

# Narratives

## Executive Summary

An estimated 325 RSVP volunteers will serve northern Wyoming including Natrona, Converse, Fremont, Weston and Sheridan Counties. Activities shall include; serving at risk elderly adults as volunteer drivers for Meals on Wheels, serving as volunteers at local congregate meal sites (senior centers) including reception, carrying trays, providing volunteer professional services such as Volunteer Income Tax Assistance (VITA) and serving at health clinics and activities as requested including engaging volunteers from the Medical Reserve Corp. Volunteers will also serve local food banks, multi-tiered agencies which provide access to resources to prevent homelessness and garner resources such as access to medical care and other nonprofit agencies. Additionally, volunteers will work in the focus areas of Education, Economic Opportunity and Veterans and Military Families. The primary focus area of this project is Healthy Futures.

At the end of the three-year grant, Central Wyoming RSVP, sponsored by Community Action Partnership of Natrona County, will partner with 60 volunteer stations in including Senior Centers, Food Banks, Social Service Nonprofits, local School Districts, local law enforcement and Veterans Services Agencies in Natrona, Converse, Fremont, Weston and Sheridan Counties. A total of 325 unduplicated volunteers over the age of 55 will be recruited and placed; with 25% or 82 volunteers working directly in our primary focus area of Healthy Futures. The Corporation for National & Community Service federal investment of \$98,032 will be supplemented by \$19,606 or 20% local match, which will be garnered through fund raising including local grants.

## Strengthening Communities

Natrona County is an isolated county located near the geographical southeast center of Wyoming. The 2013 population of Casper was 59,628 with 12.9 percent of residents being over the age of 65, 50.3 percent female and 92.3 percent Caucasian. The average household income was \$54,914 and 8.2 percent of residents are classified poverty level or below. Fremont County specifically Riverton has a population of 10,990 with 15.2 percent of residents being over the age of 65, 50.0 percent are female and 83.5 percent are Caucasian. The Wind River Indian Reservation is located in Fremont County with American Indian/Natives making up 10.4 percent of the population. Median household income is significantly less in this county with the average being \$39,366 and 20.6 percent of household fall below poverty levels. Converse County with Douglas as its population center has a population of 14,313 with 13.5 percent of residents being over the age of 65, 49.1 percent being female and 95.7

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percent Caucasian. Median household income is \$62,554 with 8.3 percent of residents being below poverty level. Weston County has a population of 7,158 with 17.4 percent of residents being over that age of 65, 47.6 being female and 93.7 being Caucasian. Weston county median income is \$53,802 with 13.8 percent of households below poverty level. Finally, Sheridan County has a population of 29,824 with 17.5 percent of residents being over the age of 65, 50.0 percent female and 95.2 percent Caucasian. The median household income is \$52,352 with 8.6 percent falling below poverty level. Wyoming as a whole has a population of (2013 US CENSUS ESTIMATES) 582,658 with 13.5 percent of residents over the age of 65, 49.0 percent female and 92.7 percent Caucasian. The state-wide median household income was \$56,573 and 11 percent of residents fall below poverty levels. It is also important to note that there were 51,503 Veterans residing in the state in 2013 and in 6.8 percent of Wyoming households English is spoken as a second language.

Natrona, Converse, Fremont, Weston and Sheridan counties have a significant percentage of over 65 population, poverty level population, veterans and ESL. These factors show significant community need in the primary focus area of Healthy Futures. Recruiting and providing RSVP volunteers to work in each county will address this focus area; effectively collaborating with Senior Centers, Meals on Wheels, Social Service Non Profits, and Food Banks will directly serve these at risk segments in every mentioned county. Additionally, RSVP volunteers can be placed within the school districts, work directly with law enforcement and other agencies to serve other focus areas of Education, Economic Opportunity and Veterans and Military Families.

Volunteer Service Activities in Natrona, Converse, Fremont, Weston and Sheridan counties will include; elder adult services including (but not limited to) direct meal delivery and service, food bank assistance, telephone assistance and referral, crisis centers, nutrition and wellness classes and education including health fairs, education/resources for seniors to age in place and assistance in accessing health care and benefits including services for aging veterans.

