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Executive Summary

An estimated 500 RSVP volunteers will serve. Some of their activities will include mentoring at-risk students, helping English as a Second Language students become comfortable using their English conversational skills, providing tax counseling for individuals who are 60 and older from low- to moderate-income households and providing respite care to older adults. The primary focus area of this project is Economic Opportunity. At the end of the three-year grant, 50 volunteers will help at-risk elementary and middle school youth help improve the child's self-esteem, social competence, academic achievement, and positive life choices. The CNCS federal investment of \$49,416 will be supplemented by \$108,545 in state and local support.

Strengthening Communities

RSVP of West Suburban Cook and Southern DuPage Counties serves 57 municipalities in this area. Populations in 2010 in these areas are estimated to be 5,194,675 in Cook County and 916,924 in DuPage County according to the U.S. Census Bureau. The 60+ population in suburban Cook County increased by 16 percent between 1990 and 2010 according to AgeOptions, the area agency on aging. In 2010, 14 percent of the population was over the age of 65. It is estimated that more than 26 percent of residents in suburban Cook County will be over the age of 65 by the year 2030, according to AgeOptions. Unemployment in Illinois as of July 2013 was 9.7 percent, down from its peak of 12.2 percent in January 2010, but in Cook County as of June 2013 it is still 10.8 percent according to the Illinois Department of Employment Security (IDES). In DuPage County the unemployment rate is 8.6 percent. Twenty-one percent of those employed in Cook County and 20 percent in DuPage County are working in educational services, health care and social assistance areas (IDES) and 11 percent in Cook and 12.7 percent in DuPage are in manufacturing jobs.

According to the U.S. Census Bureau in 2010, 12.3 percent of families in Cook County are living below the poverty level and in DuPage County the percentage is 4.4. According to the Social Impact Research Center at Heartland Alliance, the number of people in poverty in 2011 in Cook County totaled 912,067 and in DuPage County that number was 71,040.

Both the Illinois Cares Rx Program and the Circuit Breaker Property Tax Relief Grant ended July 1, 2012. Illinois Cares Rx paid part of prescription drug costs and Medicare Part D premiums for 118,000 low-income senior residents throughout the state. The Circuit Breaker grant offered property tax

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assistance to low-income senior homeowners. With the demise of these money-saving programs for low-income older adults, this demographic may have to choose between spending their limited dollars on prescription drugs or on food and their overall health and ability to remain independent will suffer as a consequence. In addition, these individuals cannot afford to have their tax returns completed by a paid preparer with average costs of \$129 to \$229, according to the National Society of Accountants.

In addition, those with limited English speaking proficiency numbered 569,788 of those who speak Spanish, Russian, Polish and other Slavic languages and reside in Cook county, the largest English as a second language individuals, according to the U.S. Census Bureau. The U.S. Department of Labor (DOL) recognizes the needs of the growing Hispanic worker population, and has responded by establishing a Hispanic Worker Initiative. One of the key components of the initiative is to identify the employment barriers that Hispanic workers face, especially those who are limited English proficient (LEP) Hispanic. English proficiency is a key employment success and advancement factor for Hispanics.

Economic Opportunity service activities include providing tax counseling services to individuals who are 60 and older from low- to moderate-income households, helping English as a Second Language students become more confident in their English speaking skills that leads to employment and/or a promotion, and mentoring college-level students and community residents in career advice, including practicing interviewing skills and providing tips on resumes that will help them find employment. Through the Tax Counseling for the Elderly Program, 40 volunteers will be trained to provide tax counseling to approximately 720 individuals who are 60 and older from low- to moderate-income households so they can file their tax returns and secure for them refunds totaling \$490,000. The Conversational English Tutoring program will pair up 30 RSVP volunteers with 60 ESL students to meet for one hour a week to help them practice their conversational English skills. At the end of the semester, the 50 students will report their level of confidence and any employment changes in their lives. With the Career Services Mentoring 10 program participants will be paired up with 10 RSVP volunteers who will assist them in securing employment, including helping them practice their interviewing skills and providing resume tips.

