

The Nebraska State Unit on Aging is requesting an Annual Plan & Budget for the Senior Volunteer Program for FY 2021. The Annual Plan should include response to the following questions:

1. Designated project director who is directly responsible to the sponsor for the management of the project.

Lori Gerih - SVP Coordinator

2. List the Units of Service Composite (**volunteer hours**):

07/01/19 – 12/31/19 (1615.5)

01/01/20 – 06/30/20 (1290)

07/01/19 – 06/30/20 (1800)

07/01/20 – 06/30/21 (1800)

3. Describe how recruitment, assignment, supervision, and support of the senior volunteers is provided. What efforts are being made to recruit and assign persons from minority groups, people with disabilities, and hard-to-reach individuals?

Mid uses several methods to recruit new volunteers. We have hired a volunteer Recruiter to assist in recruitment by giving presentations wherever they are requested. As well as at local churches and service clubs. Also utilized is one of the local radio stations who allow non-profit groups to present on-air for no charge. Technology is used for recruitment through the Community Action Partnership of Mid-Nebraska agency website and Facebook page. Word of mouth recruitment continues to be the one that is reported the most for both volunteers and clients. Currently, three volunteers have physical limitations and are placed at locations with no barriers for the provision of service. We also have three volunteers who are or have been on Medical leave. Recruitment of additional volunteers for the 2019-2020 year continues to be a priority.

4. What financial and in-kind support is provided to fulfill the project's local share commitment (equal to or greater than 10% of the grant amount)?

The Senior Volunteer Program of Community Site locations provide meals as in-kind to the volunteers. For volunteers who do not want mileage reimbursement, that amount is also applied to the in-kind match. Volunteer hours are also used as a match as well as cash match from local sources. The Senior Volunteer Program of Community Action Partnership of Mid-Nebraska gets the RYDE bus to provide match and is an alternate transportation option.

5. Outline how the senior volunteers are provided with not less than the minimum accident, personal liability, and excess auto liability insurance. Submit a Certificate of Insurance with this application.

Mid carries a policy through Philadelphia Insurance and CIMA that covers volunteers and all of the items listed above. Policies are renewed annually and at a minimum it allows one million dollars per occurrence. A copy of the policy has been

submitted with past grant applications and a copy of the current coverage for 2019-2020 is attached. The policy will be renewed in July for 2020-2021.

6. Outline the background checks on senior volunteers being conducted currently.

Upon applying to become a volunteer, a back ground check is sent through the Human Resource Department to Essential Screens and DHHS for any criminal history that may be an ineligibility factor. Applications are reviewed by the Coordinator for eligibility, including names and dates of previous employers, work experience, education, accidents, licensure, credit disclosures public record information such as, but not limited to: driving records, workers' compensation claims, judgments, bankruptcy proceedings, evictions, criminal records, etc., from federal, state, and other agencies that maintain such records. In addition, investigative consumer reports (gathered from personal interviews, as applicable, with former employers or landlords, past or current neighbors and associates of mine, etc.) to gather information regarding my work performance, character, general reputation and personal characteristics may be obtained.

7. Describe the types of appropriate recognition of the senior volunteers and their activities.

A volunteer appreciation luncheon is held annually. A small thank you gift is given to each volunteer at the meetings. We typically visit and have Brunch and I let the volunteers compare notes on client concerns and issues. We also complete evaluations at this meeting. The goal is to make this a training session, an evaluation day, as well as a fun get together.

8. Provide personnel practices and service policies for senior volunteers, including grievance and appeal procedures for both volunteers and project staff.

Grievance procedures for Volunteers fall under Mid's Staff Policy and Procedures. Volunteers may report an issue to the Coordinator. If this does not resolve the issue, it passes to the volunteer's immediate supervisor, the Director of Community Services. The volunteer will be given the opportunity to discuss the issue and if it is not satisfactorily resolved, they may fill out a grievance. Upon receiving the grievance, it goes to the Director of Human Resources. A committee is convened to review the situation. A determination is made and those involved are notified of the decision, as is Mid's Board of Directors, being provided information on how project records are maintained in accordance with generally accepted accounting principles and for accurate and timely preparation and submission of reports required by the State Unit on Aging.