Providing volunteers to work with nonprofit agencies (whose focus is to serve the aging and at risk populations); will allow those agencies to leverage resources that may otherwise be used for paid staff. Agencies will benefit directly from professional and life experience of volunteers and will allow those agencies to provide service and educational activities that might not otherwise be available without that volunteer assistance, a factor that is especially important in a low population states such as Wyoming; where organizations are often stretched for financial and professional resources. The

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direct benefit to these five counties mentioned is providing a volunteer work force whose efforts will contribute to the aging population of Northern Wyoming to the ability to stay in their own homes, rather than be placed in a nursing home or assisted living facilities. Volunteer services will contribute to improved quality of life for seniors and the at risk through companionship and better access to resources; thereby improving overall mental and physical well-being of participants who are making well educated choices for overall wellness. All activities provided by RSVP volunteers can be directly measured by participation of clients through attendance, case management, and program completion as well as measuring inputs through volunteer hours, activities and outcome based measures.

A Memorandum of Understanding (MOU) will be signed with 60 volunteer stations in Natrona, Converse, Fremont, Weston and Sheridan counties. Staff will develop job descriptions and outline expectations with partner agencies, including inputs and outcomes based on volunteer hours, number of clients served in each area, and when possible outcomes based on programming. Volunteer time sheets will be collected and input in a Volunteer Data Base with station data collected in 90 day intervals unless otherwise dictated by the MOU. Data will be input by program staff including an Executive Director, Volunteer Coordinator (who will be hired via the Works Program-an employment program for Senior Citizens over age 55) and the utilization of an AmeriCorps Volunteer. Community Action Partnership of Natrona County has an established office which will allow access to computers, programs and community partnerships and resources to track and input data. Data will be collected by the Volunteer Coordinator and reviewed and managed by Executive Director to ensure proper management and data collection.

RSVP Volunteers will directly provide service to Veterans in the primary focus area of Healthy Futures by providing outreach to aging Veterans through partnership through the VA, local VFW and other Veteran's organizations, Senior Centers and other congregate meal sites and other nonprofit organizations. The focus will be to help veterans' access programs and services for "aging in place" and to help them remain active and engaged mentally, physically and emotionally within their home communities. RSVP will actively recruit Veteran's ages 55 plus to participate in the program and provide mentorship to other Veteran's in need of services. RSVP will also outreach Veterans and their families through the program areas of Education and Economic Opportunity. Volunteers will provide assistance with resource building in programs that provide positive outcomes and encourage Veteran's and their families to stay active and engaged within their communities through; volunteer

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services, educational opportunities and program mentorship by other volunteers. Community Action Partnership provides an excellent opportunity for capacity building and outreach by providing health care clinics, advocacy, job programs and technical assistance to clientele including Veterans and their families, as well as established relationships with volunteer stations that provide services to the community at large.

### **Recruitment and Development**

Community Action Partnership of Natrona County is a highly visible and connected agency which was established in Casper in 1983. Community Action Partnership directly impacts low income and troubled community members (especially families) by directly helping individuals garner and utilize resources through education, programs that enrich/promote family stability and by redirecting self-destructive behavior. This is accomplished through education and intervention with the intention of promoting self-sufficiency by teaching individuals how to access resources and maintain a healthy and stable lifestyle and contribute back to their community at large.

CAPNC has established presence in the community comprising of relationships with 57 agencies within Natrona County Wyoming. Every primary agency that provides services to positive outcomes for the program area of Healthy Futures is represented including; Food Banks, local Senior Services, homeless intervention, prevention and advocacy, education and housing. Well established relationships with so many local agencies will provide a natural avenue to garner connections with volunteer stations and provide opportunities for training by utilizing ingrained best practices that each organization that will translate into quality volunteer service. Volunteers will receive two - ten hours of training depending on the complexity of the volunteer position and the agency served. Core training of two hours will be provided by the RSVP program, with additional training provided in collaboration with the agency receiving volunteer assistance.

Quality training, careful placement matching volunteer skill set to duties and quality recruitment practices will allow the 55 plus population of Natrona, Converse, Fremont, Weston and Sheridan counties to help meet community needs while directly serving the program areas of Healthy Futures, Economic Opportunity, Education and Veterans and Military Families.