All three of these programs are managed by the RSVP of West Suburban Cook and Southern DuPage Counties. For the Conversational English Tutoring program, we survey the students at the start of the

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semester to determine their comfort level in conversing in English. Throughout the semester we are in contact with the volunteers to assess the need for additional instruction with the student or any additional needs the student may have. At the end of the semester, a post survey is completed by the student that includes information about employment changes. These surveys are collected by the RSVP staff and tallied in an Excel spreadsheet.

The Career Services Mentor program also will begin with a survey to determine the participant's needs so the volunteer know what the focus of their meetings should be either improving interview skills or revision of a resume. These surveys will be collected by the RSVP office and tallied in an Excel spreadsheet. At the end of the service, the participant will report to the volunteer when he/she obtains employment. The RSVP staff also will collect this information.

The Tax Counseling for the Elderly program uses the IRS-approved software, TaxWise, which collects information regarding the tax returns that are completed. TaxWise generates reports that the RSVP staff uses to inform the community and the volunteers on the success of the program.

In addition, RSVP staff tracks the volunteer demographics, volunteer service hours with the use of time sheets and applications from the volunteers using the software Volunteer Reporter.

Edward Hines, Jr. VA Hospital, located 12 miles west of downtown Chicago on a 147-acre campus, offers primary, extended and specialty care and serves as a tertiary care referral center for VISN 12. Specialized clinical programs include Blind Rehabilitation, Spinal Cord Injury, Neurosurgery, Radiation Therapy and Cardiovascular Surgery. Hines VAH currently operates 471 beds and six community based outpatient clinics in Elgin, Kankakee, Oak Lawn, Aurora, LaSalle, and Joliet. More than 600,000 patient visits occurred in fiscal year 2010 providing care to more than 54,000 veterans, primarily from Cook, DuPage and Will counties. Thirty-five unduplicated RSVP volunteers will serve veteran patients in providing them toiletries as part of a Welcome Wagon when they enter Hines VAH as an admitted patient as well as deliver books from the Hines library and escort patients to areas in the hospital. This will be reported to RSVP staff in the form of hours served by the Voluntary Services Department staff at Hines VAH.

Recruitment and Development

RSVP of West Suburban Cook and Southern DuPage Counties is located at Triton Community College

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in River Grove, Illinois. Occupancy expenses are provided to us as in-kind contribution by the college and include two office areas. Our staff consists of two full time employees, one part-time employee and a work-study student, who will work on all facets of recruitment and development. Volunteer recruitment and development are the primary responsibilities of a full-time volunteer coordinator, supported by a full-time program director. The director provides direction to the coordinator and serves in an adjunct role in this area. The part-time program assistant is responsible for data management, using the Volunteer Reporter software and other clerical duties. The work-study student provides support services to the RSVP staff in the form of data entry, filing and delivery of documents to other areas of the college campus. Each staff member has a written job description on file in the Human Resources Department at our sponsor, Triton College. In addition to paid staff, we have several volunteers who assist the RSVP staff at various times during the year with the planning of events and reminding volunteers regarding paperwork that needs to be submitted. We also have an 11-member Community Advisory Council which is responsible for helping to recruit new volunteers and new non-profit partners (stations). The Advisory Council may make advisory recommendations regarding the establishment of goals and objectives, policies and procedures of RSVP, compliance with requirements of the Corporation for National and Community Service (CNCS) and other program funders, and volunteer recognition. The director reports to the Dean of Continuing Education at the college.

Volunteers benefit from rewarding experiences that help to reduce stress and increase happiness and RSVP volunteers are no different. The Corporation for National and Community Service itself notes the many health benefits associated with volunteering that result from the sense of accomplishment that senior volunteers feel when helping others. In 2011, we surveyed our volunteers to see the levels of satisfaction of with their volunteer opportunities. Those volunteers who responded positively about the level of volunteer satisfaction also responded favorably to the status of their well-being and health.

