Older Adult Services
PART 1 – ORGANIZATION NARRATIVE FORM

Submit Application to: cddapplications@cityofmadison.com

Deadline: 4pm July 1st, 2024

Official submission date and time will be based on the time stamp from the CDD Applications inbox. Late applications will not be accepted.

The intent of this application and subsequent contract is for all organizations to present a set of opportunities within the umbrella of one contracted program for each service area, i.e. Case Management services, Culturally Relevant services, Information, Outreach and Referral services and Independent Living Support services. Only programs that involve different participants for that service area, separate staff, a different schedule and are not an activity occurring during or as part of another program should be considered a stand-alone program with a separate application.

Responses to this RFP should be complete but succinct. Materials submitted in addition to Part 1 - Organization Narrative, Part 2 - Program Narrative(s) and Part 3 - Budget Narrative will not be considered in the evaluation of this proposal. *Do not attempt to unlock/alter this form.* Font should be no less than 11 pt.

If you need assistance related to the **content of the application** or are unclear about how to respond to any questions, please contact CDD staff: Yolanda Shelton-Morris, Community Resources Manager yshelton-morris@cityofmadison.com or Garrett Tusler, Community Development Specialist gtusler@cityofmadison.com. We are committed to assisting interested organizations understand and work through this application and funding process.

If you have any questions or concerns that are related to **technical aspects** of this document, including difficulties with text boxes or auto fill functions, please contact Garrett Tusler, gtusler@cityofmadison.com

A NOTE REGARDING APPLICANT TYPE

Every agency applying for funding must submit an organizational history narrative per program detailing their agency's background, mission, and vision. If your agency is applying for multiple programs, each program application must be submitted separately with all the required submission documents (See RFP Guidelines 1.2 Required Information and Content of Proposals)

Joint/Multi-agency Applicants

For those choosing to submit a joint/multi-agency proposal, only the designated 'lead agency' is required to complete and submit responses to questions 5-9 pertaining to partnership history, rationale for partner selection, division of roles and responsibilities, anticipated challenges, and any previous collaborations or partnerships. All other agencies participating in the joint application, listed in application as 'joint/partner agency', are still required to submit their organizational history narrative, as stated above.

Legal Name of Organization:	RSVP of Dane County, Inc	Total Amount Requested:	$ 60,000
All program(s) connected to your organization:	Program Name: Foster Grandparent and Group Project & Homeworkers Applicant Type: Single Agency Application Program Type: Culturally Relevant Services List Program Partner(s) (if applicable): Choose an item., , Choose an item., , Choose an item.	Amount Requested: $ 40,000	
	Program Name: Community Connections, Telephone Reassurance Program Applicant Type: Single Agency Application Program Type: Independent Living Support Services List Program Partner(s) (if applicable): , Choose an item., , Choose an item., , Choose an item.	Amount Requested: $ 20,000	
	Program Name: Applicant Type: Choose an item. Program Type: Choose an item. List Program Partner(s) (if applicable): Choose an item., Choose an item., Choose an item., Choose an item.	Amount Requested: $	
	Program Name: Applicant Type: Choose an item. Program Type: Choose an item. List Program Partner(s) (if applicable): Choose an item., Choose an item., Choose an item.	Amount Requested: $	
	➢ *If you are applying for more than four programs please contact Garrett Tusler gtusler@cityofmadison.com*		
Contact Person for application (Joint Applications - Lead Org):	Diana Jost, Executive Director RSVP of Dane Co.	Email: Djost@rsvpdane.org	
Organization Address:	6501 Watts Road, Suite 250 Madison, WI 53719	Telephone:	608-441-1393
501 (c) 3 Status:	☒ Yes ☐ No	Fiscal Agent *(if no)*	No

Organizational Qualifications – All Applicants:

1. Organization History and Mission Statement

Retired & Senior Volunteer Program (RSVP) of Dane County, Inc., established in 1972 and officially incorporated in 1977 as a non-profit agency, boasts a robust volunteer base exceeding 1,200 active participants. In 2023, these RSVP volunteers contributed 151,632 hours serving local families, veterans, seniors, and partnering nonprofits. Ongoing recruitment and marketing efforts have evolved into larger marketing campaigns in the past two years following the COVID-19 pandemic to replenish and fortify our volunteer force. Compliant with all AmeriCorps Seniors RSVP and FGP (Foster Grandparents Program) regulations, encompassing fiscal, administrative, and volunteer-related guidelines delineated in their federal operation handbooks for both of these programs, RSVP undergoes an independent audit annually, consistently garnering clear results acknowledged by governmental funders. Nationally renowned for its innovative initiatives, particularly notable during the COVID-19 crisis, RSVP has earned accolades such as the United Way of Dane County Institute for Non-Profit Leadership and Innovation Certificate for Organizational Excellence, the Distinguished Service Nonprofit Award, and the 2022 Governor's Service Award. Also, during the pandemic, RSVP instituted a monthly, virtual program to engage volunteers and community members in educational programming (often diversity-focused) intended to help combat risks for social isolation and keep the community connected and inspired.

RSVP of Dane County maintains an enduring commitment to inclusivity across volunteer recruitment, service provision, and staff and board appointments. Notably, since 2014, concerted efforts by both RSVP staff and the RSVP Board of Directors have been invested in participating in Diversity Training opportunities, including engagements with Justified Anger, the Racial Justice Summit, the White Privilege Conference, and the Racial Healing Institute. Approved for participation in the Power-Up! Project by the N4A (National Association of Area Agencies on Aging) in 2014, RSVP renewed its commitment to engage racially and culturally diverse community members in volunteering, resulting in the formation of the Diversity Committee in 2015. In 2021, the RSVP Board ratified its commitment to combat racism by endorsing "Racism is a Public Health Crisis in Wisconsin," and spearheading an external DEIAR assessment in February 2022, conducted by The People Company. Utilizing results from this assessment, the RSVP Board and Diversity Committee revised the organization's mission and vision statements and integrated pertinent inclusivity recommendations into a new strategic plan that is currently being finalized. The RSVP Board of Directors is governed by a 15-member volunteer committee, characterized by diversity encompassing Black, Indigenous, White, LGBTQ, and disabled members.

REVISED RSVP MISSION AND VISION STATEMENT APPROVED BY RSVP BOARD on June 17, 2024
RSVP Mission Statement: To make a positive impact in the community by recruiting volunteers 55 and older to help public and non-profit organizations deliver essential services to people of all ages and identities, providing Dane County with a valuable resource. RSVP seeks to: utilize the skills, knowledge, and life experiences of people who are retired, helping them to lead healthy, productive lives; respond to increasing requests for volunteers to help meet critical needs; increase the variety of volunteer opportunities; provide opportunities for intergenerational projects and age-integrated activities; plan programming in cooperation with the groups, agencies and institutions with which it is involved, as needed and requested; involve volunteers in planning and decision-making on community programs, boards and committees; increase public awareness concerning contributions and needs of people age 55 and older and improve the image of aging.

RSVP Vision Statement: RSVP aspires to build and expand a community-wide network of volunteers and organizations that value individual differences, life experiences, knowledge, innovation, self-expression, and talent. RSVP strives to enrich the lives of senior volunteers and enhance support services for all Dane County residents.

2. Describe your organization's experience implementing programming described in the Older Adult Services Policy Paper and Older Adult RFP Guidelines relevant to the programs you propose in this application. List all current older adult programs with their inception date.
RSVP of Dane County offers two AmeriCorps Seniors programs, operated and supported by the Corporation for National and Community Service: 1. Retired & Senior Volunteer Program (RSVP) and 2. Foster Grandparents Program

(FGP). For over five decades, we've been instrumental in recruiting senior volunteers, 55 years and older, with a strong desire to serve and participate in diverse assignments that cater to the needs of people of all ages and abilities, embodying our commitment to community service. Additionally, since the turn of the millennium, we have proudly extended our services through the FGP program, specifically designed for low-income seniors, offering 1:1 opportunities in classrooms for seniors and students to further cultivate interpersonal connection, communication, and learning. Both the RSVP and FGP initiatives play a pivotal role in fostering active and healthier lifestyles among seniors through volunteer engagement. By facilitating connections among volunteers, we mitigate the risk of social isolation and positively impact the lives of those we serve, providing crucial assistance to seniors and their families across Madison.

The inception of our current RSVP Programs dates back to 1972, while the Foster Grandparent Program was established in 2000. RSVP offers a spectrum of volunteering opportunities, ranging from individual assignments to group projects and home-based service. Volunteers enrolled in these programs reap manifold physical and mental health benefits. Through volunteering, they forge new connections and strengthen existing relationships, thereby reducing social isolation and enhancing overall well-being. Moreover, volunteering has been shown to alleviate stress, leading to lower rates of depression and anxiety, while instilling volunteers with a profound sense of purpose and direction in their lives.

1. Community Connections: Our Community Connections Program extends vital support to non-profit and public organizations, enabling them to sustain or expand their services. We prioritize personalized volunteer placement to ensure a fulfilling experience for all participants, aligning assignments with their time, interests, and lifestyle preferences. Our Community Connections Coordinator maintains ongoing communication with partnering public and non-profit agencies, senior centers, and neighborhood-specific sites to identify areas where volunteer assistance is most needed in the community. RSVP volunteers engage in outreach activities, catering to low-income individuals and families across diverse neighborhoods by serving at nutrition sites, food pantries, and distribution agencies.
2. RSVP Group Projects and Homeworkers Program: This program addresses basic yet critical needs of residents within the City of Madison while simultaneously meeting the social, quality of life, and mental health requirements of older volunteers. In 2023 alone, our dedicated volunteers hand-crafted over 15,000 handmade items, which were donated to over 50 local nonprofit and public agencies to distribute to the families they serve. These items, including quilts, afghans, mittens, hats, and shawls, are meticulously handcrafted to provide warmth and comfort, particularly during Wisconsin's cold months. The program also accommodates year-round endeavors aimed at addressing various safety, comfort, and quality of life concerns within our community. For example, volunteers make chemo-caps and eye shades for public health clinics which are offered to adults and children undergoing chemotherapy or brain surgeries. Volunteers also make and donate fidget quilts, which are given year-round to seniors with dementia and children with autism or spectrum disorders to help soothe anxiety and refocus attention.

