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Executive Summary

An estimated 150 RSVP volunteers will serve RSVP of Washington County. Of this number, 48 RSVP volunteers will serve in the primary focus areas. Some of their activities will include delivering meals to vulnerable homebound adults or those with disabilities, supporting a food pantry, providing tax assistance and education, supporting the service of congregate site meals, education and socialization at congregate sites and creating emergency kits for seniors. The primary focus area of this project is Healthy Futures. At the end of the three-year grant, the intention is for our volunteers to provide food security, reduce feelings of isolation by enhancing opportunities for socialization to homebound senior and those with disabilities as evidence by surveys indicating a 75% improvement in social support, improving attendance for children in schools through positive and interactive mentoring programs, provide 140 emergency kits to seniors and those with disabilities that are homebound, improve socialization and food security for economically disadvantaged by supporting congregate sites and at a local food pantry, supporting the local hospital by having volunteers provide valuable services to support those at the hospital in various ways including but not limited to providing directions, reassurance, transportation through the medical center and hospital, greeting, thrift shop, etc through over 2000 volunteer hours. We also intend to help seniors and those with disabilities that are economically disadvantaged through a tax assistance tutoring program and saving over \$5,000 in tax preparation fees. The CNCS federal investment of \$48,497 will be supplemented by approximately 30% in non-federal resources. This will provide funding for one part time program manager working 20 hours per week and two support staff working approximately a total of 8 hours per week.

Strengthening Communities

Washington County is located west, central Maryland, bounded by Pennsylvania, Virginia and West Virginia, extending east to South Mountain, south to the confluence of the Shenandoah and Potomac Rivers, north to the Mason-Dixon Line and west to Sidling Hill Creek. The county is boarded by the Appalachian Highlands, situated at the center of the Cumberland Valley. It has low, rolling hills, cultivated valleys and moderate woodland. US Interstates 70 and 81 intersect in the county providing access points to the Midwest US. The county encompasses 458 total sq. miles.

Based on the 2013 U.S. Census three year estimates, Washington County is home to 31,671 elders (60 and older), 21.2% of the population. Maryland Department of Planning projects that in 2020 and 2030, those 65 plus will increase to 33.2% of the County's total population. 6369 will be 80+,

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increasing to 7,765 in 2025. However, 27% of households 65+ live on less than \$20,000 per year and another 50% live on less than \$35,000 per year. In the 75+ group, at least half (7,500) have one life-limiting disability. Additionally, Washington County has 19,226 residents age 18+ with disabilities. Given the information above, there are at least 11,726 persons in the County under age 75 with a life limiting disability, that is approximately 15% which exceeds the National and State averages. 7.2% of those with a disability are 65 and older.

The top three employers in the County include, Mertius Medical Center, Washington County Board of Education and the State of Maryland. First Data Corporation and Citicorp Credit Services are the two largest private employers.

The most effective way we have found for local residents and organizations, rural or urban, to become supportive of RSVP's programming is to recruit a vast and diverse array of individuals from all areas of the county. Working with community partners and spreading the word verbally has resulted in new opportunities. Through our most recent updates, many organizations have been refreshed and new volunteers within their organizations are coming forward expressing interest in the program.

According to US Census Quick Fact the demographic breakdown for people in Washington County are 84.4% white, 10.9% black or African American, 4.3% Hispanic or Latino and all others make up less than 2.6% each. We intend to recruit volunteers from the local senior center, civic organizations, religious establishments and through partnering agencies. The partnering agencies include but are not limited to Veterans Administration, NARF, Resources for Independence, HARK (religious community within the County), Department of Social Services, etc. We encourage individuals ages 55 and up from diverse races, ethnicities, sexual orientations, those with various degrees of English language proficiency, veterans, those with disabilities and military families to participate in the program.

RSVP has been a part of the Commission on Aging for many years. It has enhanced our opportunity as an organization to collaborate with agencies in a new capacity. Through continued efforts, word of mouth, brochures, conversations and collaborations, additional volunteer opportunities develop and community needs are identified. Working strategically with our partnering agencies we are able to make a greater impact on the community. We realize that volunteers are a key ingredient in

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accomplishing an organizations mission and making a difference in our community.

Recruitment and Development

Volunteers will participate in annual training and volunteer station orientation. All new volunteers will complete a training program which is intended to cover the basic information related to community needs, RSVP handbook, Privacy and Confidentiality and a discussion regarding the best fit for the volunteer and station. Additional trainings may be held to support the community needs or programmatic changes as needed. Based on the 2013 U.S. Census three year estimates, Washington County is home to 31,671 elders (60 and older), 21.2% of the population. Maryland Department of Planning projects that in 2020 and 2030, those 65 plus will increase to 33.2% of the County's total population. 6369 will be 80+, increasing to 7,765 in 2025. However, 27% of households 65+ live on less than \$20,000 per year and another 50% live on less than \$35,000 per year. According to US Census Quick Fact the demographic breakdown for people in Washington County are 84.4% white, 10.9% black or African American, 4.3% Hispanic or Latino and all others make up less than 2.6% each. We intend to recruit volunteers from the local senior center, civic organizations, religious establishments and through partnering agencies. The partnering agencies include but are not limited to Veterans Administration, NARF, Resources for Independence, HARK (religious community within the County), Department of Social Services, etc. We encourage individuals ages 55 and up from diverse races, ethnicities, sexual orientations, those with various degrees of English language proficiency, veterans, those with disabilities and military families to participate in the program. Our program director and her team intend to retain our volunteers by maintaining regular communications with them and the volunteer stations. We will take the time to listen and support the volunteers to the best of our ability and capacity. We will address concerns timely. We will invest in trainings and orientations to enhance the volunteers experience. We know that word of mouth is the best marketing any program can receive thus, it is our intention to keep our volunteers happy and feeling the value of their worth. We will accomplish that through a minimum of an annual recognition event and various other small tokens of appreciation throughout their service time. Words of appreciation are very important. Volunteers are a very important asset to achieve great outcomes within organizations and to enhance the lives of others.