For thirty years, RSVP of West Suburban Cook and Southern DuPage Counties has been meeting community needs. This service area no longer has a volunteer center for agencies and individuals to ask for assistance in recruiting volunteers or connecting individuals to meaningful volunteer activities. RSVP helps meet this need. Our sponsor, a community college in the western suburbs of Chicago, has a diverse student population. The college allows RSVP to build on this diversity. We have volunteers who have worked in the corporate world to principals and those who were stay-at-home mothers. We

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have volunteers who are Latino as well as African American, Polish and white. A few of our volunteers also are disabled.

Requests from non-profit organizations come in various methods. Usually, it is based on information that is run in a local newspaper about our program that prompts a phone call from a prospective station. The RSVP staff meets with our community partners at least on a quarterly basis through personal phone calls, e-mails, visits and newsletters to assure the volunteers are continuing to meet their community needs. When a community need is identified, the RSVP director meets with the agency director to confirm the community need and determine if a task is appropriate for a volunteer. They identify the number of volunteers needed for the task, and discuss the development of a position description, including knowledge, skills and abilities necessary for the completion of the task. Volunteer opportunities are shared through our newsletter. RSVP staff also contacts volunteers on our database that have indicated interest in the areas the task may cover.

Because of the emphasis now being placed on RSVP programs to address the focus areas outlined in the Corporation for National and Community Service's strategic plan, our program will be structure to promote those focus areas that align with our program's geographic area and community need-- Economic Opportunity, Education, Health y Futures and Veterans and Military Families. While we will continue to support our RSVP volunteers currently serving in the Other Community Priorities area, through attrition alone, our numbers will begin to shift, most likely through reduction of total volunteers, from an all-encompassing volunteer recruitment plan to a more targeted, focus-based volunteer recruitment plan. Stations that do not fit within our focus areas will be given the opportunity to develop volunteer opportunities with the assistance of the RSVP director. Volunteers who currently are serving in positions that do not fit within our focus areas will be encouraged to select an opportunity that does.

RSVP works with the college's Research Department on identifying students who have enrolled in courses and who are 55 years old and older. A mailing list is developed and a letter of invitation is sent to these individuals resulting in contacts to our office.

Community residents join our RSVP program expecting a high quality volunteer experience. Applicants complete an application through which we learn of their interests. The form assesses

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previous experience and attempts to connect their interests with volunteer opportunities that fall into our focus areas. After receiving the application, RSVP staff meet with the volunteer to interview him/her and to locate an assignment that the individual may find rewarding. We also provide an orientation to our program, its policies and procedures following the interview.

According to the U.S. Census Bureau, in 2012 the demographics of Cook County indicate that 65.9 percent were white, 24.8 percent African American, and 24.6 percent Hispanic. In DuPage County the population is 82 percent white, 5 percent African American and 13.8 percent Hispanic. In 2012, the U.S. Census Bureau reported those persons 65 years and older represented 12.4 percent of the total population of Cook County and 12.5 percent of DuPage's population. In Cook County, 34 percent speak a language other than English at home and in DuPage that percentage is 26.1. 15.8 percent of Cook County residents and 6.2 percent of DuPage residents live below the poverty level. There are 232,373 veterans residing in Cook County and 45,634 in DuPage County.

Volunteer opportunities and the RSVP of West Suburban Cook and Southern DuPage Counties are promoted through the use of our sponsor's Web site as well as its Marketing Department. The Marketing Department crafts the copy to reflect the college's brand and distributes it through press releases, public service announcements, course schedules that are delivered to all the households and businesses within the sponsor's district, college catalogs and other publications. In addition, RSVP provides information to older adult publications that serve northern Illinois, including Senior Connection. In addition, flyers are developed and distributed to area libraries about our program and the opportunities we offer.

At this time, we have not been using VolunteerMatch as much to recruit volunteers as the average age of a VolunteerMatch user is 30, well below our target audience. As our target audience begins to be more comfortable using technology, our program will revisit our use of this service. Currently, the director is investigating the establishment of a Facebook account and Twitter account. The director is enrolled in the college's new Social Media certificate program that includes courses in social media marketing, advertising and management. RSVP works with the college's Marketing Department to publicize the program, its opportunities and accomplishments through brochures, newspaper articles, radio spots, cable TV spots and the college's Web site.