3. Foster Grandparent Program: Targeting low-income seniors aged 55 and older, this program offers a modest stipend and reimbursement for transportation and meals, thereby easing daily living expenses for volunteers. By pairing volunteers with children in need, the program fosters valuable mentorship relationships, aiding in school readiness and academic skill development. Volunteers collaborate with students in elementary classrooms across various educational institutions, focusing on academic and socio-emotional learning. Remote volunteering opportunities, such as the Computer Buddy Program and the Postcard Pen Pal Program, further enhance intergenerational connections while supporting educational endeavors.

4. Intergenerational Initiatives: Through volunteering opportunities such as tutoring, guest speaking, classroom support, and virtual tech and literacy programs, older adults are connected with children, fostering not only educational support but also special intergenerational bonds that promote social and emotional growth. The Foster Grandparent Program particularly boasts diverse racial representation, with a noteworthy emphasis on fostering connections across racial backgrounds.

5. Driver Services and Vets Helping Vets: Volunteer drivers play a crucial role in promoting independent living for seniors and veterans through various programs, including Vets Helping Vets, Home Delivered Meals, Driver Escort, and Food Bridge. For over 50 years, RSVP of Dane County has positively impacted seniors and families in our community, largely thanks to our partnerships with local public and nonprofit agencies. RSVP has always been a collaborative agency. Each partnership has contributed to our success in aiding those in need while bettering the lives of senior volunteers by offering opportunities for education, community involvement, and personal growth. In return, we collaborate by recruiting, vetting, and offering ambitious senior volunteers to these partners, enhancing their ability to meet goals, thrive on a budget and improve community impact. The primary requirement in all of RSVP's partnerships is they must also be a nonprofit or public organization. The intention of our organization is two-fold: 1. help the community by increasing volunteer power and 2. improve the lives of the senior volunteers through involvement and meaningful activity. Another requirement is that there must be a signed Memorandum of Understanding (MOU) between RSVP and each partnering agency/volunteer station. A new MOU is updated every three years and is signed by each Volunteer Station supervisor. The MOU and RSVP Volunteer Handbook identify prohibited activities (non-displacement of employed workers, electoral activities, voter registration and transportation to the polls, efforts to influence legislation, labor or anti-labor activity, religious instruction, giving worship services or engaging in proselytization).

In 1975, Dane County Health and Human Services approached RSVP asking if we could collaborate with their specialized transportation department to start a driver escort program. This program would be able to take seniors over the age of 60 to necessary medical appointments. This program thrives today with an ever-growing need. RSVP of Dane County also collaborates with Dane County Senior Centers and focal points to deliver hot noon meals and groceries outside the city of Madison, collaborating with NewBridge and FoodBridge. This program is called Home Delivered Meals and continues to be an essential program for many seniors in our community. Similarly, the Vets Helping Vets (VHV) program, a program that collaborates with the VA Hospital, Dry Hooch, and StandDown Madison, offers transportation to local veterans by volunteer veterans, creating connections and lasting friendships. The VHV Coordinator partners with Dry Hooch and the StandDown to offer support to veterans in need, especially those that are homeless in the City of Madison.

6. Triad Programs: By uniting older adults, law enforcement, and the broader community, our Triad Program promotes safety and crime prevention. Monthly educational initiatives cover a wide array of topics, including health and wellness, mental health awareness, dementia, nutrition, substance abuse prevention, fall prevention, car safety, and vehicle modification, among others, benefiting all residents of the City of Madison.

7. Bus Buddy Program: DHHS Specialized Transportation approached RSVP of Dane County again in 2011 to develop a program which would educate seniors on how to navigate the Madison Metro Bus System. Limited transportation options are a big stumbling block to accessing many opportunities in our community. Seniors of people with disabilities are isolated because they are not able to drive or afraid to drive in the city. Those that have never taken a bus for a very long time can feel overwhelmed. Teaching seniors to utilize public transportation increases their independence, enabling them to get out, see other people, get involved, go to a variety of events and locations.

The Bus Buddy Tour Program, starting in 2014, offers seniors the opportunity to learn to navigate the bus while creating a fun, social outing for those involved. This facilitates the integration of all participants, forming a wonderful community, and promoting friendships, support, and understanding. This program is one of RSVP's more diverse programs, as it offers opportunities to people in all areas of Madison, in particular those in Madison's priority equity areas. A recent example, this program partners with Jewish Social Service to teach refugees in the City of Madison, teaching them to navigate the bus system so they can get to work or school or independently explore the community. This is a small sampling of the many collaborations we have with our partnering agencies. For the betterment of all in our communities,

3. Describe any significant changes or shifts at your agency since 2022 or anticipated changes in the next two years. For example, changes in leadership, turnover of management positions, strategic planning processes, expansion or loss of funding. What, if any affects have or will these changes make regarding the agency's ability to provide proposed services? If there are no changes, write "No changes".
   In 2023, the Executive Director of over 46 years retired. The Assistant Director assumed the position, bringing a wealth of experience and dedication to the organization. Concurrently, the Group Projects & Homeworkers Program Coordinator (also the Intergenerational Program Coordinator) was promoted to the role of Assistant Director, further strengthening our leadership team.

   Throughout this transition and beyond, RSVP's leadership remains steadfast in our commitment to fostering a culture that is diverse, equitable, and inclusive. Our longstanding dedication to providing programming that caters to the needs of all seniors and recruiting volunteers reflective of the demographics of the City of Madison underscores this commitment.

   In 2022, recognizing the importance of continuously assessing and improving our organizational culture concerning diversity, equity, inclusion, and racial justice (DEIAR), RSVP hired The People Company Consulting Group to conduct an assessment. Through a series of one-on-one interviews and focus group sessions held in November and December 2022, the response was overwhelmingly positive, reaffirming our strides in creating an inclusive environment.
   Building upon these insights, the RSVP Board of Directors initiated efforts in 2024 to revise the organization's Mission and Vision Statements. Based on the DEIAR assessment, a strategic plan is also currently being developed by the RSVP Board of Directors. This process aims to incorporate recommendations from the assessment and ensure that DEIAR goals are not only integrated alongside other strategic objectives but also measured and monitored accordingly. By embedding DEIAR principles into our core mission and strategic initiatives, RSVP continues to evolve as a beacon of inclusivity and social responsibility within the community.

4. Describe your organization's experience, education and training requirements for management and older adult services program staff. Include how you support these requirements and other professional development opportunities.
   The RSVP Board assumes a central role in providing direction, defining objectives, sharing knowledge, and offering guidance in the management and operation of the RSVP of Dane County organization. The Executive Director, in turn, reports to and is accountable to this dedicated group of volunteer leaders. Within the organizational structure, each staff member is assigned a direct supervisor, facilitating effective communication and oversight.
   An annual evaluation process is integral to the organization, providing a valuable opportunity for direct dialogue between staff members and their respective supervisors. This process fosters open communication, goal setting, and professional development planning.

   To uphold rigorous standards, all staff undergo thorough background checks and fingerprinting procedures, ensuring the safety and security of everyone involved. Moreover, a robust program of continuing education is in place, offering staff members ongoing training opportunities covering a diverse range of topics, including diversity awareness, safety protocols (such as active shooter training), and compliance with regulations about harassment and sexual harassment.

   The Executive Director brings over a decade of experience to their role, having served previously as a program coordinator within the Foster Grandparent and Intergenerational Programs, before advancing to the position of Assistant Director. Similarly, the Assistant Director boasts eight years of tenure with RSVP, initially serving as the Program Coordinator for the Group Projects & Homeworkers program and Intergenerational Program Coordinator before assuming the role of Assistant Director. Further bolstering the team, the Community Connections Coordinator brings over 20 years of experience as an RSVP program coordinator, specializing in program development and

volunteer recruitment and supervision. The current Foster Grandparent and Intergenerational Program Coordinator also brings a seasoned background, having served in various coordinator and administrative capacities within the organization. RSVP's collective staff contributes valuable expertise to the organization's mission and goals.

JOINT/MULTI-AGENCY APPLICATIONS ONLY – Lead Agency Applicant responses
Program name:
Program type: Choose an item.
List All Joint/Partner Applicants for this Program:

5. Provide a brief overview of your partnership history with the collaborating agency/agencies. When and how did this partnership begin, and what collaborative initiatives have you undertaken together in the past?

6. Explain the rationale behind choosing to partner with the specific agency/agencies identified in this application. What unique strengths or resources does each organization bring to the partnership, and how do these complement one another?

7. Describe the division of roles and responsibilities between your organization and the collaborating agency within the proposed program. How will each partner contribute to program design, implementation, and evaluation?

8. Outline any challenges or barriers you anticipate encountering as a result of the partnership, and how you plan to address these collaboratively.

9. Detail any previous collaborations or partnerships with other organizations serving older adults, if applicable. What lessons or insights have you gained from these experiences that will inform your approach to this partnership?

Older Adult Services
2024 Request for Proposals
PART 2 - Program Narrative Form

Submit Application to: cddapplications@cityofmadison.com

Deadline: 4:30 p.m. (CDT) on July 1st

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Part 2 – Program Narrative Form MUST be completed for EACH PROGRAM for which you are asking for funds.

Responses to this RFP should be complete but succinct. Materials submitted in addition to Part 1 - Organization Narrative, Part 2 - Program Narrative(s) and Part 3 - Budget Narrative will not be considered in the evaluation of this proposal. *Do not attempt to unlock/alter this form.* Font should be no less than 11 pt.

Joint/Multi-Agency Applicants

Only the designated 'lead agency' is required to submit the Program Narrative form on behalf of all identified partners listed in the application for applicants choosing to apply through a joint application.

