

Application from Neighbor To Neighbor

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.

**Laura Osborne**

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

**07/01/19 – 12/31/19 (Actual) – 416.00**

**01/01/20 – 06/30/20 (Projected) – 195.00 (affected by pandemic this year!)**

**07/01/19 – 06/30/20 (Combined) – 611.00**

**07/01/20 – 06/30/21 (Projected) – 624.00**

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?

**We have provided a booth at our county fair (although we do not yet know what may happen with the 2020 County Fair due to the pandemic) and we also give in-person presentations to a variety of community groups, to those who eat lunch at our local senior center, at local elderly low-income housing and at a meeting of a local bank's senior citizen "club" about our program to recruit both clients and volunteers. Volunteers and clients are matched based upon the discretion of the Program Director. If there are concerns on either side, the volunteer or the client are encouraged to express their concerns to the Project Director so that issues can be resolved, and, when necessary, a new volunteer to client match can be made. Volunteers are provided quarterly training through printed materials and in-person training.**

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)?

**In-kind match is provided through the following means: Donation of volunteer hours, donation of volunteer mileage, donation of office/work and storage space and corresponding utilities for the project director, and donation of use of computer for the project director.**

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.

**Neighbor To Neighbor purchases an annual insurance policy to cover these areas.**

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

**We utilize the Nebraska State Patrol background check, the DMV driver's record check and the Adult Abuse and Neglect Registry check.**

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

**Volunteers are shown appreciation through an annual luncheon in the spring and with hand-written thank you cards during the holiday season. We also utilize our newsletter to acknowledge our volunteers' contributions. In 2020, we issued letters to each volunteer which included a hand-written note from our Program Director to show our appreciation since we are not sure if we will be able to hold our annual luncheon due to the pandemic.**

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

**See Attachment A for a copy of the Volunteer Manual and Attachment B for the personnel policy.**

9. Provide information on how project records are maintained in accordance with generally accepted accounting principles and provide for accurate and timely preparation and submission of reports required by the State Unit on Aging.

**Due to the pandemic, we have not yet been able to complete the Calendar Year 2019 Accounts Review, but will submit that as soon as we are able to do so. This report annually includes all Neighbor To Neighbor transactions from our program grant account as well as from a checking account known as our "Fundraiser Account". We utilize QuickBooks computerized accounting software to record all transactions. Receipts for expenses as well as volunteer time and mileage logs are all maintained in our files corresponding to the appropriate grant funding year. Volunteers are instructed to submit their monthly time and mileage logs by the 5<sup>th</sup> of each month so that reports can be completed and submitted to the State by the 10<sup>th</sup> of the month as required. Grant and Fundraiser funds and transactions are NOT co-mingled, but are kept in separate bank accounts.**

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

**New volunteers are trained utilizing the Neighbor To Neighbor Volunteer Orientation (See Attachment A) and ongoing training is provided through informational mailings on relevant topics (i.e. identity protection/fraud prevention, preventing falls, etc), and we also have an annual in-person training for all volunteers where we provide information on any new guidelines, forms or procedures for volunteers to follow (when there is not an ongoing pandemic).**

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

**Insurance** – see Attachment A and the attached Proof of Insurance Letter that is attached. This insurance coverage is provided at no cost to the volunteers through our policy with Alliance Member Services.

**Meals** – volunteers who need to purchase a meal for themselves while volunteering are reimbursed upon presentation of a receipt. This occurs only if the volunteer is escorting a client to a medical appointment outside Nemaha County.

**Physical Examinations** – Arrangements have been made with our local doctors' office to directly bill our organization for the volunteer physical examinations conducted either at the onset of volunteer service or annually in the spring. Volunteers are given a form to take to their doctor at the time they enroll and annually in the spring (when there is not an ongoing pandemic).

**Recognition** – See Question 6. Funds for the various means of recognition that are incurred are paid from a combination of Senior Volunteer grant and donated funds.

**Transportation** – For 2020-2021, we plan to pay mileage reimbursement of .58 cents/mile. We utilize volunteers' vehicles because it is less expensive than our only public transportation, which is the Handibus, based in Auburn. The cost of the Handibus is \$2.00 every time a rider steps on (for trips inside Auburn), which equates to a minimum \$4.00 round-trip expense. At .58 cents/mile, a trip of 7 miles would cost \$4.06. Local trips for shopping or appointments rarely total 7 miles unless the client and volunteer live in different towns, which is the case for a limited number of current clients. Our auto liability insurance prohibits volunteers from driving vehicles other than their own.

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

Neighbor to Neighbor utilizes only the vehicles owned and driven by our volunteers. The organization does not own or hire any vehicles. Volunteers drive only their own vehicles, and are required to maintain liability insurance for them. They are never authorized to drive a client's vehicle on Neighbor to Neighbor business. Auto liability insurance is part of our package with the Alliance of Nonprofits for Insurance. Our local agent is Rebecca Haufle of INSPRO Insurance, Lincoln NE (see attached Proof of Insurance Letter).

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

Privately owned vehicles are the least expensive transportation mode in Nemaha County due to the fact that the only public transportation is the Handibus, which operates within Auburn only on weekdays, but is not very accessible to people in the other Nemaha County communities. For 2020-2021, we plan to pay mileage reimbursement of .58 cents/mile. We utilize volunteers' vehicles because it is less expensive than our only public transportation, which is the Handibus, based in

**Auburn. The cost of the Handibus is \$2.00 every time a rider steps on (for trips inside Auburn), which equates to a minimum \$4.00 round-trip expense. At .58 cents/mile, a trip of 7 miles would cost \$4.06. Local trips for shopping or appointments rarely total 7 miles unless the client and volunteer live in different towns, which is the case for a limited number of current clients. The Handibus program does offer a limited amount of transportation to Lincoln or Omaha. However, those are on set days every week. Pick up time on those days is 8 am regardless of what business the rider has to conduct in Omaha or Lincoln, and the bus departs to return back to Auburn by 3:30 at the latest on those days regardless of what business the rider has to conduct. Neighbor to Neighbor's out-of-county transportation provides ONLY for medical appointments. Those appointments often cannot be scheduled in a manner that works with the Handibus schedule. For clients in those situations, we offer transportation and reimburse mileage to the volunteer driver at the rate of .58 cents per mile. When needed, funding for the out-of-county medical appointments is provided through our Fundraiser Account. In recent years, we have experienced a fluctuation in demand for this type of transportation depending upon the number of seniors needing treatment for conditions such as cancer and kidney failure. These treatments are not available within Nemaha County.**

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

**The Project Director works with volunteers on an individual basis when issues arise regarding their performance of volunteer duties for Neighbor to Neighbor. We utilize forms provided by the State Unit on Aging to measure volunteer performance. We require volunteers to submit current copies of their driver's licenses and proof of vehicle insurance annually.**

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