Presentations are made to area non-profits regarding RSVP upon request. RSVP staff makes presentations and brings materials for attendees to read over at their leisure or sign up for the free

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membership at the events. RSVP staff and volunteers also participate in area health fairs providing information on how volunteering can keep individuals healthy and active, living in their own homes.

We visit senior housing sites, retirement villages and assisted living communities to promote RSVP and recruit new members. We also work closely with AgeOptions, the area agency on aging, in providing a variety of training opportunities, including the Aging Disability Resource Network Training that was attended by various organizations that help this group of people. At the training, we met people from the Progress Center of Independent Living and shared Ideas on how RSVP can help.

We hold an annual volunteer appreciation luncheon each fall, planned and implemented by our Advisory Council. In addition, we hold some special activities during the National Volunteer Week as well as Senior Corps Week. These events include open houses and ice cream socials. We also hold an annual pancake breakfast where we recognize the dedication of the volunteers who serve this meal to community residents. With the addition of the Facebook and Twitter accounts, the director hopes for focus more attention on the accomplishments of the RSVP volunteers and share the good news about our program through social media, instead of just the print and broadcast media.

Program Management

The human resources infrastructure for all facets of the program management of the RSVP of West Suburban Cook and Southern DuPage Counties consists of two full-time positions, the director and volunteer coordinator, and a part-time position, the program assistant, with the assistance of a work-study student. The Work-study Program at Triton College enables students to work 15-20 hours per week on campus. It is a need-based program, and students must qualify through the financial aid program and must be enrolled in at least six credit hours. Students who qualify for the program work in various areas of the college as long as funds are available. Relationship development between the volunteer station partners and the RSVP is shared among the director and the volunteer coordinator. The program assistant maintains the database, using the Volunteer Reporter, entering new station information and other updates to the system. The work-study student assists staff with filing and other activities.

A station roster is maintained by our program assistant and volunteer coordinator using the Volunteer Reporter. Each of the volunteer station partners is a public agency, secular or faith-based private non-profit or proprietary health care organization that accepts responsibility for assignment and

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supervision of our volunteers. Stations are located within our two-county region. We have a signed three-year Memorandum of Understanding on file for each station partner. The MOUs detail each party's responsibilities to the other and they strictly prohibit the use of volunteers as replacement of paid staff. RSVP staff meet with the station representative every three years to renegotiate and renew the MOU and to develop new volunteer position descriptions as needed. Extra care is taken to review impact data collection methods, needs assessments, and volunteer training, orientation and recognition during the meeting. Currently, we have 63 stations.

All position descriptions are reviewed annually to ensure that none of them include tasks that are prohibited by the Corporation for National and Community Services regulations, including political activities, the displacement of employees, or religious activities. If a station is viewed as offering these types of positions, the station supervisor will be informed of the violation. In addition, the MOU lists these violations under special provisions and by signing it every three years, agrees that these activities are not occurring at this organization.

As three-year MOUs near their expiration date, the RSVP staff and Advisory Council will evaluate each station to determine its effectiveness in managing volunteers, review the position descriptions and current RSVP volunteer list. A meeting will be set up with each station to review the MOU and their needs as well as the current volunteer list and the position descriptions these volunteers are filling. We will discuss each volunteer's ability to perform his/her assigned service activity. If it is determined that the volunteer is not meeting the need of the service activity, a discussion with the volunteer will be held either by the RSVP staff or the station supervisor. Other opportunities will be made available to the volunteer to select if the service activity is no longer something the volunteer wants to do.

During the review of the station's MOU at the time of renewal, RSVP staff and Advisory Council will evaluate each current station to determine its effectiveness in managing volunteers and will evaluate its activities to determine if they line with the National Performance Measures and/or Other Community Priorities and the new overall design of our program. If it is determined that the station no longer is a match, we will meet with the station supervisor to review its current needs to see if they are a match. The RSVP staff also will study reports generated by the Volunteer Reporter to determine if the volunteers that serve at the station also serve at other RSVP station partners. If the volunteer

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does not serve at another location, we will contact the volunteer to offer them a volunteer position that meets the National Performance Measures and/or Other Community Priority that is our program's focus. The director will work with volunteer stations to help determine if there are any volunteer positions that fit within the focus RSVP areas.