If you need assistance related to the **content of the application** or are unclear about how to respond to any questions, please contact CDD staff: Yolanda Shelton-Morris, Community Resources Manager yshelton-morris@cityofmadison.com or Garrett Tusler, Community Development Specialist gtusler@cityofmadison.com. We are committed to assisting interested organizations understand and work through this application and funding process.

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Program Name:	Community Connections &Telephone Reassurance Program	Total Amount Requested for this Program:			$ 20,000
Legal Name of Organization:	RSVP of Dane County, Inc	Total amount Requested for Lead/Single Applicant			$ 20,000
Legal Name of Partner(s) (Joint/Multi-Agency Applicants only):		Total Amount Requested for Partner 1:			$
		Total Amount Requested for Partner 2:			$
		Total Amount Requested for Partner 3*:			$
Program Contact:	Diana Jost	Email:	Djost@rsvpdane.org	Phone:	608-441-1393

Program Type**:** Select **ONE** Program Type for this form.

☐ **Case Management Services**

☐ **Culturally Relevant Services**

☒ **Independent Living Support Services**

☐ **Outreach, Information, and Referral Services**

PLEASE NOTE: Separate applications are required for each distinct/stand-alone program. Programs are considered distinct/stand-alone if the participants, staff and program schedule are separate from other programs, rather than an activity or pull-out group.

*Click or tap here to enter text.

1. PROGRAM OVERVIEW

A. Need: Briefly describe the need in the City of Madison for the programs included in this application, including the source of the data used in your response.

Through RSVP, adults age 55 and older stay active and healthier through volunteer service, while providing needed services for Dane County residents.

The City of Madison has identified the need for older adult programs, opportunities that are accessible, culturally responsive, and that align with the framework for Senior Activity Programs adopted by the City's Committee on Aging including Avoiding Disease and Disability, Maintaining High Cognitive and Physical Function and Engagement with Life. Volunteering is a way to make a difference, stay connected, and be healthier. Research results from The Mayo Clinic in August 2023 reported that volunteering offers significant health benefits, including improved physical and mental health (keeps people moving and thinking), increased sense of purpose and life satisfaction, higher self-esteem, accumulation of valuable skills, and opportunities to nurture new and existing relationships through increased social interaction and support systems based on common interests. (Helping People Change Lives, 3 Health Benefits of Volunteering, Angela Thoreson, L.I.C.S.W, Mayo Clinic). RSVP offers a variety of meaningful volunteer opportunities that allow seniors to contribute to their communities. With the growing senior population, we must help older adults stay active and involved—older adults in every racial group and culture, income status and sexual orientation can benefit from volunteer service. RSVP survey results from intergenerational volunteers indicate that 98.3% feel that volunteering helps keep them active and 93% state they have a more positive outlook because they help in their community.

RSVP of Dane County offers a wide variety of volunteer opportunities with over 80 nonprofit and public agency partnerships and potential volunteer sites already established and growing. RSVP's strength is in personalized placement to ensure a satisfying volunteer experience. Program coordinators match volunteers with assignments that meet their time, interest, and

lifestyle needs. Ongoing follow-up to ensure volunteer satisfaction and recognition of volunteers are integral to the RSVP program. The RSVP Community Connections Coordinator is the initial contact in the personalized placement process. This Coordinator then refers incoming volunteers, many with special interests, experiences, abilities, and skills, to the appropriate sites and coordinators. Volunteers wishing to drive and deliver meals are referred to the Driver Services Manager. Veterans are referred to our Vets Helping Vets Coordinator. Those wishing to work with children are referred to the Intergenerational Program Coordinator. Volunteers wishing to help with safety projects are referred to the Triad Coordinator. Those wishing to recycle/reuse materials for donatable sewing and knitting projects are referred to the Group Projects & Homeworkers Coordinator. Finally, individuals who are interested in serving in assignments with non-profit and public agencies spend additional time with the Community Connections Program Coordinator for proper interviewing, training and placement support. The Community Connections Coordinator will also be responsible for recruiting, training, and placing volunteers in our Telephone Reassurance Program.

The Telephone Reassurance Program will assist the growing number of seniors and will emphasize marginalized communities, including those that are low-income, identify as BIPOC, disabled, and live alone. The goal of the program is to help reduce isolation, loneliness, depression, anxiety, and cognitive decline. Older adults want to remain independent and age in place in their own homes; however, since many are isolated or homebound, they do not have people to talk to, to socialize with regularly. Some do not even have a person to call to check to make sure they are well. Older Adults will be matched with RSVP-trained volunteers who will reach out by calling seniors to check on their well-being, offer friendly conversation, and an opportunity for the individual to feel less alone and connected to another person, connected to the community. This program is a win-win, as the senior volunteer is reaching out to other seniors who feel alone or isolated, they are increasing their socialization and engagement with the community, thus making the volunteer also feel less alone, feel engaged in the community, and feel like they are making a difference in the lives of others.

We have worked with NewBridge, Madison Senior Center as well as the Goodman Community Center to secure a State grant to help kick-start this project. The grant, however, is a one-year grant, and to enable this important project to continue to be offered, and to grow into targeted areas, in particular "Equity Priority Areas" we are seeking funds from the City of Madison.

B. Goal Statement: What is the goal of your program and how does it align with the scope of work described in the RFP guidelines?
RSVP of Dane County aims to expand all programs, especially programs that support seniors in living safely and independently at home. This includes many of our programs including the Peer Support/Elder Friend Program; the Representative Payee Program; and the Telephone Reassurance Program. The goal of the Telephone Reassurance Program is to extend its reach into more community and neighborhood centers, allowing residents in the city's equity priority areas to participate as volunteers or clients. Over the next three years, we plan to collaborate with senior housing units, low-income housing areas, and neighborhood, community, and senior centers to broaden the program's reach.

C. Program Summary (3-5 sentences):
RSVP prioritizes accessibility for both its volunteers and the community members it serves. The Telephone Reassurance Program benefits both parties: trained volunteers make regular calls to clients, providing friendly conversation. This reduces feelings of isolation and loneliness while enhancing social connectedness and community engagement. Aging in place is an important priority, and programs such as this help seniors be able to maintain independence and stay in their own homes. Calls are scheduled at mutually convenient times and can be made from home, community centers, senior centers, libraries, and other locations promoting the feeling of community and connectedness

2. POPULATION SERVED

A. Proposed Participant Population: Describe the intended service population that will be impacted by this program (e.g., location, ages, race/ethnicities, income ranges, English language proficiency, if applicable etc.) AND how this population was involved in the development of this program proposal.

RSVP actively recruits volunteers aged 55 and older for impactful roles, including the Telephone Reassurance Program. Volunteers have the flexibility to work from home, community or neighborhood centers, and senior centers across the City of Madison. We welcome seniors from diverse racial, ethnic, income, and sexual orientation backgrounds to participate in our programs and contribute meaningfully to our community.

B. 2023 Participant Demographics (if applicable):

Race	# of Participants	% of Total Participants
White/Caucasian	1183	98.3
Black/African American	6	.5
Asian	12	1.0
American Indian/Alaskan Native	2	.2
Native Hawaiian/Other Pacific Islander		
Multi-Racial		
Balance/Other		
Total:	1203	
Ethnicity		
Hispanic or Latino	8	.7
Not Hispanic or Latino	1195	99.3
Total:	1203	
Gender		
Man	369	30.7
Woman	834	69.3
Non-binary/GenderQueer		
Prefer Not to Say		
Total:		

Comments (optional): For the purposes of this RFP demographics include all RSVP volunteers.

C. Language Access and Cultural Relevance: Please describe how the proposed program will serve non-English speaking older adults. Describe how the proposed program will be culturally relevant to the population served.

RSVP recruits' volunteers, primarily aged 55 and older, to work in community non-profits, public agencies, and schools, assisting those in need. These include the Madison Senior Center, senior coalitions, and community and neighborhood centers. Many of these agencies serve underrepresented communities, low-income clients, those with limited English proficiency, and individuals with physical or mental challenges. RSVP supports low-income individuals and families of all races, cultures, and sexual orientations by serving at nutrition sites, food pantries, and food distribution agencies such as St. Vincent's, Second Harvest, The Hmong Institute, the Catholic Multicultural Center, as well as by helping with housing for low-income individuals through organizations like ReStore and Porchlight. RSVP is committed to recruiting volunteers from diverse backgrounds to reflect the demographics of Madison. We have several bilingual volunteers and plan to actively recruit volunteers who speak languages such as Spanish and Hmong to better serve non-English speaking clients. Recruitment of bilingual volunteers will be an important goal for the Telephone Reassurance Program.

Our goal is that RSVP and program brochure will be available in both English and Spanish. We have a dual-language telephone line. In 2023, we launched a new RSVP/FGP website that is more accessible and includes a Spanish version.

Since some of our volunteers are low-income, the lack of transportation to be able to volunteer can be a abig issue. Working at home or within their neighborhood will offer the volunteer the opportunity to participate in the program. For those not able to help close to home, RSVP offers mileage and transportation reimbursement to all low-income RSVP volunteers,

D. Recruitment, Engagement, Intake and Assessment: Describe your plan to recruit, engage and address barriers to participation for the identified service population. Explain the intake and/or assessment procedure you will use for this program.

Increasing the diversity of our volunteers at RSVP is a priority. We will continue to collaborate with and recruit volunteers through resources in the senior aging network, including New Bridge, Madison Coalitions and meal sites, Madison Senior Center, low-income senior housing units, Aging Disability Resource Center, Dane County Area Agency on Aging, City of Madison Committee on Aging, The Capital City Hues, and online platforms like La Comunidad News, LLC.

Our recruitment efforts will include distributing flyers and seeking speaking opportunities. We will use our recruitment video featuring RSVP volunteers discussing their experiences and the benefits of volunteering. Ads will be placed in local magazines, community newsletters, and on Madison Metro buses to reach a diverse population of potential volunteers. Additionally, we will continue to collaborate with local TV and radio stations.

