

RSVP ANNUAL REPORT

The RSVP Volunteer Program, a City of Pittsfield Department, completed its 42nd year of operation in June, 2013. Located in the Berkshire Athenaeum at 16 Bartlett Avenue in Pittsfield MA, RSVP recruits, trains, and matches volunteers (persons age 55+) with challenging and needed community service assignments throughout Berkshire County. The greatest concentrations of volunteers live and serve in the greater Pittsfield area (Pittsfield, Lenox, Dalton, and Lanesborough).

RSVP FY'12 FUNDING WAS AS FOLLOWS:

Corporation for National Service (Federal Grant)	\$ 42,189.00
City of Pittsfield	<u>\$ 64,100.00</u>
TOTAL:	\$106,289.00

Fundraising and in-kind donations augment the RSVP budget for miscellaneous unanticipated expenses projected at approximately \$10,000 annually, which are maintained in the RSVP Revolving Fund Account. The Revolving Fund cover costs for printing of the RSVP Senior Resource Booklet (approximately \$5,000.), Senior Leader stipends from the Paul Gould Scholarship Fund, the Parade Float expenses and other unanticipated costs.

RSVP STAFFING:

RSVP staffing consisted of three Full Time employees – RSVP Director, Administrative Assistant, and Volunteer Coordinator. Additionally; 1 Foster Grandparent Coordinator, and 1 P/T SCSEP Aide
**Of the 3 Full time positions, approximately ½ of their salary amounts are paid by the City of Pittsfield and 1/2 through our Federal Grant. RSVP has 11 Volunteers who provide weekly clerical and reception assistance in the RSVP main office, and 25 volunteer drivers who provide free daily transportation for Pittsfield elders on the RSVP van.

STAFF:

Sheila Pia – RSVP Director
Carmen Morales – Administrative Assistant
Claire Caesar – Volunteer Coordinator
Janice Robinson – Foster Grandparent Program Coordinator
Karen Tucker – SCSEP Aide

MAIN OFFICE VOLUNTEERS:

Office Reception: Beverly Bourassa, Margaret Dunlop, Brunina O'Donnell, Joanna Stengle, Jen Shapp, Diane Sweeney, Jane Vittone, Jackie Weatherwax, Trude Willey, Randy Winters, Betty Ziter

DRIVERS – Aimee Barrett, Margaret Callahan, Rick Carlson, Jen Coppola, Peter Drozd, Don Duda, Frances Hernandez, Fran Dwyer, Lou Giovanetti, Nick Hubacker, Stewart Keith, Terry O'Brien, Julie Pelletier, Tom Piacenti, Ed Plummer, John McGrath, Evio Menia, Harry Methven, Sally Moak, Frank Thoubboron, Jeff Thompson, Lynette Warren, Judy Washburn, David Wesley, and Don Westbrook

VOLUNTEER AND STATION STATISTICS – 7/1/12 – 6/30/13

RSVP Volunteers 55 years and older 296 served 29,010.00 hrs.

*Volunteer Stations - 61 (agencies with full executed Memorandum of Understanding).

*New Stations added in FY 12 included:

1. Allendale School
2. City of Pittsfield Board of Assessors Office
3. City of Pittsfield Health Department
4. Goodwill Industries of Berkshire County
5. Stearns School

TRANSPORTATION SERVICES PROVIDED BY RSVP

***Van rides 2,256**

- Volunteer transportation to assignments 1212
- Medical Appointments - 991
- Social trips 53(Senior Center, Jewish Community Center Meal site, Nursing Home visits, etc.)

ROAD TO RECOVERY CANCER TREATMENT RIDES - 523

RSVP ADVISORY COUNCIL

RSVP is mandated to have an active Advisory Board by the Corporation of National Service Center.

2012- 2013 RSVP Board Roster

Mayor Daniel Bianchi	Carol Maynard
Marjorie Allen	Lorraine Moresi
Jennifer Coppola	Andrew Perenick (President)
Joy Engels	Bob Presutti
Tammy Gage (Treasurer)	Roger Suters
Rosemarie Gould (Secretary)	Frank Thoubboron
Gail Kerwood (Immediate Past President)	Eric Wilder
Bertha Lawrence	Carolyn Valli (Vice President)
Vincent Marinaro	

The 17 member RSVP Advisory Board meets each month September to June. Each member serves on designated Board committees, with additional responsibilities including Arbor Day Celebration, Recruitment Committees, Bylaw Revision, Goals and Objectives Development, and the Annual RSVP Volunteer Recognition Event. The RSVP Board is directly responsible for RSVP’s expansion and growth during the past year. The Board Manual is completely revised to incorporate yearly changes. These goals and objectives are formatted to the Programming for Impact design as mandated by the Corporation for National Service, and responds to the compelling community needs in our geographic area of Pittsfield and Berkshire County. Input regarding selection of goals is obtained from the RSVP Advisory Board, specifically the Strategic Planning Committee. Surveys by community agencies, staff, station suggestions, volunteers and our sponsor also provide input. At the conclusion of the year, performance measures are assessed with notation that each goal has been achieved, partially achieved, or not achieved. 2012 – 2013 RSVP Administrative and Board goals are listed at the end of this report.