CAPNC has a highly trained staff to provide support and guidance to the RSVP Project Director and RSVP support staff. Additionally, an Advisory Board have been recruited and will consist of members representing each of the program areas who can shape an action plan for specific training for various

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volunteer positions. RSVP Staff will work directly with Volunteer Stations to develop a specific training plan based on the organizational and community need. Additionally RSVP staff will complete a volunteer intake form to identify the volunteer's interests and skill set to make the best possible match between volunteer and organization. Each volunteer will receive a minimum of two hours training from RSVP program and two hours orientation and training for each individual volunteer station. Staff will then follow up with volunteers once they begin to make certain they feel they have received adequate training and with volunteers' stations to verify trainings have been completed. A satisfaction survey will be completed after 60 days to ensure volunteers are content with their work assignment and have received adequate and meaningful training.

The demographics of the service area are very complex because Wyoming is large geographically, with a relatively small and primarily rural population. The five counties we will serve are mostly Caucasian; with the largest section of ethnic diversity being Hispanic and Native American; especially in Fremont County. Demographics are broken down by county as follows (based on Census projections for 2013): The population of Casper was 59,628 with 12.9 percent of residents being over the age of 65, 50.3 percent female and 92.3 percent Caucasian. Fremont County specifically Riverton has a population of 10,990 with 15.2 percent of residents being over the age of 65, 50.0 percent are female and 83.5 percent are Caucasian. The Wind River Indian Reservation is located in Fremont County with American Indian/Natives making up 10.4 percent of the population. Converse County with Douglas as its population center has a population of 14,313 with 13.5 percent of residents being over the age of 65, 49.1 percent being female and 95.7 percent Caucasian. Weston County has a population of 7,158 with 17.4 percent of residents being over that age of 65, 47.6 being female and 93.7 being Caucasian. Weston county median income is \$53,802 with 13.8 percent of households below poverty level. Sheridan County has a population of 29,824 with 17.5 percent of residents being over the age of 65, 50.0 percent female and 95.2 percent Caucasian.

Census data does not reflect the 55-64 year old pool of potential volunteers. Data does show that in Natrona, Converse, Weston and Sheridan counties potential volunteers over the age of 65 are Caucasian and primarily female. Fremont County is the most ethnically diverse with 10.4 percent of the population being Native American. Data also reflects that 8 percent of Wyoming's population is Veterans.

RSVP through CAPNC will recruit 325 volunteers in Natrona, Converse, Fremont, Weston and Sheridan Counties. Twenty five percent or 82 volunteers will be recruited specifically in the Program

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Area of Healthy Futures and thirty percent of those 82 volunteers will be recruited to reflect ethnic and cultural diversity and to address English as second language by recruiting bi-lingual volunteers. We will also strive to recruit 15 percent or 49 volunteers who are Veterans.

Additionally, thirty percent or 98 volunteers will serve community priorities working to help address unmet needs in a community by community basis. Forty five percent or 146 volunteers will work outside the focus area serving in Education, Economic Opportunity, Disaster Services, Environmental Stewardship, Veteran's and military families and capacity building. Ten percent or 33 unduplicated volunteers will serve directly in outcome based programs outlined in the work plan.

Furthermore, we will work directly with volunteer stations to ensure volunteers with disabilities have the opportunity to serve without obstacles and we will specifically recruit volunteers with disabilities by partnering with local senior centers and other agencies to provide cross referral for program participation. We will recruit at least ten percent of volunteer force from this segment.

CAPNC RSVP program will retain volunteers by effectively assessing the volunteers' skills and needs and matching them with the most appropriate and meaningful volunteer station; providing a fulfilling experience for the volunteer and effective assistance to the organization. RSVP will regularly assess Volunteer Stations to make certain they are meeting the needs of volunteers and providing programing information and keeping MOU information current and complying with regulations. Should a dispute arise, staff will immediately address the situation in a proactive manner; garnering the best possible outcome for all parties. These practices will be implemented by RSVP Staff and supported by the CAPNC RSVP Advisory Board as well as the CAPNC staff and Board of Directors. All volunteer stations will be advised of our policies and procedures to ensure volunteer satisfaction.