The Telephone Reassurance pamphlet will be available in both English and Spanish. We have a dual-language telephone line, and our updated website is more accessible and includes a Spanish version. We plan to update written materials to an easy-to-read level, using colorful pictures to aid communication with older adults who have limited English proficiency or vision or comprehension difficulties. In all promotion materials, we try to include photos of volunteers in action representing all racial and cultural groups.

Additionally, we will participate in tabling events and presentations at community events, health fairs, and celebrations such as the Madison Senior Center Health Fair, Juneteenth, and Urban Triage. Our neighborhood "Coffee Connection" initiative will involve staff and volunteers visiting focal points, senior centers, and local organizations serving low-income, BIPOC, and LGBTQ+ communities, as well as neighborhood and community centers, to discuss RSVP volunteer opportunities and bring awareness to the many benefits of volunteering.

There is no membership fee to join RSVP. All volunteers receive free excess liability insurance (CIMA). Low-income volunteers can receive mileage reimbursement. Volunteer Coordinators stay in touch with volunteers through calls, emails, and site visits. Volunteers are assured of ongoing support and know they can contact staff at any time.

We recognize and honor volunteers at milestone service anniversaries and service hours. We also have an Annual Volunteer Appreciation Event each fall that treats active volunteers to a catered celebration with raffle prizes, music, awards and, most importantly, it highlights RSVP volunteer efforts. RSVP of Dane County also celebrates FGP and RSVP volunteers by hosting events during national days of service, such as National Service Recognition Day, an annual Open House during National Volunteer Week, and a Veterans Day Open House in November.

All volunteers are invited to RSVP's monthly Zoom events, providing a great opportunity for socializing, listening to guest speakers, and connecting with others. Approximately half of these presentations focus on diverse populations, such as celebrating Black History Month, honoring Native Americans in military service, and recognizing veterans. These events aim to reduce isolation, foster community, and encourage idea-sharing among volunteers. Previous events featured author Sarah Collins Rudolph discussing her book "The 5th Little Girl," and a celebration of Black History Month with a former FGP volunteer reading excerpts from James Baldwin's books.

All volunteers are invited to participate in RSVP's Essential Pantry Drive for the Allied Wellness Center or the Social Justice Center, which aims to collect essential items. These events are scheduled during Older Americans Month, National Safety Month, or the National Day of Service.

Intake and Assessment: RSVP of Dane County offers a wide variety of opportunities for volunteers with over 80 nonprofit and public agency partnerships and potential volunteer sites already established and growing. RSVP's strength is in personalized placement to ensure a satisfying volunteer experience. Program coordinators match volunteers with assignments that meet their time, interest, and lifestyle needs. Ongoing follow-up to ensure volunteer satisfaction and recognition of volunteers are integral to the RSVP program. The RSVP Community Connections Coordinator is the initial contact in the personalized placement process. This Coordinator then refers incoming volunteers, many with special interests, experiences, abilities, and skills, to the appropriate sites and coordinators. Volunteers who work with a vunlerable populations will undergo background checksI

3. PROGRAM DESCRIPTION AND STRUCTURE

A. Activities: Describe your proposed program activities. If applicable, describe any evidence, research, proven curriculum, standards, or documentation of promising practice that supports the programming or service proposed.

RSVP offers a variety of volunteer opportunities tailored to different interests and skills. Volunteers interested in driving and delivering meals are referred to the Driver Services Manager, while veterans are directed to

our Vets Helping Vets Coordinator. Those wishing to work with children are referred to the Intergenerational Program Coordinator, and volunteers interested in safety projects are connected with the Triad Coordinator. Individuals who enjoy recycling or reusing materials through sewing and knitting handmade items are referred to the Group Projects/Homeworkers Coordinator. Those seeking assignments with non-profit and public agencies meet with the Community Connections Coordinator.

The Community Connections Program Coordinator oversees activities related to the Telephone Reassurance Program. Volunteers recruited and trained for this program make regularly scheduled calls to registered clients or other volunteers. Calls are typically made weekly or more frequently by mutual agreement. While RSVP operates during standard office hours, the Telephone Reassurance Program calls are scheduled Monday to Friday from 8:30 AM to 4:00 PM to ensure RSVP staff are available to address any questions or concerns. Volunteers are encouraged to use a sample script provided for guidance, though they have flexibility based on their comfort level. All volunteers receive guidelines, responsibilities, listening techniques, and a contact list of RSVP staff for assistance. They are instructed to identify themselves promptly at the beginning of each call.

B. Program/Service Schedule: If you are proposing to provide a program at more than one location and the program schedule is the same for all locations, please list all of the locations in the "Location(s)" cell in Table 1 below. If the program schedules vary amongst locations, please complete Table 2 and the question following the tables.

Table 1

Day of the Week	Start Time	End Time
Monday	See comment below	
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

Table 2 (optional)

Day of the Week	Start Time	End Time
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

Saturday		
Sunday		

If applicable, please list the third location and any subsequent locations. Include the specific program schedule(s) differences as compared to the programs included in the tables above.

Each Telephone Reassurance Volunteer will establish their schedule based on mutually agreed days and times between themselves, the person they are calling, and RSVP. Volunteers are required to maintain a Call Log documenting the client's name, the date and time of each call, and any concerns or notes from the conversation.

4. ENGAGEMENT COORDINATION AND COLLABORATION

A. Family Engagement: Describe how your program will engage caregivers, guardians, and/or family of participants in the development of this proposal, and how they will be involved in the implementation and assessment of the program activities.

Volunteers who work in neighborhood centers or community centers may work with families they know from the neighborhood or family members such as neighbors and familly members. RSVP staff and volunteers will work with clients families to make sure they are aware of the calls being made to their family members.

B. Neighborhood/Community Engagement: Describe how your program will engage neighborhood residents or other relevant community stakeholders in the development of this proposal, and how they will be involved in the implementation and assessment of the program activities.

RSVP Program Coordinators will focus on recruiting volunteers and clients from marginalized communities, including low-income individuals and BIPOC residents, who comprise 25% of Madison's population. Volunteers in this program may call clients within their neighborhoods, fostering friendships and building trust to strengthen community bonds. RSVP plans to collaborate with staff and stakeholders from neighborhood and community centers to recruit volunteers and clients. Our goal is to raise awareness about the health risks—both physical and mental—associated with social isolation and loneliness while promoting the benefits of volunteering and participation in the Telephone Reassurance Program. We will actively recruit residents and clients from the same neighborhoods to cultivate a sense of community and neighborhood cohesion.

C. Collaboration: Please complete the table below and respond to the narrative questions regarding program collaboration with community partners.

Note: Agencies listing a partner/collaborator below in addition to any 'joint/partner applicant' (if applicable) for their program should include a letter of commitment/support from the agency partner highlighting the ways in which the agency will support the program.

Partner Organization	Role & Responsibilities	Contact Person	Signed MOU (Yes/No)?

List any additional partners, their role & responsibilities, contract person and MOU information (if applicable):
Each partner agency is what RSVP terms a “station”. A station can be a school, a Head Start site, a community or neighborhood center, a senior center, or any of the many non-profit or public agencies we work with.

We plan to continue to work with all of our focal points including NewBridge, Madison Senior Center, Community Centers, recipient agencies, health care organization such as Access to Community Health, mental health agencies as well as reach out to new neighborhhod an community centers. Our list of organizations for Commuinity Connections we have MOU's with along with a sample MOU will be emailed with this application.

How do these partnerships enhance this proposal?

We must collaborate with our partners, agencies, and organizations across Madison to develop inclusive programming for older adults in all communities and neighborhoods within the city. Reaching isolated older adults in their homes can be challenging, but through cooperative efforts with other agencies and partners, we aim to extend our programs to those most in need and achieve greater impact. RSVP has partnered with NewBridge, the Madison Senior Center, and Goodman Community Center on a new one-year grant through the Division of Public Health, Bureau of Aging & Disability Resources focusing on combating social isolation and loneliness among older adults. RSVP of Dane County is seeking city funding in this RFP to ensure the future growth and sustainability of this program. We plan to continue to work with all of our focal points including NewBridge, Madison Senior Center, Community Centers, recipient agencies, health care organization such as Access to Community Health, mental health agencies as well as neighborhhod an community centers.

All of RSVP’s program's success greatly depends on partnerships with fellow nonprofit agencies in Madison. Our experience shows that cooperative efforts (rather than competing efforts) with these agencies strengthen each organization, thereby strengthening the impact we make on Madison residents. By supporting one another, we collectively enhance our community's resilience. Each RSVP program actively engages with partnering agencies to identify opportunities for mutual assistance.

Volunteers join RSVP of Dane County to find fulfillment and establish a sense of purpose in their lives. We are proud to offer opportunities at or with over 85 public and nonprofit agencies in Dane County, and 35 in the City of Madison. Personalized placement of our volunteers ensures the right fit for their time, talents, and interests.

What are the decision-making agreements with each partner?
We work with each partner and develop and sign an MOU, safety assessemnt sheet, and a Recipient Agency Agreement.

D. Resource Linkage and Coordination: What resources are provided to participants and their families/loved ones by your proposed program/service? How does the program coordinate and link participants to these resources?

The Program Coordinator will discuss with all participants the program's goals, and volunteer responsibilities, clients role, family or caregiver tole, and provide instructions and listening techniques. Volunteers will receive a pamphlet containing all necessary information, including sample introductory conversation topics and guidance on handling potential issues. The Coordinator will conduct regular follow-ups with volunteers to ensure their satisfaction and address any concerns they may have about the program

5. PROGRAM QUALITY, OUTPUTS, OUTCOMES AND MEASUREMENT

A. Program Outputs - Unduplicated Older Adults and/or Program Hours

Total Annual Unduplicated Older Adults served through proposed program/service**:** We hope to have at least 25 volunteers and 25 participants.

Total program/service hours annually: 1300

B. Program Outcomes

Please describe the data and the data source used to choose your outcome objectives.
The program's impact will be evaluated annually through surveys administered to both volunteers and clients. Each survey will gauge increased social connections, community engagement, perceived impact on the community, improved health outcomes, and reduced feelings of loneliness or depression. Key metrics include:

- At least 75% of service recipients report feeling more connected to their community.
- At least 75% of participants achieve their goals of increased socialization.
- Increased participantion and satisfaction with program activities.

