

RSVP 2015 Reviewer Exercise #1

Review the Project Management Narrative below. Complete Q12-Q16 of an IRF based on this information. Be sure to include comments for Strengths and Weaknesses.

RSVP manages volunteer stations by utilizing many tools to ensure compliance with RSVP program regulations. These tools include 1) A formal Agreement that outlines the role of the RSVP and volunteer host site. 2) Volunteer Assignment Descriptions - outlines who, where, when, and how volunteers are placed at a volunteer station. 3) Annual Volunteer Site Survey conducted by the Advisory Council which includes participant testimonials. 4) Site Visits include a) Initial program orientation/application via a "Welcome Call" which includes an overview of RSVP and a preliminary assessment of volunteer interest. b) Communication and reviews with Site Supervisors through site visits and phone calls. c) Volunteer will receive random phone calls to ask what duties they are performing at their assigned stations.

The RSVP manager will conduct a site visit to meet with the station manager twice a year to ensure volunteers are performing their assigned service activities. The site visit will be scheduled during the time that RSVP volunteers are volunteering. The RSVP manager will meet with the volunteers to receive their feedback regarding their assignment and if they are in need of any support or assistance from the RSVP office. In addition, volunteers submit timesheets on a monthly basis. The timesheets will allow the RSVP to monitor the hours that volunteers are serving at each site.

The RSVP will not remove any volunteers from a station that does not meet the Primary Focus Area or Other Focus Areas. Currently all volunteers and stations can continue with RSVP and the project will still meet the requirement to have no more than 30% of unduplicated volunteers serving in Other Community Priorities. When the volunteer makes the decision to terminate their volunteer role with the RSVP, that role will not be replaced. When a station in Other Community Priorities no longer has RSVP volunteers, they will be recognized for their contribution to the program and will be encouraged to identify other volunteer opportunities that meet one of the Focus Areas currently identified as a priority for RSVP. If the station is unable to identify another opportunity, they will be removed as a volunteer station. The RSVP manager will meet with volunteer station managers at sites that do not address CNCS Focus Areas to inform them that RSVP will leave the current volunteers in place but will not recruit additional volunteers or replacements. The process of ensuring that each site addresses the CNCS Focus Areas will allow volunteers to experience a quality volunteer assignment.

The RSVP office offers seniors services and opportunities to enhance our community's quality of life. RSVP operates seventeen emergency meal sites in the Healthy Futures Primary Focus Area. The RSVP network of meal sites are for families experiencing emergency hunger situations and are located throughout the seven county area. The performance in the Primary Focus Area will be measured by using the volunteer reporter to track volunteer assignments and jobs. The output will be measured by the Volunteer Reporter database and participant surveys results.

Each prospective volunteer is required to complete an application for the RSVP. To ensure volunteers are eligible to serve in the RSVP, volunteers are required to show a current driver's license or photo ID to the volunteer station manager or a staff member of the RSVP. RSVP requires that all new volunteers pass a background check. In addition, the RSVP has an established Advisory Council that is active in fundraising and supports the volunteers and the volunteer stations. The RSVP will recruit and place volunteers at a station that has signed the formal Agreement that serves as the MOU.