CAPNC RSVP will recognize volunteers on an annual basis with Volunteer Recognition Ceremonies occurring once a year for each of the five participating counties. Volunteers will be recognized for their years of service and potentially awards will be given for an outstanding volunteers for each of the five counties and will be nominated by Volunteer Station Supervisors.

### **Program Management**

CAPNC RSVP will be housed with the CAPNC offices to provide an established environment with direct access to Agencies whom already serve clients in the area of Healthy Futures. A Executive Director and Volunteer Coordinator (Experienced Works) will serve as primary staff for the program and will develop the work plan and adhere to program guidance by first receiving staff training, then

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will work to secure Volunteer Stations establishing meaningful and compliant Memorandum of Understanding for each agency. Finally, program staff will outreach the community through media, education and cross referencing with other service agencies. CAPNC RSVP Staff will be governed by an Executive Program Director who will be overseen by an Advisory Board including CAPNC Executive Director Brenda Eickhoff and community members who represent program areas including Healthy Futures, Senior Services, Veterans and Military Families, Economic Opportunity, local law enforcement and capacity building agencies. The Governing Board and Advisory Members will help ensure staff are well trained to produce positive program outcomes and remain compliance with CNS RSVP Regulations and Guidance.

CAPNC RSVP Executive Director and Volunteer Coordinator will identify and meet with potential volunteer agencies in all five counties listed in the Northern Wyoming Program area. Agencies who specifically serve the primary program area of Healthy Futures will be first priority, followed by Economic Opportunity, Veterans and Military Families, Education, Community Need and Capacity Building. Staff will collaborate with various agencies to establish a valid Memorandum of Understanding and to create job descriptions for volunteer activities. Agency Staff will be trained to comply with RSVP regulations and develop a work plan to provide program information for collecting data, measuring and writing impact statements.

RSVP Staff will establish a Volunteer Coordinator for each work station, who will provide a point of contact, oversee volunteers, provide volunteer assignments and update program staff if volunteer positions or needs change. RSVP staff will communicate with Volunteer Coordinators for all 60 stations in all five counties no less than once per month and on an as needed assignment basis. Staff will collect program data from Agencies on a quarterly basis. RSVP staff will immediately address any concerns expressed by volunteers or station managers on an as needed basis.

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Community Action Partnership of Natrona County (CAPNC) was established in 1983. We provide in four core activities/ including; direct health and social services through our 12th Street Clinic and on site programs, community planning, coordination of services, and funding of local agencies who provide direct assistance to clients.

CAPNC has partnerships with 57 agencies in Natrona County including; Natrona County School District and Casper College, numerous agencies that address food, shelter and clothing, access to training and employment, health and child care services and all other agencies relative to helping clients access health care, financial stability through employment and access to affordable housing and to address limiting factors such as poor mental health, addiction and domestic issues. We provide outreach, advocacy, emergency services, self-sufficiency services employment and training, housing, and volunteer services. Our Health Care for the Homeless 12th Street Clinic offers a variety of services including primary health care, outreach, case management, mental health and substance abuse services, transportation, medication, limited dental and limited vision services. In addition, we administer the Life Steps Transitional Housing Program.

CAPNC directly impacts low income and troubled community members (especially families) by directly helping individuals garner and utilize resources through education, programs that enrich/promote family stability and by redirecting self-destructive behavior. This is accomplished through education and intervention with the intention of promoting self-sufficiency by teaching individuals how to access resources and maintain a healthy and stable lifestyle and contribute back to their community at large. Our objective is to serve as a resource by providing programs and resources to fulfill our mission "to reduce poverty, revitalize low-income communities, empower low-income families and individuals to become fully self-sufficient, reduce delinquency and crime, promote mental

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health, prevent substance abuse and family violence and encourage cooperation with educational, health, and other anti-poverty programs."

CAP has directly impacted Natrona County this past year providing over 5000 rides to job interviews, places of employment and doctor/dentist benefits for individual/families; 16/20 participants completed their ABE/GED and 38 individuals enrolled in CAP's Employment Opportunity Program (90% or 34 clients obtained employment with 11 individual experiencing an increase in employment income and/or benefits). The Youth Program engaged 142 participants to improve social/emotional development, avoidance of risk-taking behavior for one year, reduced involvement with criminal justice system and increased academic, athletic, or social skills for educational success (128 successfully completed the program).