Annual surveys will assess client satisfaction, reductions in isolation and loneliness, strengthened community bonds, and improved health benefits

Using the drop-down menu, please select the Program Outcome #2 for your proposed program(s), listed under each respective funding priority found in RFP Guidelines 1.6 Measurements of Success, that you will track and measure. Complete the table(s) below.

Outcome Objective #1: 75% of clients/participants report that the services/assistance they receive help them achieve the quality of life that they desire.				
Performance Standard	**Targeted Percent**	75%	**Targeted Number**	40
Measurement Tool(s) and Comments:				

Outcome Objective #2: Information, Outreach, and Referral Services Outcome - Measure the rise in the number of individuals and households accessing assistance, referrals, and navigation services, indicating the program's effectiveness in meeting community needs.				
Performance Standard	**Targeted Percent**	75%	**Targeted Number**	50
Measurement Tool(s) and Comments: Call log that records the number of people receiving Telephone Reassurance calls				

Outcome Objective #3 (optional): 75% of older adult volunteers and clientsIn will state that participaing in this program will help them feel connected to the community, feel more engaged and active, decrease their feelings of social isolation, lonliness				
Performance Standard	**Targeted Percent**	75%	**Targeted Number**	40
Measurement Tool(s) and Comments:				

If necessary, add additional outcome objectives, performance standards, targeted percent, targeted number, and measurement tools:

C. Data Tracking: What data tracking systems are in place or will be in place to capture the information needed to document demographics, program activities, outcome measures and expenses?
Data tracking will involve annual surveys distributed to all volunteers and program participants to monitor progress and outcomes.

6. PROGRAM LOCATION

A. Address(es) of the site where programs/services will occur:
RSVP volunteers adhere to agreed-upon schedules set by both themselves and the agency or organization they serve. The locations where volunteers serve vary depending on the agency's location. The Telephone Reassurance Program offers the flexibility for volunteers to participate from home, local community or neighborhood centers, or any other preferred location for making calls to clients. This program is highly accessible to all who wish to volunteer

The program's location will vary based on where volunteers reside or make calls to clients. The Program Coordinator will be based at the RSVP office, while volunteers may operate from their homes, community centers, neighborhood centers, or senior centers.

B. Drawing upon the insights outlined in RFP Guidelines 1.5 Equity Priority Areas, please elaborate on your agency's strategies for integrating this information into the development of your proposed program/service. Furthermore, please explain on how your program/service will effectively reach and support individuals residing within or in close proximity to Equity Priority Areas. If applicable, please list any collaborations with existing agencies dedicated to serving and/or operating within the identified areas.
RSVP aims to expand its programs into additional community and neighborhood centers, especially those located in the city's Equity Priority Areas. Over the next three years, we intend to partner with senior housing units, low-income housing areas, and neighborhood and community centers to recruit more volunteers and register them to serve clients within their neighborhoods and communities. As previously mentioned, we currently collaborate with numerous non-profits and public agencies throughout the City of Madison.
We will maintain our partnerships with the senior aging network, including New Bridge, Madison Coalitions, meal sites, the Madison Senior Center, low-income senior housing units, the Aging Disability Resource Center, Dane County Area Agency on Aging, City of Madison Committee on Aging, and utilize online resources. Our recruitment strategy will involve distributing flyers, seeking speaking opportunities, and leveraging our recruitment video featuring RSVP volunteers sharing their experiences and the benefits of volunteering. Additionally, we will advertise in local magazines and community newsletters to reach a diverse audience, and maintain collaborations with local TV and radio stations. Additionally, we will actively participate in tabling events and presentations at local community events, health fairs, and celebrations such as the Madison Senior Center Health Fair, Juneteenth, and Urban Triage. Our neighborhood "Coffee Connection" initiative will include visits by staff and volunteers to focal points, senior centers, and local organizations serving low-income, BIPOC, and LGBTQ+ communities, as well as neighborhood and community centers. During these visits, we will engage in discussions about RSVP gram and its benefits for the community, students, families, and volunteers.
Ongoing support for all our volunteers remains a priority at RSVP. Our staff regularly follows up with volunteers to ensure their satisfaction. If a volunteer expresses dissatisfaction with their assignment, RSVP staff collaborate with them and their volunteer station to address concerns or explore other opportunities. Program coordinators maintain communication with volunteers through calls, emails, or site visits to gauge their satisfaction with their assignments.

The Community Connections Coordinator conducts interviews, provides ongoing training, and reviews expectations with volunteers and site coordinators at volunteer sites. This year RSVP's Assessment Committee reviewed the Community Services Program. Results from the surveys were strongly positive. Agency partners believe that the volunteers RSVP sends are well-suited and good workers and that the level of contact with RSVP is good. Volunteers agree (100% of responses) that they feel productive, appreciated, and respected, and that they are comfortable in their volunteer positions. Volunteer quotes included: "It gives me pleasure to help others and it's good for me to keep busy." "Constantly exercises my brain and keeps me mentally alert". "Makes

me feel needed and helping others." "Makes me feel useful and happy to be helping people. / Made new friends"

RSVP annually hosts a Volunteer Appreciation Luncheon to honor the dedication of its volunteers. Last year, we celebrated RSVP's 51st Anniversary at Barnwood Events in Madison. Tim Wellens and Samantha Margelofsky from the Aging and Disability Resource at the WI Department of Health spoke on the impact of volunteering and strategies to prevent social isolation and loneliness. The event drew over two hundred volunteers, volunteer stations, funders, and sponsors, all gathered to recognize the invaluable work our volunteers do in the community.

At the luncheon, approximately 20 volunteers received the President's Lifetime Achievement Award for dedicating 4,000 or more hours to service, and others were honored with the RSVP Length of Service Award for volunteering continuously for 20 or more years with RSVP. This event not only celebrates our volunteers but also highlights their efforts in helping local seniors maintain independence and live comfortably and safely in their own homes.

Volunteers are regularly acknowledged in our quarterly newsletter, RSVP News Notes, and highlighted on social media platforms like Facebook. A recent initiative involves an RSVP booklet where volunteers share their personal experiences and the benefits of volunteering. This booklet will be distributed at recognition events, promoting our volunteers by sending copies to partners such as senior centers and focal points via mail or email. This initiative aims to celebrate and showcase the contributions of our volunteers within the community.

7. PROGRAM STAFFING AND RESOURCES:

A. Program Staffing: Full-Time Equivalent (FTE) – Include employees, AmeriCorps Senior members and Interns with direct program implementation responsibilities. FTE = % of 40 hours per week.
*Use one line per individual employee

Position Title	Qualifications or Required Training	Location(s)
Jan Karst	1.0 FTE High school diploma required. If an effort to be fully inclusive, we do not require but encourage post High School education. Background check required and vetted by Federal and State guidelines.	RSVP office 6501 Watts Rd Madison WI 53719

Volunteers: If volunteers will have direct contact with program participants, how are they vetted, trained and supervised?
All volunteers are formally registered with RSVP of Dane County. Volunteers who work with a vulnerable population will undergo background checks, this includes volunteers in the Telephone Reassurance Program. Volunteers will be trained and supervised by the Community Connections Program Coordinator.

Each volunteer station is responsible for training volunteers assigned to their agency. When placing volunteers in non-profit or public agencies, the Community Connections Coordinator schedules an appointment with the site coordinator to introduce new volunteers. They accompany volunteers to the site, facilitating introductions to coordinators and providing a walkthrough of the site and assignments to ensure they feel welcomed and comfortable.

Volunteers have the option to visit multiple sites before committing to a placement. Site coordinators then coordinate training sessions and start times tailored to each volunteer's assignment. Training formats vary by site and may include individual or group sessions, depending on the nature of the volunteer role.

RSVP maintains a Memorandum of Understanding (MOU) with each volunteer station, which is renewed every three years and signed by the Volunteer Station supervisor. Both the MOU and RSVP Volunteer Handbook outline prohibited activities, including non-displacement of employed workers, electoral activities, voter registration and transportation to the polls, efforts to influence legislation, anti-labor activity, religious instruction, worship services, or proselytization. These prohibitions are covered during the station sign-up and volunteer enrollment process.
RSVP staff ensures that volunteers understand their responsibilities and the prohibited activities by reviewing the RSVP Volunteer Handbook (available on our website) and the MOU with volunteer station staff. Policy manuals and procedures are regularly reviewed and updated in accordance with changes in federal regulations.

The Telephone Reassurance Program will be based in the RSVP office, supervised by the Community Connections Program Coordinator. The Coordinator will oversee the recruitment, orientation, training, and placement of volunteers in this program. A key advantage of the program is its flexibility in conducting recruitment and training either at the office or in community settings such as neighborhood or senior centers, and senior or low-income housing units, ensuring accessibility for all seniors.

During one-on-one meetings, the Program Coordinator will discuss the program's goals, and volunteer responsibilities, and provide instructions and listening techniques. Volunteers will receive a pamphlet containing all necessary information, including sample introductory conversation topics and guidance on handling potential issues. The Coordinator will conduct regular follow-ups with volunteers to ensure their satisfaction and address any concerns they may have about the program.

B. Other program Resources/Inputs (such as program space, transportation or other resources necessary for the success of your program:
F0r over 50 years RSVP of Dane County has been meeting the basic needs of seniors and families in the community. we do this by partnering with other public and nonprofit agencies. The success of programs dependsd on our local partnerships.

8. BUDGET

A. The budget should be submitted with the proposal using the template provided in an Excel document or a PDF. There are five tabs within the Excel spreadsheet: Cover Page, Organization Overview and one sheet for

the Program Budget for each program. The Cover Page, Organizations Overview and relevant Program Budgets must be submitted with this document for a proposal to be complete.

Joint/Multi-Agency Applications

B. All Joint/Partner Agencies listed on page 2 of this Program Narrative form must also complete a Budget Narrative form to be submitted alongside all required materials.