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Volunteers are given a due date when their timesheets are expected to be turned in. It is normally 5 days after the last day of the preceding month to allow time if they need to mail their timesheet in. Volunteer timesheets are processed monthly upon receipt and mileage reimbursements are calculated and paid at that time when applicable. The vouchers for payment of mileage as well as in-kind donations are

processed and forwarded to our fiscal department where they are verified for accuracy and processed if no corrections are needed. If corrections are needed they are returned to the volunteer coordinator to be corrected and returned to fiscal for final verification to ensure correctness and accuracy for our records. An Excel spreadsheet is kept for all volunteer hours accrued and in-kind donations and is submitted to fiscal each month for verification and reporting purposes.

10. Describe how necessary training is provided prior to the start of service and quarterly training thereafter.

Training prior to the start of service is conducted on a one-on-one basis to make sure each volunteer understands how the program works and what their duties will be once they begin. Quarterly staff meetings and trainings are conducted, and a newsletter is mailed, one month prior to a scheduled staff meeting/training session. This is to give them time to prepare questions or voice concerns. If it is necessary to get important information to our volunteers before either of these functions occur, a special newsletter is sent out to each person. With these special newsletters, they are required to sign and date a sheet to return and verify that they did read and understand the new information. Self-addressed stamped envelopes are enclosed with the sheets to insure that they get returned.

11. Describe the arrangement of direct benefits (transportation, meals, physical examination and insurance) provided to volunteers.

Volunteers are asked to supply their own meals and transportation. If they get a meal furnished for them by a client, we ask the client to complete an in-kind voucher for the meal or meals that was furnished to their volunteer. If needed, public transportation can be supplied for a volunteer on a short term basis and is also treated as an in-kind donation. Mileage payments are paid through grant funding supplied by DHHS. Insurance premiums and the cost for physicals, if we have any, are paid for with DHHS Grant funding. Our volunteers typically take the physical paperwork with them to a regular medical care provider's visit and have their medical care professional verify that the volunteer is still able to do their duties as assigned thus avoiding the total cost of the physicals annually.

12. Provide assurance that appropriate liability insurance is maintained for owned, non-owned, or hired vehicles used in the project.

Mid collects a copy of auto insurance yearly on each volunteer or employee who is reimbursed for mileage. If they are unable to furnish this information, they are not allowed to transport clients or get the mileage reimbursement. A copy of the Proof of Insurance card is now kept in the Volunteer's file as well.

13. What is the realistic transportation plan for the project based on the lowest cost transportation modes?

Mid reimburses mileage for volunteers at a rate of .50 per mile. Volunteers are given a map from Google Maps showing them the shortest route from their home to their destination. This helps to save money for fuel, as well as make sure we are able

to stretch our mileage budget as far as possible. Volunteers may take a route of their choice, but will be reimbursed only the mileage for the shortest route as shown on Google maps. If a volunteer transports a client to an appointment or an errand, they are reimbursed for the total mileage for the trip. After the elimination of stipends, all mileage is now reimbursed which is a change from previous years when mileage was capped at forty miles per month.

14. How is an annual appraisal of the volunteers' performance and annual review of volunteers' driver's record and liability insurance conducted?

Volunteers are given a yearly performance evaluation. This is done in written form as well as person to person. They are furnished a copy of their evaluation at the end of the evaluation meeting. At evaluation time, the Volunteers are also asked to complete an evaluation on the performance of the SVP Coordinator and send it back anonymously so more input can be received on how things are going from the perspective of the Volunteer. Forms are furnished to them along with a self-addressed stamped envelope. If changes can be accommodated they are made.

A Service Narrative(s), Budget Form and Budget Narrative must be submitted along with this annual plan.