disaster preparedness and other community priorities, SRIV will be creating an Access based specific data collection system in house this year. This system will allow volunteers to more easily report hours using our on-line links, access volunteer opportunity job descriptions, and make changes to personal identifiable information housed in the database.

PNS Amendment (if applicable)

N/A