The budget template and budget narrative can be found on the CDD Funding Opportunities website.

9. If applicable, please complete the following:

A. Disclosure of Conflict of Interest
Disclose any potential conflict of interest due to any other clients, contracts, or property interests, e.g. direct connections to other funders, City funders, or potentially funded organizations, or with the City of Madison.
N/A

B. Disclosure of Contract Failures, Litigations
Disclose any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation.
N/A

APPLICATION FOR 2024 OLDER ADULT SERVICES PROGRAMS

1. ORGANIZATION CONTACT INFORMATION

Legal Name of Organization	RSVP of Dane County, Inc
Mailing Address	6501 Watts Road, Suite 250 Madison WI 53719
Telephone	608-441-1393
FAX	
Director	Diana Jost
Email Address	Djost@rsvpdane.org
Additional Contact	Kate Seal
Email Address	Kseal@rsvpdane.org
Legal Status	Private: Non-Profit
Federal EIN:	391273164

2. PROPOSED PROGRAMS		2025	If currently City funded	
Program Name:	Letter	Amount Requested	2024 Allocation	Joint/Multi Application - SELECT Y/N
Culturally Relevant Services	A	$40,000	$65,670	
Contact:	Diana Jost			
Independent Living Support Services	B	$20,000		
Contact:	Diana Jost			
	C			
Contact:				
	D			
Contact:				
	E			
Contact:				
TOTAL REQUEST		$60,000		

DEFINITION OF ACCOUNT CATEGORIES:

Personnel: Amount reported should include salary, taxes and benefits. Salary includes all permanent, hourly and seasonal staf Taxes/benefits include all payroll taxes, unemployment compensation, health insurance, life insurance, retirement benefits, etc.

Operating: Amount reported for operating costs should include all of the following items: insurance, professional fees and audit postage, office and program supplies, utilities, maintenance, equipment and furnishings depreciation, telephone, training and conferences, food and household supplies, travel, vehicle costs and depreciation, and other operating related cost

Space: Amount reported for space costs should include all of the following items: Rent/Utilities/Maintenance: Rental costs for office space; costs of utilities and maintenance for owned or rented space. Mortgage Principal/Interest/Depreciation/Taxes: Costs with owning a building (excluding utilities and maintenance).

Special Costs: Assistance to Individuals - subsidies, allowances, vouchers, and other payments provided to clients. Payment to Affiliate Organizations - required payments to a parent organization. Subcontracts - the organization subcontracts for service being purchased by a funder to another agency or individual. Examples: agency subcontracts a specialized counseli service to an individual practitioner; the agency is a fiscal agent for a collaborative project and provides payment to other agenc

3. SIGNATURE PAGE

AFFIRMATIVE ACTION
If funded, applicant hereby agrees to comply with City of Madison Ordinance 39.02 and file either an exemption or an affirmative action plan with the Department of Civil Rights. A Model Affirmative Action Plan and instructions are available at cityofmadison.com/civil-rights/contract-compliance.

CITY OF MADISON CONTRACTS
If funded, applicant agrees to comply with all applicable local, State and Federal provisions. A sample contract that includes standard provisions may be obtained by contacting the Community Development Division at 266-6520. If funded, the City of Madison reserves the right to negotiate the final terms of a contract with the selected agency.

INSURANCE
If funded, applicant agrees to secure insurance coverage in the following areas to the extent required by the City Office of Risk Management: Commercial General Liability, Automobile Liability, Worker's Compensation, and Professional Liability. The cost of this coverage can be considered in the request for funding.

4. SIGNATURE

Enter name: Diana Jost

By entering your initials in the box you are electronically signing your name and agreeing to the terms listed above.

DATE 6/28/2024 INITIALS: DJ

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ies.

5. BOARD-STAFF DEMOGRAPHICS

Indicate by number the following characteristics for your agency's current board and staff. Refer to application instructions for definitions. You will receive an "ERROR" until you finish completing the demographic information.

DESCRIPTOR	BOARD		STAFF		MADISON*		
					GENERAL	POVERTY	R/POV**
	Number	Percent	Number	Percent	Percent	Percent	Percent
TOTAL	13	**100%**	13	**100%**			
GENDER							
MAN	5	38%	4	31%			
WOMAN	8	62%	9	69%			
NON-BINARY/GENDERQUEER	0	0%	0	0%			
PREFER NOT TO SAY	0	0%	0	0%			
TOTAL GENDER	13	100%	13	100%			
AGE							
LESS THAN 18 YRS	0	0%	0	0%			
18-59 YRS	1	8%	5	38%			
60 AND OLDER	12	92%	8	62%			
TOTAL AGE	13	100%	13	100%			
RACE							
WHITE/CAUCASIAN	10	77%	11	85%	**80%**	**67%**	**16%**
BLACK/AFRICAN AMERICAN	2	15%	1	8%	**7%**	**15%**	**39%**
ASIAN	0	0%	1	8%	**8%**	**11%**	**28%**
AMERICAN INDIAN/ALASKAN NATIVE	1	8%	0	0%	**<1%**	**<1%**	**32%**
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%	**0%**	**0%**	**0%**
MULTI-RACIAL	0	0%	0	0%	**3%**	**4%**	**26%**
BALANCE/OTHER	0	0%	0	0%	**1%**	**2%**	**28%**
TOTAL RACE	13	100%	13	100%			
ETHNICITY							
HISPANIC OR LATINO	0	0%	0	0%	**7%**	**9%**	**26%**
NOT HISPANIC OR LATINO	13	100%	13	100%	**93%**	**81%**	**74%**
TOTAL ETHNICITY	13	100%	13	100%			
PERSONS WITH DISABILITIES	5	38%	2	15%			

*REPORTED MADISON RACE AND ETHNICITY PERCENTAGES ARE BASED ON 2009-2013 AMERICAN COMMUNITY SURVEY FIGURES.

AS SUCH, PERCENTAGES REPORTED ARE ESTIMATES. See Instructions for explanations of these categories.

**R/POV=Percent of racial group living below the poverty line.

6. Does the board composition and staff of your agency represent the racial and cultural diversity of the residents you serve? If not, what is your plan to address this? (to start a new paragraph, hit ALT+ENTER)

7. AGENCY GOVERNING BODY

How many Board meetings were held in 2023	12
How many Board meetings has your governing body or Board of Directors scheduled for 2024?	12
How many Board seats are indicated in your agency by-laws?	15

List your current Board of Directors or your agency's governing body.

Name	**Deborah Speckmann -President**				
Home Address	4815 Cottage Grove Rd #119, Madison WI 53716				
Occupation	Retired Employee Trust Funds employee				
Representing					
Term of Office		From:	06/2018	To:	06/2026
Name	**Tom Howells, Vice President**				
Home Address	5406 Heather Rd, Middleton, WI 53562				
Occupation	Retired WI Motors Carriers				
Representing					
Term of Office		From:	06/2017	To:	06/2026
Name	**Kelly Krein, Secretary**				
Home Address	2110 E. Dayton St, Madison, WI 53704				
Occupation	Student Governor Advisor UW Madison				
Representing					
Term of Office		From:	06/2011	To:	06/2026
Name	**Jack Anderson, Treasurer**				
Home Address	555 Toncho Dr. #228 Madison, WI 53718				
Occupation	Retired University Teacher				
Representing					
Term of Office		From:	06/2008	To:	06/2026
Name	**Jane Bannerman**				
Home Address	614 Piper Dr Madison WI 53711				
Occupation	Retired College Library UW Madison				
Representing					
Term of Office		From:	06/2022	To:	06/2025
Name	**Karen Cunningham**				
Home Address	1406 Lynndale Rd Madison, WI 53711				
Occupation	Retired US Dept of Interior				
Representing					
Term of Office		From:	12/2018	To:	12/2026
Name	**Isabel Hubbard**				

AGENCY GOVERNING BODY cont.

Name	**LuAnn Paepke**				
Home Address	530 Togstad Glen Madison WI 53711				
Occupation	Retired State of WI Foster Grandparent Coordinator				
Representing					
Term of Office		From:	06/2017	To:	06/2026
Name	**Mary Stamstad**				
Home Address	6317 Peidmont Rd Madison WI 53711				
Occupation	Retired RSVP of Dane County				
Representing					
Term of Office		From:	02/2020	To:	02/2025
Name	**Muriel Whiteeagle-Lee**				
Home Address	706 Saukdale Way, Madison WI 53717				
Occupation	Ho-Chunk Nation Tribal Advisory Board				
Representing					
Term of Office		From:	06/2024	To:	06/2024
Name					
Home Address					
Occupation					
Representing					
Term of Office		From:	mm/yyyy	To:	mm/yyyy
Name					
Home Address					
Occupation					
Representing					
Term of Office		From:	mm/yyyy	To:	mm/yyyy
Name					
Home Address					
Occupation					
Representing					
Term of Office		From:	mm/yyyy	To:	mm/yyyy
Name					
Home Address					
Occupation					
Representing					
Term of Office		From:	mm/yyyy	To:	mm/yyyy

The RSVP Board refelcts the racial and cultural diversity of the communities we serve. Recently, two Board members, one Hispanic and one bilingual had to step down due to health reasons. We are actively seeking replacements for these positions aiming to enhance the racial and cultural breadth of our Board. Simoutaniously, efforts are underway to bolster the diversity of our volunteer pool. Colloborating with the Diversity and Marketing Committees, we have outline several initiatives: Ongoing outreach to neighborhood centers, churches, service organizations, community centers, and similar groups representing underrepresented populations. 2. Participation in community events such as meetings, fairs, and celebrations such as Juneteenth, Pride Day, and Urban Triag picnic to engage with diverse audiences. 3. Exploration of new volunteering opportunities tailored to underrepresented communities, including expansion of school programs, recruitment of additional low-income Foster Grandparent Volunteers, expansion of the Group Projects & Homeworkers Program, and initiation of a Telephone Reassurance Program, all focused on equity Priority Areas. 4. Ensuring accessibility by translating all written material into Spanish and Hmong. Notably, our website underwent an extensive update in 2023 offering a fully translated version in Spanish. 5. Incorporating diverse representation in all materials. 6. Sustaining collaboration with media groups to effectively reach underrepresented communities. Through these concerted efforts, we aim to foster inclusivity and engagement among all members

Home Address	431 Meadow Rose Lane, Madison, WI 53717				
Occupation	Retired educator				
Representing					
Term of Office		From:	06/2018	To:	06/2026
Name	**James Jenkins**				
Home Address	1134 Frisch Road, Madison, WI 53711				
Occupation	Retired State of WI Dane Co Department Human Services				
Representing					
Term of Office		From:	02/2014	To:	02/2026

Name					
Home Address					
Occupation					
Representing					
Term of Office		From:	mm/yyyy	To:	mm/yyyy
Name					
Home Address					
Occupation					
Representing					
Term of Office		From:	mm/yyyy	To:	mm/yyyy

Instructions: Complete this workbook in tab order, so the numbers will autofill correctly. ***Only fill in the yellow cells.***

Only use whole numbers, if using formulas or amounts with cents, convert to whole number before submitting to CDD.