RSVP has been offering the Conversational English Tutoring program for eight years. We have been pairing up RSVP volunteers with English as a Second Language (ESL) students in the fourth or fifth level of the ESL program at Triton College and they meet once a week for one hour to talk. This gives the ESL students the opportunity to practice their English conversational skills. This program was started with the help of an AmeriCorps VISTA volunteer in 2005. Every semester we have approximately 30 volunteers assist 60 students practice their English conversational skills. The semester starts with a pre-survey to determine the need of the student. It ends with a post-survey to see what the student and the RSVP volunteer feel was accomplished during their meeting time, including whether the student was able to secure employment or received a promotion.

Based on the success of this program, RSVP is developing a Career Mentorship program to pair up RSVP volunteers with college students and community residents to help in their career search, including helping them with interviewing skills, resume writing and conducting a job search. Once again, a pre-survey will be completed by the student or community resident to determine their exact needs and post-survey to determine the success of the program

The Tax Counseling for the Elderly (TCE) program is one that RSVP has been offering for 20 years. The program has been growing for the last five years culminating in 47 volunteers helping 718 individuals 60 and older from low- to moderate-income households complete their tax returns for free and file them electronically. These volunteers were able to secure a total of \$498,314 in refunds. The program uses the IRS-approved software TaxWise that also provides the ability to run reports on the number of returns completed and the total amount of refunds we are able to secure for taxpayers.

With all of our programs and volunteers, we collect time sheets on a monthly basis and record the information in the Volunteer Reporter software. This software allows us to produce a variety of reports to help us determine the success of various opportunities, and information about the volunteer stations.

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RSVP of West Suburban Cook and Southern DuPage Counties is very fortunate to have Triton College as a sponsor for the past 30 years. The college has been very supportive of the program by providing ample in-kind support to meet the needs of the program. The college follows the federal regulations set forth by the government.

As stated in the RSVP Operations Handbook of June 2008, the 11-member Advisory Council was established to: Assist in assessing community needs; Assist in fund raising and resource development; Support the development of a service ethic in the community; Advise on volunteer recruitment, retention, and recognition strategies; Link the project with other community service resources, including faith-based organizations; Advise on programming for impact and performance measurement; Assess project accomplishments and impact, including progress toward meeting performance measures; Assess satisfaction of volunteers and volunteer stations; Suggest ways the project can gain increased visibility and recognition in the community; and/or Advise on how trends in the community are affecting seniors. Membership on the Council includes people competent in the field of community service and volunteerism; capable of helping the sponsor meet its administrative and program responsibilities including project assessment, fund-raising, publicity, and programming for impact; with interest in and knowledge of the capability of older adults; and who reflect the demographics of the service area.

Prior to placing any volunteers within a station, RSVP requires a non-profit partner to sign and return to us the completed MOU stating what the station will provide for the volunteer and the prohibited activities the volunteer will not be participating in. Once this document is received and signed by the RSVP director, the RSVP staff will then enter the information into the Volunteer Reporter software and recruit volunteers for the station. Based on the information RSVP is provided through the application process the prospective volunteer completes, we determine if the individual qualifies for the program. We ask for the applicant's birth date and record that in the Volunteer Reporter.

Organizational Capability

Triton College has been serving west suburban Cook County since 1964 and has been the only sponsor of RSVP of West Suburban Cook and Southern DuPage Counties for 30 years. There are 14 employees in the Business Services Division of the college. Business Services is responsible for providing supporting services to the college institution as a whole, including all academic areas. These

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support services include: Financial services (accounting, budgeting, finance, purchasing), maintenance of facilities (operations and maintenance, physical plant, construction), campus security (police department, safety department), auxiliary enterprises; (Cernan Earth and Space Center); Equal Opportunity; information systems; external enterprises; (bookstore, food service); foundation liaison; and contract management.

Business Services utilize financial procedures that are established by state law, Government Accounting Standards Board (GASB), Board of Trustees policy, and sound financial principles (GAAP). Through strategic financial planning and budgeting, an organized framework for institutional maintenance and change is created and followed.