The RSVP 3-Year Strategic Plan was completed with successful accomplishment of all objectives. A new 3-Year Strategic Plan will be developed in the Fall of 2013. RSVP has undertaken many new projects as well as the continuation of essential signature projects during 2012-2013. Perhaps one of the most exciting accomplishments during the past year was the revival of the Pittsfield Visitor Center.

The City of Pittsfield has been our only sponsor, and we share a mutually rewarding partnership in providing quality volunteer opportunities for the Berkshire residents.

MAJOR ACCOMPLISHMENTS

The following projects and activities highlight RSVP's accomplishments for FY '12:

Friends Read Youth Literacy Project – 2012 – 2013 marked the 13th year of the Friends Read Youth Literacy project in local schools (Conte and Capeless). 19 RSVP volunteers served as reading partners each week during the school year with at-risk elementary students. Documented results indicate an increase in reading level mastery, improved self esteem and a positive attitude towards reading.

New Pittsfield Visitors Center – Opened June 19, 2013. Located in the Intermodal Transportation Center, One Columbus Avenue, scheduled to be open year-round. 24 RSVP Volunteers and 6 substitutes will staff the PVC as greeters and visitor information specialists.

2012 Senior Resource Calendar – RSVP developed, designed, and distributed 7,500 free copies of the 16th edition of the Calendar to elderly residents and service providers throughout Berkshire County. Above paying for the printing, RSVP netted \$1,060 profit to support this educational project, including printing and distribution costs.

Senior Leaders – For the 6th year RSVP recruited a Senior Leader, funds for this position was donated to RSVP from friends and family in memory of Mr. Paul Gould. Senior Leaders serve for a year term, approximately 10 hours per week.

Arbor Day Celebration – The annual Arbor Day event was held at Pitt Park in April 2013. RSVP participated on the planning committee assisted with invitations and designing the event program and provided the refreshments. Robert Presutti was recognized with over 4,000 Lifetime Volunteer Hrs.

RSVP Van Transportation-2,256 van rides were provided free to elderly Pittsfield residents to their volunteer assignments, medical appointments, and social outings. A driver training program was held in 2013 with 25 volunteers in attendance to insure the safety for our passengers and adherence to transportation policies. This project is conducted through daily dispatch services by RSVP staff, volunteer drivers and a cost free ½ time Senior Employment Aide from Elder Services 5 days per week throughout the year.

Big E Bus Trip-A mini grant of \$1,000, was awarded from the Eastern States Exposition to RSVP to provide free bus transportation and admittance tickets for 55 RSVP Volunteers to the Big E Fair in September 2012 as acknowledgement for their invaluable service to Berkshire County.

Foster Grandparent Program-RSVP sponsors the Foster Grandparent Program in Berkshire County and has 16 active volunteers who serve in Pittsfield and North Adams providing 20 to 40 hours per week per volunteer to work with at-risk children in various school setting. This program is completing its 10th year of operation and is paid entirely by Federal Funds.

American Cancer Society-This RSVP signature project includes Road to Recovery Cancer Treatment Transportation, Bosom Buddy Bags for the Breast Cancer Patients. These 3 projects are coordinated for the American Cancer Society and prove to be an essential link to supporting cancer patients with cancer awareness advocacy, transportation, education and fundraising. 366 Bosom Buddy Bags and pillows were hand made and distributed to women who have been recently diagnosed with breast cancer following surgery. Approximately 523 rides were provided free to 30 patients receiving radiation and chemotherapy.

SCSEP (Senior Employment Program) – RSVP’s Transportation Dispatcher provided by Elder Services (via their Senior Employment Program) works 20 hours per week, assisting RSVP with passenger requests, driver schedules, monthly statistics and daily transportation logs.

RSVP Volunteer Recognition Event – RSVP held the annual Volunteer Recognition Luncheon for 300 volunteers and community guests at the Pittsfield Country Club in May, 2013. RSVP Volunteer of the Year Award was presented to Mary Gloria. The RSVP Community Partner Award was given George Haddad of Haddad Toyota.

Volunteer Birthdays – RSVP continues to celebrate all volunteers’ birthdays monthly, recognizing them on a personal level for the valuable contribution to the community. Flowers, a specially designed card, games, and Birthday Cake are part of the festivities held each month. Approximately 13 volunteers attend each month. Devanny Condron donates the cake and refreshments. This continues to be an extremely popular event with the volunteers who often times have no family or friends to celebrate with.

Sonsini Animal Shelter – RSVP volunteers serve as friends to animals at the City Shelter, working as dog walkers, feeders and support to staff.

Berkshire Athenaeum – RSVP volunteers serve at the Library Book Sales 4 times per year. This project generates funds for the Friends of the Library, who in turn, replace used books, purchase new editions, buy equipment and furniture, and subsidize programs and project expansion. Volunteers also work on the Books on Wheels program to bring reading materials to residents of local nursing homes.

Junior Achievement – RSVP recruits and trains teams of volunteers to conduct elementary school workshops for 5 week sessions focused on career opportunities, sharing life and work experiences, how to become an informed consumer, the value of team work, the difference between wants and needs and future entrepreneurial enterprises. In 2012 - 2013, RSVP Senior Leader, Julie Pelletier, coordinated the project at 5 elementary schools, with 23 volunteers in 34 classes, serving 579 students. In her capacity as Coordinator of the Pittsfield program, Julie had contributed 188 documented hours this school calendar year. A total of 340 volunteer hours were served by RSVP Volunteers.