CAPNC's mission directly addresses the primary RSVP Program Area of Healthy Futures by providing clients direct access to programs including; direct health care and information, independent living and transportation, nutrition resources and capacity/resource building. We work directly with 57 agencies, most of who fall under the purview of all program areas, especially Healthy Futures, Education and Economic Opportunity. These direct relationships and the service CAPNC provides is a simpatico to becoming a host agency for the Retired and Senior Volunteer Program.

As previously stated, CAPNC RSVP will be housed with the CAPNC offices to provide an established environment with direct access to Agencies whom already serve clients in the area of Healthy Futures. A Executive Director, Volunteer Coordinator and AmeiCorp will serve as primary staff for the program and will develop the work plan and adhere to program guidance by first receiving staff training, then will work to secure Volunteer Stations establishing meaningful and compliant Memorandum of Understandings and Volunteer Stations.

RSVP Staff will be governed by an Executive Program Director who will be overseen by an Advisory Board including CAPNC Executive Director Brenda Eickhoff and community members who represent program areas including Healthy Futures, Senior Services, Veterans and Military Families, Economic Opportunity, Disaster Services including local law enforcement and capacity building agencies. The Governing Board and Advisory Members will help ensure staff are well trained to produce positive program outcomes and remain compliance with CNS RSVP Regulations and Guidance.

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Once MOU's are established Volunteers ages 55 plus will be recruited and verified in all five counties through media (social and direct), outreach through local senior centers, agencies and civic organizations and through outreach activities designated by program staff. Staff will ensure volunteers receive training, turn in required paperwork and that volunteers are enjoying a high quality volunteer experience by maintaining working relationships with both the volunteers and the volunteer work stations.

RSVP Staff will establish a Volunteer Coordinator for each work station, who will provide a point of contact, oversee volunteers, provide volunteer assignments and update program staff if volunteer positions or needs change. RSVP staff will communicate with Volunteer Coordinators for all 60 stations in all five counties no less than once per month and on an as needed assignment basis. Staff will collect program data from Agencies on a quarterly basis. RSVP staff will immediately address any concerns expressed by volunteers or station managers on an as needed basis.

Volunteer time sheets, necessary paperwork and program data will be collected at appropriate intervals and reported as directed by CNS guidance and procedures.

### **Organizational Capability**

Community Action Partnership of Natrona County was established in 1983 to address human services in our community. In order to effectively provide these services, we have a Board of Directors that provides programmatic and fiscal oversight.

The Executive Director, Brenda Eickhoff, provides direct oversight on all aspects of programming and ensures that funding requirements are met, objectives are achieved, and all funding is accounted for appropriately. In addition, the agency employs an Operations Manager, Marilyn Dymond Wagner, who provides direct supervision of all program service providers. She gathers and analyzes outcome data for all programs, and oversees the program's use of resources, both human and supply. The agency maintains employee time cards for all time spent on every program operated by the agency. All employee time is charged to the funding stream that supports the activity. The RSVP Program Coordinator will be hired by the Operations Manager and the Executive Director. The Operations Manager will directly oversee that employee's activity.

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CAPNC regularly updates its policies and procedures to ensure that the agency has the appropriate separation of duties to minimize risks of theft and dishonesty. One of these safeguards is the use of an outside accounting firm to process Accounts Payable and Payroll. The Executive Director assigns codes for which grant all expenses will be charged to. This is reviewed by the Board Treasurer before it is submitted to the accountant to be processed. The same process is used to account for all employee time and supply purchases. The agency maintains an inventory of all equipment and supply in order to prevent theft and/or fraud. Due to the amount of federal funds we receive, we conduct an A-133 Audit each year, which reviews our processes and activity.

Our agency has received funding from the following federal sources: Health Resources and Services Administration, Department of Housing and Urban Development, and Community Service Block Grant. In over fifteen years, we have never had an incident of fraud or theft identified, either internally or through the annual audit process.

### **Other**

None

### **PNS Amendment (if applicable)**

Not Applicable