Program Management

The overall management of the RSVP project will be provided by a part time program manager. She will serve the program approximately 20 hours per week. She will be supported by two part time staff.

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Each part time staff member will provide approximately 3 to 8 hours of support to the program per week. The COO of the organization will have financial oversight of the program. The COO and program director will work closely to manage the budget. The team will collaborate to assure that volunteers and volunteer stations are supported through clear and concise communications. Staff will be assigned to various stations to assure compliance with RSVP program regulations and that assigned service activities are being performed. Any concerns will be brought to the attention of the Program Director and the Executive Director of the organization and timely follow up will be taken. Our organization has successfully implemented a volunteer program for years. We have served thousands of vulnerable adults over the years and have met majority of the national performance measure outcomes. Following a recent monitoring visit and new management within the organization, it was decided by management to go back to the basics of the program and focus on meeting very specific community needs with the goal of future expansion. When a program flourishes over many, many years, sometimes it can lose its attention to the details and areas of importance can quickly be overlooked or replaced by other focuses. It is our intent to make this grant period a very successful one that focuses on the details of compliance and documentation while meeting the true needs of the community. With a new program director in place and a refocused mission, the team is prepared to improve communications and meet grant deadlines.

Organizational Capability

The agency has been locally sponsoring RSVP since the days of ACTION in the early to mid 1970's and has successfully adapted to numerous guidelines and changes over the years.

There is a most recent change in staffing. After over 34 years in the position, the prior program manager is no longer with the organization which opened the opportunity to the new program director, Susan Hurd. We are requesting a waiver for Susan for function in a part time capacity. Susan's other duties include guardianship care manager and community educator. She has a passion for volunteering and working with seniors. She comes from a background in medical records and working with the geriatric population. She is great with details and her energy is contagious.

The organization is capable to operate the RSVP project by providing clear separation of duties among those assigned to support the program. The COO will have financial oversight and manage the financial reporting after review with the organizations Executive Director and Program Director. The organization is staffed with an HR manager that can support vacant positions as they arise. Currently

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all proposed positions are filled within the organization. The program director will work approximately 20 hours per week and will be supported by 2 staff members who will work between 3 and 5 hours per week. We will need to request a waiver as this program director will have other duties within the organization. The Program Director will have full program oversight and will assign the staff their specific responsibilities which may include but not be limited to volunteer station oversight for compliance and performance, training events, recognition events, recruitment tasks and events, communications with volunteers and stations, etc. Over the past few months, our organization has enhanced several of our policies and procedures to meet compliance requirements for this project. Since this program will be a part of a larger organization, the management of capital assets such as facilities, equipment and supplies will be documented on ledger as expenses are accrued.

Other

This program intends to support congregate sites as well as Meritus Medical Center by providing volunteers which are in great demand to support these two areas. Our goal is attain more than 2000 volunteer hours in the community through these two programs.

According to the 2010 US Census Quick Facts, approximately 2,071 individuals live at or below the poverty level in Washington County. Congregate meal opportunities are provided at six locations throughout the county to provide nutritious meals, socialization and education to older adults to support them to live independently. Currently over 100 meals are served routinely at these sites. These sites provide a way to supplement the nutritional needs of those living at or close to the sites that are seniors or those with disabilities. Food security is very important to those we serve and this is one way to support this vulnerable population. Volunteers are utilized to set up the individual congregate sites for meal preparation and clean up as well as coordination of social activities as well as the education. Volunteers play an integral role at each of the congregate sites to make them a success. If this need goes unmet, vulnerable, low income adults and those with disabilities would be left with food insecurity which can lead to malnutrition, risk for isolation which can lead to depression, increased hospitalization, illness and risk for institutionalization.

Another way volunteers will support the community is through service at our local hospital. They will provide services including but not limited to greeting, wheelchair transports, provide directions, work in the thrift shop, help in the cancer center by providing snack and positive conversation to reduce anxiety, greet and provide direction in the medical center attached to the hospital, etc. There are over forty different opportunities at our local hospital for volunteers. The volunteers will all be asked to

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keep a timesheet and turn in monthly.

OTHER - QUESTION - Describe how a Part time director will not adversely affect the size, scope and quality of project operations:

It is our intention that the Part Time Director who is available Monday through Friday in other capacities in the organization has the flexibility to meet the needs and demands of this program. This newly identified director is enthusiastic, energetic and has the ability to build relationships quickly. She is well known in the community and already has established many partnerships within the community through her other duties and prior positions in the County. We believe that with her experience and background, she will be able to enhance the program as she has the flexibility to meet the needs and demands of the volunteers. Certainly she will set aside specific times to meet the needs of the program however, her duties do offer her the flexibility to flex her time as needed. She will set office hours for the purposes of structure. Since the program has been around this County for many years, there is already a familiarity with it. With the past few months of seeing this new program manager in action with the supporting RSVP assistants, the program is set up for success! We have reduced the size of the program slightly from prior years so that we can start fresh and grow it in a more efficient and productive manner. Starting with refreshed records post our last review, this will make maintenance much easier.

PNS Amendment (if applicable)

n/a