Please fill out all expected revenues for the programs you are requesting funding for in this application.
All programs not requesting funding in this application, should be combined and entered under NON APP PGMS (last column)

REVENUE SOURCE	AGENCY 2025	PROGRAM A	PROGRAM B	PROGRAM C	PROGRAM D	PROGRAM E	NON APP PGMS
DANE CO HUMAN SVCS	643,568	50,005	25,002				568,561
UNITED WAY DANE CO	2,000	1,333	667				
CITY CDD (This Application)	60,000	40,000	20,000				
City CDD (Not this Application)	0						
OTHER GOVT*	413,364	198,045	94,556				120,763
FUNDRAISING DONATIONS**	229,470	155,980	73,490				
USER FEES	0						
TOTAL REVENUE	1,348,402	445,363	213,715	0	0	0	689,324

*OTHER GOVERNMENT: Includes all Federal and State funds, as well as funds from other counties, other Dane County Departments, and all other Dane County cities, villages, and townships.

**FUNDRAISING: Includes funds received from foundations, corporations, churches, and individuals, as well as those raised from fundraising events.

Enter all expenses for the programs in this application under the PGM A-E columns. Enter the amount you would like the City to pay for with this funding under the CITY SHARE column

****Use whole numbers only, please.**

ACCOUNT CATEGORY	AGENCY 2025	TTL CITY REQUEST	PGM A	CITY SHARE	PGM B	CITY SHARE	PGM C	CITY SHARE	PGM D	CITY SHARE	PGM E	CITY SHARE	NON APP PGMS
A. PERSONNEL													
Salary	631,971	40,929	264,962	27,900	132,879	13,029							234,130
Taxes/Benefits	174,146	11,071	73,285	7,300	37,752	3,771							63,109
Subtotal A.	806,117	52,000	338,247	35,200	170,631	16,800	0	0	0	0	0	0	297,239
B. OTHER OPERATING													
Insurance	9,000	450	3,300	300	1,700	150							4,000
Professional Fees/Audit	16,400	700	5,234	500	2,696	200							8,470
Postage/Office & Program	10,500	200	4,500	150	2,319	50							3,681
Supplies/Printing/Photocopy	22,000	550	6,798	350	3,502	200							11,700
Equipment/Furnishings/Depr.	1,000	100	330	50	170	50							500
Telephone	9,300	300	580	200	2,720	100							6,000
Training/Conferences	2,000	200	693	150	357	50							950
Food/Household Supplies	0	0											
Travel	4,925	400	330	200	170	200							4,425
Vehicle Costs/Depreciation	0	0	0										
Other	73,299	200	11,213	100	5,776	100							56,310
Subtotal B.	148,424	3,100	32,978	2,000	19,410	1,100	0	0	0	0	0	0	96,036
C. SPACE													
Rent/Utilities/Maintenance	62,028	3,400	25,846	2,000	13,314	1,400							22,868
Mortgage Principal/Interest	0	0											
Depreciation/Taxes	0	0											
Subtotal C.	62,028	3,400	25,846	2,000	13,314	1,400	0	0	0	0	0	0	22,868
D. SPECIAL COSTS													
Assistance to Individuals	255,187	200	5,007	100	2,576	100							247,604
Partner/Joint Agency/Agencies	0	0											
Contractors/Subcontractors	0	0											
Pymt to Affiliate Orgs	0	0											
Other	76,646	1,300	43,285	700	7,784	600							25,577
Subtotal D.	331,833	1,500	48,292	800	10,360	700	0	0	0	0	0	0	273,181
TOTAL (A.-D.)	1,348,402	60,000	445,363	40,000	213,715	20,000	0	0	0	0	0	0	689,324

List all staff positions related to programs requestiong funding in this application, and the amount of time they will spend in each program.

	2025	2025	2025	2025	2025	2025	2025	2025	2025	2025	2025
Title of Staff Position*	**Program A FTE****	**Program B FTE****	**Program C FTE****	**Program D FTE****	**Program E FTE****	**Total FTE**	**Annualized Salary**	**Payroll Taxes and Fringe Benefits**	**Total Amount**	**Hourly Wage*****	**Amount Requested from the City of Madison**
Executive Director	0.66	0.34				1.00	94,815	26,548	121,363	45.58	3,032
Assistant Director	1.00					1.00	63,945	17,905	81,850	30.74	3,093
Accountant	0.66	0.34				1.00	58,549	16,394	74,943	28.14	3,430
Office Support Administrator	0.66	0.34				1.00	56,161	15,725	71,886	27.00	3,081
Community Connection Coord	0.34	0.66				1.00	55,717	15,601	71,318	26.78	17,390
Group Project Prog Coordinatir	0.53					0.53	23,505	6,581	30,086	21.32	9,703
Triad Coordinator	0.80					0.80	36,049	10,094	46,143	21.66	0
FGP & Inter Gen Cooordinator	0.80					0.80	46,437	13,002	59,439	27.90	12,271
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
SUBTOTAL/TOTAL:	5.45	1.68	0.00	0.00	0.00	7.13	435178.00	121849.84	557027.84	229.12	52000.00

CONTINUE BELOW IF YOU NEED MORE ROOM FOR STAFF POSITIONS

*List each staff position separately. Indicate number of weeks to be employed if less than full year in parentheses after their title.

**Full Time Equivalent (1.00, .75, .60, .25, etc.) 2,080 hours = 1.00 FTE

List all staff positions related to programs requestiong funding in this application, and the amount of time they will spend in each program.

	2025	2025	2025	2025	2025	2025	2025	2025	2025	2025	2025
Title of Staff Position*	**Program A FTE****	**Program B FTE****	**Program C FTE****	**Program D FTE****	**Program E FTE****	**Total FTE**	**Annualized Salary**	**Payroll Taxes and Fringe Benefits**	**Total Amount**	**Hourly Wage*****	**Amount Requested from the City of Madison**
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
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						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
						0.00			0	0.00	0
TOTAL:	5.45	1.68	0.00	0.00	0.00	7.13	435178.00	121849.84	557027.84	229.12	52000.00

*List each staff position separately. Indicate number of weeks to be employed if less than full year in parentheses after their title.

**Full Time Equivalent (1.00, .75, .60, .25, etc.) 2,080 hours = 1.00 FTE

Program Summary

This tab should be completely filled in by your previous answers.

Pgm Letter	Program Name	Program Expenses	2025 City Request
A	Culturally Relevant Services	PERSONNEL	35,200
		OTHER OPERATING	2,000
		SPACE	2,000
		SPECIAL COSTS	800
		TOTAL	**40,000**
B	Independent Living Support Services	PERSONNEL	16,800
		OTHER OPERATING	1,100
		SPACE	1,400
		SPECIAL COSTS	700
		TOTAL	**20,000**
C	0	PERSONNEL	0
		OTHER OPERATING	0
		SPACE	0
		SPECIAL COSTS	0
		TOTAL	**0**
D	0	PERSONNEL	0
		OTHER OPERATING	0
		SPACE	0
		SPECIAL COSTS	0
		TOTAL	**0**
E	0	PERSONNEL	0
		OTHER OPERATING	0
		SPACE	0
		SPECIAL COSTS	0
		TOTAL	**0**
		TOTAL FOR ALL PROGRAMS	**60,000**

Hours Served, Summary by Station

January - December 2023, Order: Alphabetical

6/26/2024

9:38:44 AM

Sta No	Station Name	Hours	Jobs	Vols
000024	Agrace Hospice Care Inc.	227.00	1	3
000101	American Red Cross	1,260.00	1	4
000788	Braille Library & Transcribing Services	4,125.00	1	13
000731	Cac Gleaners	740.50	1	8
000856	Catholic Multicultural Center	20.00	1	1
000715	Colonial Club	7,738.00	5	46
000700	Cornerstone Community Center	6,698.50	5	70
009760	Cottage Grove Triad	288.50	1	4
000103	DAIS Domestic Abuse Intervention Service	202.00	1	2
000769	Dane County Humane Society	1,181.00	1	5
000516	Deerfield Elementary	954.00	1	41
009743	DeForest Area School District	34.00	2	2
000701	Fitchburg Senior Center	9,652.00	6	73
009783	Friends of Fitchburg Library	127.50	1	2
000713	Goodman Community Center	633.00	1	7
000840	Groundswell Conservatory	34.00	1	2
000745	Habitat For Humanity ReStore	2,318.00	1	16
009779	Heartland Farm Sanctuary	690.00	1	2
000716	Henry Vilas Zoo	429.50	1	10
009774	Hmong Institute, Inc.	47.00	1	4
009772	Lighthouse Christian School	6.00	1	1
000396	Literacy Network	576.00	1	11
009746	Lodi Area School District	268.00	1	1
000849	Madison Commonwealth	3.00	2	3
000390	Madison Metro Sc District	798.50	10	10
000809	Madison Police Department	280.00	1	3
000702	Madison Senior Center	96.00	1	5
000872	McFarland Food Pantry	263.00	1	5
000782	McFarland Senior Outreach Services	1,927.00	4	40
009740	Middleton Cross Plains School District	42.00	1	1
000703	Middleton Senior Center	4,587.00	4	101
000758	Monona Terrace	18.50	1	1
000743	MSCR Pontoon Boats	13.00	1	1
009770	NewBridge	276.00	2	9
009767	NEWBRIDGE - Driver Services	632.00	2	25
000750	NW Dane Senior Services	1,729.00	2	22
000132	Oakwood Village University Woods/Prairie	1,307.00	1	4
000798	Olbrich Botanical Gardens	584.00	1	9
000704	Oregon Area Senior Center	5,773.00	6	79
009748	Oregon School District	30.00	1	1
000111	Ronald Mc Donald House	155.00	1	2
000781	RSVP Of Dane County includes Telephone Reassurance Program	50,926.00	26	258
000806	Schumacher Farm	221.00	1	2

