

RSVP ANNUAL REPORT
(July 1, 2015 – June 30, 2016)

The RSVP Volunteer Program, a City of Pittsfield Department, completed its 45th year of operation in June, 2016. 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'15 FUNDING WAS AS FOLLOWS:

Corporation for National Service (Federal Grant)	\$ 43,689.00
City of Pittsfield	<u>\$ 84,277.00</u>
TOTAL:	\$127,966.00

Fundraising and in-kind donations augment the RSVP budget for miscellaneous unanticipated expenses. These funds are maintained in the RSVP Revolving Fund Account along with the Paul Gould Scholarship Fund. Some expenses paid for with monies from the RSVP Revolving Fund were Recognition Luncheon Engraved Items and membership dues for the Chamber of Commerce. In June, 2016, the RSVP Advisory Board voted to award a stipend, which will come out of the Revolving Fund, to our present dispatcher after her position with Senior Employment Program ends in July 2016.

RSVP STAFFING:

RSVP staffing consisted of three Full Time employees – RSVP Director, Administrative Assistant, and Volunteer Coordinator. Additionally, 1 P/T SCSEP Aide was provided to RSVP by Elder Services. Of the 3 Full time positions, approximately 70% of their salary amounts were paid by the City of Pittsfield and 30% through our Federal Grant. RSVP has 8 Volunteers who provide weekly clerical and reception assistance in the RSVP main office, and 16 volunteer drivers who provide free daily transportation for Pittsfield elders on the RSVP van.

STAFF:

Cheryl Whalen – RSVP Director

Carmen Morales – Administrative Assistant

Marissa Bogins (resigned for new job opportunity May 27, 2016) – Volunteer

Coordinator (Stephanie Bordeau on board as new Volunteer Coordinator June 22, 2016)

Karen Tucker – Senior Community Service Employment Program (SCSEP) Aide

MAIN OFFICE VOLUNTEERS:

Office Reception: Linda Dondi, Margaret Dunlop, Diane Sweener, Annette Thoubboron, Jane Vittone, Jackie Weatherwax, Trude Willey, and Betty Ziter

DRIVERS – John Aldrich, Don Duda, Martha Fahey, Jeffrey Fuhrman, Norman Grimard, Bill Hotaling, Nick Hubacker, David Kane, Carol Maynard, Mike McKeever, Ken Morris, Peter Murphy, Terry O’Brien, Jim Rohoch, Jeff Thompson, Sheila Pia, Gisele Yetz

TRANSPORTATION SERVICES PROVIDED BY RSVP

***Van rides 1,763**

- Volunteer transportation to assignments 835
- Medical Appointments – 874
- Social trips 73 (Senior Center, Jewish Community Center Meal site, Nursing Home visits, Bank, etc.)

ROAD TO RECOVERY CANCER TREATMENT RIDES - 364

RSVP ADVISORY COUNCIL

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

2015- 2016 RSVP Board Roster

Mayor Daniel Bianchi (Julia Sabourin represents Mayor’s office)	Mayor Linda Tyer (Roberta McColloch-Dews represents Mayor’s Office)
Cheryl Whalen (RSVP Director)	Bertha Lawrence
Carol Maynard (President)	John Lutz
Joy Engels (Vice President)	Jim Moriarty (Treasurer)
Normalyn Powers (Treasurer)	Terry O’Brien (Secretary)
Beth Mouglin (Secretary)	Robert Presutti
Carolyn Valli (Immediate Past President)	Jean Ryan
Jane Apkin	Ben Webster
Peter Bergman	William Sturgeon
	Eric Wilder

The 18 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 Committee, Bylaw Revision, Strategic Planning Committee, Recognition Committee, Fundraising Committee, Public Relations

Committee, Recruitment Committee, Nominating Committee, and the Finance Committee.

RSVP has undertaken new projects as well as the continuation of essential signature projects during 2015-2016. See some of these under **Major Accomplishments**.

The City of Pittsfield has been and continues to be our only sponsor. We are fortunate to have such a supportive and generous sponsor. We share a mutually rewarding partnership in providing quality volunteer opportunities for Berkshire residents. We also receive annual funding, in the form of a Grant, from The Corporation for National and Community Service (CNCS). This must be applied for every year.

MAJOR ACCOMPLISHMENTS

The following projects and activities highlight RSVP's accomplishments for FY '16:

Staff

- Hired a new Volunteer Coordinator, Stephanie Bordeau June 22, 2016. Carmen Morales continues as Administrative Assistant and is in her 5th year in this position. Cheryl Whalen is in her second year as Director.
- We were able to keep Karen Tucker, our 20 hour per week SCSEP Aid, **Senior Community Service Employment Program**, at no cost, from Elder Services. Karen works 20 hours per week, assisting RSVP, as dispatcher, with passenger requests, driver schedules, monthly statistics and daily transportation logs. In June, 2016, the RSVP Advisory Board voted to award a stipend, which will come out of the Revolving Fund, to our present dispatcher after her position with Senior Employment Program ends in July 2016. The stipend period will begin August 1, 2016 and end December 31st, 2016.