An accountant with 30 years of experience in the field has been assigned to the RSVP grants and has more than six years of experience at Triton College working with these grants as well as Pell grants. The college follows all the statutes, regulations, and applicable OMB circulars. The college requires all expenditures for the program to go through the college's accounting system. The director is able to access accounts and current fund balances from the office as well as off campus at any time. The college's annual audit has consistently met the requirements and has had no findings within the report.

The college also maintains an employee policy manual and provides other services, including insurance counseling and the maintenance of job descriptions and personnel files, through the Human Resources Department. Payroll services are provided to the program, as well as maintenance and information technology support. The Mailroom also supports the program providing us with the ability to send a Excel spreadsheet of our volunteers names and addresses that can be put into the system to generate addressed envelopes for any mailings we may need.

RSVP uses the Volunteer Reporter to record volunteer hours, maintain volunteer information, including contact information, and station information. Volunteer Reporter also is used to monitor impact statements and data. We also monitor mileage reimbursement as grant funds allow.

The college is accredited by The Higher Learning Commission of the North Central Association of Colleges and Schools and is currently preparing for a site visit in October of this year. An extensive

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self-study was already prepared and sent in advance of this visit. It follows all the rules and regulations that the Illinois Community College Board and the Illinois Board of Higher Education set forth for community colleges.

RSVP staff consists of a full-time director, Kay Frey, a full-time volunteer coordinator, Minerva McLaren, and a part-time program assistant, Geraldine Lustro. The director, who has been in the position for six years, directs and administers the RSVP program, including writing of grants, managing the budget as well as required procedural reporting to the Corporation for National and Community Service, the Illinois Department on Aging and other grant agencies. Kay Frey also develops, implements and evaluates goals, objectives and operational procedures for the program, in addition to functioning as a liaison with Triton College and the community. She is responsible for supervising, training and evaluating RSVP staff and organizes and maintains the RSVP Advisory Council. The director manages RSVP volunteers, including recruitment, orientation, placement, training, follow-up, evaluation and recognition. She assists the volunteer coordinator in coordinating the annual volunteer recognition event for volunteers and community organizations. The director develops and implements a comprehensive public relations plan for RSVP and identifies matching funds for the program. She works with station partners in developing volunteer positions and maintains communication with these agencies. In an effort to increase RSVP's visibility on Triton's campus, the director serves on various committees, including the College Council, a group that provides advice to the President of the college, as a member of the college's Community Organization Network that has representatives from the community from organizations that work with older adults and young children, and serves on the Diversity Affairs Functional Committee making sure the campus keeps in mind the diverse population that comes through its doors. Kay Frey currently is pursuing her Certification in Volunteer Administration and recently enrolled in the college's new Social Media Certificate program to help her develop a social media marketing strategy for RSVP. Kay Frey holds a bachelor's degree in journalism and a master's degree in professional writing. Prior to her employment as RSVP director, Kay Frey worked in the Marketing Department at Triton College and has been at the college for 26 years. She also served as secretary on the RSVP Advisory Council for nine years before becoming the director.

The volunteer coordinator, Minerva McLaren, brought 18 years of banking experience, customer service and community outreach to this full-time position starting in 1999. As the volunteer

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coordinator, Minerva McLaren is responsible for implementing and coordinating activities for the recruitment of potential volunteers and agencies. She recruits, schedules and supervises and/or conducts volunteer activities, formulates and implements plans for volunteer recruitment, and interviews, screens and places potential volunteers in station volunteer positions. Minerva McLaren maintains all records on the volunteers and their activities, as well as calculates volunteer hours, and reimbursements for mileage. She completes a quarterly report that is shared with stakeholders on campus as well as in the community. She assists the director with required funding agency reports, and assists in the development of RSVP annual project goals and objectives. The volunteer coordinator also assists coordinating the annual volunteer recognition event for volunteers and community organizations.