Hours Served, Summary by Station

January - December 2023, Order: Alphabetical

Sta No	Station Name	Hours	Jobs	Vols
000225	Second Harvest Food Bank	36.50	1	1
009777	Social Justice Center	503.00	1	2
000868	Society of St. Vincent De Paul	475.00	1	4
000178	SSM Health/St. Mary's Hospital	1,614.50	1	8
000705	Stoughton Senior Center	2,056.00	3	46
000708	Sugar River Senior Center	2,763.50	6	83
000710	SW Dane Outreach	2,195.00	4	34
000175	Unity Point Health Meriter	1,433.50	1	6
000797	UW Arboretum	148.50	1	4
009742	Verona Area School District	396.50	5	7
000380	Verona Public Library	109.00	1	2
000707	Verona Senior Center	7,393.00	5	69
000709	Waunakee Senior Center	9,507.50	5	99
000835	WayForward Resources	1,061.00	1	11
000740	Wheels For Winners	1,984.50	1	10
000726	WORT	966.00	1	4
Total Count: 59 35		140,553.50	144	1,188
			(Unduplicated Totals)	

MEMORANDUM OF UNDERSTANDING between RSVP of Dane Co, Inc. and City of Madison, Community Development Division - Madison Senior Center

This Memorandum of Understanding sets forth the basic policies of the Dane County RSVP (RSVP). It is hoped that this Memorandum will facilitate the cooperation between RSVP and a volunteer station that requests volunteers. (A volunteer station is any non-profit or public agency, organization, proprietary health care facility, school, or department that requests volunteers and signs this Memorandum of Understanding).

RSVP of Dane County responsibilities:

1. Recruit, enroll, interview and refer RSVP volunteers to the volunteer station based on current requests for volunteers. Instruct RSVP volunteers in proper use of volunteer timesheets, RSVP procedures, etc.

2. Review acceptability of volunteer assignments. If the volunteer station makes direct contact with the RSVP volunteer instead of going through an RSVP staff person, the RSVP office must be notified. If there is no notification, the volunteer will not be covered by insurance or be eligible for reimbursement of expenses. Volunteers must be advised of the non-RSVP-approved status by the volunteer station.

3. Provide Volunteer Station staff with an orientation about RSVP as well as consultation on volunteer orientation, training, and supervision when requested.

. Will provide excess accident and liability insurance to cover RSVP volunteers during their approved volunteer assignments. RSVP volunteers not officially enrolled in RSVP, or who are working on assignments not approved by RSVP staff, will not be covered by insurance. Insurance provided by RSVP does not duplicate expenses covered by Medicare or other valid and collectable insurance coverage. RSVP will supply information to the volunteer station on RSVP Accident insurance upon request.

5. Will make an effort to recruit volunteers in one or more of the following ways: advertise requests in the RSVP newsletter; advertise in neighborhood and community newsletters and/or church bulletins; speak to groups of older adults throughout the county; and as staff time and resources allow, make personal calls or use direct mail or emails to volunteers who might be interested in the assignment. In most cases, RSVP cannot be the sole source of volunteers, and cannot promise to find volunteers. Most volunteers do not walk into the office. It is necessary for the RSVP staff to go into the community and find the volunteers. The success in filling requests is determined by the potential olunteer's interest in the assignment, the availability of transportation, and the availability of staff time for recruiting.

6. Will notify the volunteer station regarding any oral or written complaints concerning volunteer station programs, volunteers, or staff.

7. Will instruct volunteers assigned to Volunteer Station that the volunteers must follow Volunteer Station policies and protocols while volunteering for Volunteer Station.

Volunteer Station responsibilities:

1. Will provide RSVP with a volunteer assignment description for each planned volunteer assignment.

2. Will interview and screen RSVP volunteers and make the final decision on the placement of RSVP volunteers. Will contact referred volunteers promptly and report the status of the placement to RSVP. Information on volunteers serving, changing volunteer assignments, or leaving the volunteer station should be reported to RSVP as they occur.

3. Will perform, if required by Volunteer Station for a particular assignment, background or other screenings.

4. Will be responsible for orientation, in-service instruction and/or special training, and on-going supervision of volunteers. Will furnish volunteers with materials required for assignments. These materials may include station uniform and photo I.D.

5. Will forward the monthly RSVP volunteer hours via electronic mail, fax or postal mail to the RSVP office by the 5th of the month or other date as negotiated. In some situations, volunteers may report their hours directly to RSVP. Accurate record keeping is extremely important to ensure insurance coverage of volunteers, and inclusion in RSVP volunteer appreciation events. Will provide updates if possible on RSVP volunteer accomplishments, data, testimonials, and examples of how RSVP volunteers meet important community needs as well as of the impact on your agency and clients for RSVP reporting purposes.

6. The Station may request the removal of an RSVP volunteer at any time. An RSVP volunteer may withdraw from service at the Station or from RSVP at any time. The RSVP staff, the Station staff, and volunteers are encouraged to communicate to resolve

concerns or conflicts, or take remedial action, including, but not limited to, placement with another station.

7. Will provide for the safety of RSVP volunteers assigned to your sites. Submit an annual assurance upon request to RSVP of Dane County. In case of an accident or injury, the site will notify RSVP promptly and prepare such reports as requested by RSVP regarding accidents involving RSVP volunteers.

8.Will not request, assign, or permit RSVP volunteers to engage in any assignment that would displace employed workers, impair existing contracts for services, or serve in the following prohibited volunteer activities:

- Political Activities including Electoral Activities, Voter Registration or Transportation to the polls, and efforts to influence legislation;
- Labor or anti-labor activity;
- Religious/Sectarian Activities including providing religious instruction, giving worship services or engaging in proselytization.

9. Will comply with federal, state, and local laws/ordinances prohibiting discrimination and will not discriminate against RSVP volunteers or in the operation of RSVP on the basis of race, color, national origin, including individuals with limited English proficiency, gender, age, religion, sexual orientation, disability, if the participant is a qualified individual with a disability, gender identity or expression, political affiliation, marital or parental status, or military service.

10. Will not give out names of RSVP volunteers to other agencies or sources without the volunteer's consent.

11. Whenever possible, will recognize the contributions made by RSVP volunteers in newsletters, news releases, and other public relations efforts. Copies of printed publicity, such as newsletter or newspaper articles should be forwarded to RSVP.

12. Will provide on-going recognition of RSVP volunteers.

13. Will inform RSVP of any in-kind support provided by the Volunteer Station to RSVP volunteers such as meals, insurance, transportation, recognition and/or other project costs. New projects involving mass recruitment of volunteers and additional program expenses requires cost sharing to be negotiated between RSVP staff and the requesting agency.

14. Will make reasonable accommodations in order to make volunteering by qualified individuals with disabilities at your agency accessible as well programs and activities to which RSVP volunteers are assigned. Knowledge of your accessibility assists RSVP in volunteer referrals.

15. Will not request or receive any compensation from RSVP volunteers or from the beneficiaries of services provided by RSVP volunteers. RSVP volunteers will not receive a fee for service from beneficiaries.

16. When in-home assignments of volunteers are made, a Letter of Agreement will be signed by the parties involved. The document will authorize volunteer service in the home and identify specific volunteer activities, periods, and conditions of service. A blank copy of the letter of agreement will be provided by RSVP.

Certification of Non-Profit/Public Status

In signing, I certify that this agency is currently recognized as a:

(Please check One)

X Public Agency or Organization ☐

Private Non-Profit Organization ☐

Proprietary Health Care Facility

Please provide your EIN:_____

By signing this MOU, the Station, through its authorized representative, self-certifies that it meets the requirements necessary to be an RSVP Station. This MOU may be terminated at any time by either party by sending written notice of termination of the MOU to the other party. This MOU shall be reviewed at least every three ~~years by the~~ Parties.

James O'Keefe 5/25/22

Signature of Director/Administrator Date

Margie Zutter

Signature of RSVP Executive Director Date

John Weichelt

Volunteer Coordinator Name Madison Senior Center

Agency Name 330 W Mifflin Street

Madison

Address

WI 53704

State Zip Code

...where volunteers make a difference

Statement of Assurance of Safety

As an RSVP partner station, we rely on you to adequately provide for the safety of RSVP volunteers serving at your nonprofit or public organization. Our federal regulations require that we receive a Statement of Assurance of Safety from your agency on an annual basis. The intent is that volunteers are informed of and follow the same safety procedures as your paid employees.

Please respond to this email confirming that appropriate measures are in place to ensure the safety of RSVP volunteers serving at your station. Appropriate measures may include: clearly marked exits, posted fire escape routes, accessible entrances, safety training etc.

RSVP is relying on you to inform RSVP volunteers of your required COVID-19 policies, procedures and guidelines and updating volunteers of any changes.

For a quick response, you may cut and paste the following statement in your email:

Statement of Assurance of Safety:

Madison Senior Center **assures that appropriate**
(*Name of Agency*)

measures are in place to ensure the safety of RSVP volunteers serving here.

By John Weichelt Volunteer Coordinator 2/23/23
(*Your name and title*) (*Date*)

If you have any concerns, please contact me.

Thank you!