RSVP staff, along with the Advisory Board, continues to build a strong, positive, and dynamic team. Good working relationships have developed and strengthened between all and RSVP is continuing to grow and go forward.

Program Improvements-

- We were given an hour of radio time, approximately once a month at WRRS 104.3 FM, by our local United Cerebral Palsy Agency. Each show we invited an RSVP Partner and one of the RSVP Volunteers who volunteered at that job site to come on the show and talk about their program and how RSVP collaborates with them. We plan to continue this radio show in the fall.
- RSVP also focused on making more presentations throughout the community to show what RSVP has to offer and to make the community more familiar with our program.

- With 60 more volunteers enrolling in RSVP, we feel that our efforts were rewarded!

Grants

- Secured Federal RSVP Grant 2nd year Renewal commencing April 1, 2016 to March 31, 2017 from the Corporation for National and Community Service.
- Received additional funding award, \$3000, from the Corporation for National and Community Service in July of 2015 for use up until March 31, 2018.
- All Program Progress Reports and Federal Financial Reports for the Federal Grant submitted on time and without need for correction or further explanation.
- Annual Federal Financial Report reviewed by the Corporation for National and Community Service and comments from Federal Grant staff reported that they “appreciated the timeliness and also the attention to detail you took ensuring the fiscal requirements as outlined in our review was submitted without CNCS having to address any issues.”
- Annual Federal Progress Report reviewed by the Corporation for National and Community Service and comments from Federal Grant staff reported that “The program is moving in a positive direction. After several staffing changes positions have for the most part stabilized. The grantee is making progress within their performance measures with the majority on track of being met.”

Arbor Day Celebration – RSVP staff provided a beautiful cake and additional refreshments with RSVP funding and with donations of baked goods from RSVP volunteers.

RSVP Van Transportation- 1,763 van rides were provided free to 966 Pittsfield residents to their volunteer assignments, medical appointments, and social outings. 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 \$1,060, was awarded from the Eastern States Exposition to RSVP to provide free bus transportation and admittance tickets for 35 RSVP Volunteers to the Big E Fair in September 2015 as acknowledgement for their invaluable service to Berkshire County. RSVP supplied snacks and water for the ride and Guido’s, a local business, provided big red apples for our volunteers.

Foster Grandparent Program- RSVP provides computer use, phone, copy machine use, and desk/office space for Coordinator of the Foster Grandparent Program for Berkshire

County. The Foster Grandparent Program is sponsored by the Urban League of Springfield and also receives Federal Funding.

American Cancer Society-This RSVP signature project includes Road to Recovery Cancer Treatment Transportation, and Bosom Buddy Bags for the Breast Cancer Patients. Volunteers also make cloth drain bag covers for 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. This year 126 **Bosom Buddy Bags** and pillows were hand-made and distributed to women who have been recently diagnosed with breast cancer following surgery. Road to Recovery provided 364 rides free to 70 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 at the Pittsfield Country Club in October 2, 2015. Over 120 people attended. RSVP Volunteer of the Year Award was presented to Bob Bergendahl. The RSVP Community Partner Award was to The Pittsfield Country Club.

Volunteer Birthdays – RSVP continues to celebrate all volunteers’ birthdays every other month, 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. On an average, at least 13 volunteers (often more!) attend each Birthday Party. 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. Volunteers also help with shelving and organizing books in the Athenaeum.

Martin Luther King National Day of Service (RSVP Annual Salt and Sand –

Twenty requests for buckets of sand and salt by Homebound Seniors were filled and delivered to their home to help ensure extra safety during the snowy winter with the help of RSVP volunteers and staff. Due to the milder winter, not as many people requested the sand and salt this year.

RSVP Open House – An Open House was held to celebrate National Week of Volunteer Appreciation and Mayor’s Day of Recognition for National Service in the RSVP Office on April 29, 2016. Many partners/stations of RSVP’s were there showing the varied and diverse volunteer job opportunities available to RSVP Volunteers. Over 80 people were in attendance. RSVP Volunteers, staff, City of Pittsfield Council Members, State dignitaries, RSVP Advisory Board Members and other members of the community were present.

National Volunteer Recognition Week – At the Open House RSVP Volunteers were presented a Certificate of Recognition from Roberta McCulloch-Dews, Director of Administrative Services, on behalf of Mayor Linda M. Tyer.

Office Improvements – The donation of a gently used refrigerator and microwave was made to the RSVP office and is appreciated by both staff and volunteers.

VOLUNTEER AND STATION STATISTICS – 7/1/15 – 6/30/16

- RSVP volunteers 55 years and older served a total of 28,780.50 volunteer hours from 318 volunteers.
- Saved the community \$834,634.50 (per Independent Sector at \$29.00 per volunteer hour in Massachusetts)
- 329 total volunteers
- 70 stations with full executed memorandums of understanding
- 60 new volunteers