The program assistant, Geraldine Lustro, provides the director and volunteer coordinator with data and calculations regarding volunteer time sheets. She assists in the strategic planning of volunteer activities and the preparation of required reports, financial records, requisitions, and quarterly reports. She assists with the coordination of the volunteer recognition event and other programs offered to the volunteers, stations and community organizations. Geraldine Lustro performs secretarial duties as assigned and in accordance to program needs.

The work-study position is filled on a semester basis by students in need of financial aid. This program enables students to work 15-20 hours per week on campus. It is a need-based program, and students must qualify through the financial aid program and must be enrolled in at least six credit hours. Students who qualify for the program work in various areas of the college as long as funds are available. The work-study student provides secretarial support to the RSVP

The college's Business Services Division is responsible for providing supporting services to the college institution as a whole, including all academic areas. These support services include: Financial services (accounting, budgeting, finance, purchasing), maintenance of facilities (operations and maintenance, physical plant, construction), campus security (police department, safety department), auxiliary enterprises; (Cernan Earth and Space Center); Equal Opportunity; information systems; external enterprises; (bookstore, food service); foundation liaison; and contract management.

Business Services utilize financial procedures that are established by state law, Government

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Accounting Standards Board (GASB), Board of Trustees policy, and sound financial principles (GAAP). Through strategic financial planning and budgeting, an organized framework for institutional maintenance and change is created and followed.

An accountant with 30 years of experience in the field has been assigned to the RSVP grants and has more than six years of experience at Triton College working with these grants as well as Pell grants. The college follows all the statutes, regulations, and applicable OMB circulars. The college requires all expenditures for the program to go through the college's accounting system. The director is able to access accounts and current fund balances from the office as well as off campus at any time. The college's annual audit has consistently met the requirements and has had no findings within the report.

The purchasing procedures RSVP follows are ones that are set up for the college. A request to purchase an item is submitted through our new WebAdvisor program. It is signed by the RSVP director's supervisor and the assistant vice president of Academic Affairs and the vice president of Academic Affairs before being turned over to the Purchasing Department to process. When the item is sent to the college, it is delivered to the Shipping and Receiving Department and then delivered to the director who signs and dates a document indicating that the item was received.

Triton College is governed by a Board of Trustees that consists of seven individuals, elected for six-year terms, who represent the voters of the district; and one student representative selected by the student body for a one-year term. The Board adopts rules, regulations, and policies governing the college.

The college maintains the facilities, including the offices the RSVP use, through the Maintenance and Operations Department. The offices are cleaned on a regular basis and the floors are cleaned. The college also provides us the support of the Information Technology Department providing staff to update software on the five computers in our office, troubleshoot any problems we may have with equipment and maintain the printers in the office. An inventory of the equipment RSVP uses is conducted periodically and recorded by the IT Department. Office supplies the RSVP uses is stored in a locked cabinet and inventoried annually. Any request for office supplies needs to be processed through the purchasing procedures established by the college.

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Business Services utilize financial procedures that are established by state law, Government Accounting Standards Board (GASB), Board of Trustees policy, and sound financial principles (GAAP). Through strategic financial planning and budgeting, an organized framework for institutional maintenance and change is created and followed.

The college has been managing the RSVP grant for 30 years.

With the assistance of the college's grant administrator, potential funding through community, local and foundation grants are identified and shared with the director of RSVP to determine the program's eligibility. This opportunity certainly will increase in the near future as we try to continue to provide benefits to our volunteers, but experience budget reductions.

Other

RSVP of West Suburban Cook and Southern DuPage Counties participates in special days of service, including MLK Day, Senior Corps Week and September 11th National Day of Service and Remembrance. The Advisory Council holds a planning meeting in October or November of the previous year to plan the year, including the activities for these special days of service. In the past for MLK Day, RSVP volunteers have conducted a food drive collecting food for area food pantries that have had their supplies depleted during the holiday months. For Senior Corps Week, we have held open houses and ice cream socials in an effort to recognize current volunteers and to recruit new members. For September 11th National Day of Service and Remembrance, RSVP has held volunteer fairs inviting our station partners to join us in providing information for prospective volunteers. This year we are collecting items for the Hines VA Hospital to provide to veteran who have been admitted to the hospital.

PNS Amendment (if applicable)

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N/A