Retired and Senior Volunteer Program
Progress Report

Legal Applicant: City of Miles City
Address: 17 S 8th St PO Box 910
City/State/Zip: Miles City MT 59301-3214
Ft: (406) 234-6392

Project Name: Miles City RSVP
Project Director: Betty Vail
Telephone: (406) 234-0505
Email: rsvp05@midrivers.com

Grant Number: 09SRPMT003
Period Covered by this Report:
From: 07/01/2011 to 03/31/2012

Demographics

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vol Data Total Number of Cumulative Hours This Budget Period</td>
<td>19899</td>
</tr>
<tr>
<td>Vol Data Total Number of Active Volunteers Serving This Budget Period</td>
<td>216</td>
</tr>
<tr>
<td>FGP/SCP Non-Stip or RSVP w/FGP/SCP Type Svcs Total # of Active Vols Serving This Budget Period</td>
<td>0</td>
</tr>
<tr>
<td>FGP/SCP Non-Stip or RSVP w/FGP/SCP Type Svcs Total # of Cumulative Hours This Budget Period</td>
<td>0</td>
</tr>
</tbody>
</table>
Retired and Senior Volunteer Program
Progress Report
City of Miles City, Miles City MT 59301-3214 - grant number #09SRPMT003
For Reporting Period 07/01/2011 to 03/31/2012

Work Plans

<table>
<thead>
<tr>
<th>WorkPlan: Thrift Store/Reuse Retail</th>
<th>Planned Number of Stations Contributing</th>
<th>8</th>
<th>Actual to Date</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Planned Number of Volunteers</td>
<td>73</td>
<td>Actual to Date</td>
<td>73</td>
</tr>
<tr>
<td></td>
<td>Planned Number of People to be Served</td>
<td>6000</td>
<td>Actual to Date</td>
<td>6000</td>
</tr>
</tbody>
</table>

Part 1: Need

Community Need
Miles City is the trade center for Custer County and the surrounding counties of Rosebud, Carter, Prairie, Powder River, Fallon, and Garfield. The total population of these seven counties is 29,612, and land area is 23,679.51 square miles, with an average population of 1.25 people per square mile making this truly a frontier area. In the past ten years Miles City has lost several retail stores, some due to the fire in March of 2009. Although efforts are being made to rebuild, not all businesses will be a part of the new structures.

The need for warm and usable clothing is a serious issue for people who are on a fixed income, unemployed, or homeless. Poverty level is 16.2% as per the 2008 Poverty and Median Income Estimates: Source U.S. Census Bureau. The United States Department of Agriculture Research indicates the 2008 poverty level for children ages 0-17 was 21.6% in Custer County and 31.5% in Rosebud County.

According to Lana Madsen, Eligibility Specialist for the Custer County Office of Public Assistance, applications for Temporary Assistance for Needy Families (TANF), Medicaid, and Food Stamps are up 12% since 2009.

St. Vincent DePaul Thrift Shop reported that with their current level of volunteers they are able to bring $93,000 per year into the community. Charlie Carranco, Manager of St. Vincent DePaul, stated, "Daily we receive requests from individuals for assistance with rent, utilities, food, gas, clothing, or bus fare. If this store closed, the community would be lost without it." Since Mr. Carranco took over as store manager, he has worked to improve the image of the store from a second-hand store to a store in which all members of the community like to shop. On an average day, fifty people (in a city with a population just over 8000) shop the thrift store. Donations of clothing, household items, and furniture arrive daily. Furniture is a big seller.

Part 2: Action Plan

Service Activities
RSVP volunteers will serve low-income families/individuals at the St. Vincent DePaul Thrift Store and the Custer County Food Bank.

Fifteen (15) RSVP volunteers will serve at the thrift store for approximately sixty hours per week. They will perform some or all of the following activities: receive clothing and household donations, sort and display items, clean, and serve customers/clients.

Twenty (20) RSVP volunteers will serve low-income families/individuals at the Food Bank & Custer County Community Table/Soup Kitchen approximately 20 hours per week. They perform some or all of the following activities: unloading deliveries, picking up donations from businesses, stocking shelves, marking in the donations, registering and servicing clients, coordinating food drives, collecting, but not reporting data, assisting with holiday food basket distributions, and delivering to shut-in households, preparing and serving soup, cleaning, and housekeeping of office and storage areas.

Theresa Baldry, president of the Food Bank, states, "500 individuals per month use the Food Bank." This indicates a great need for the services provided.

Additionally, RSVP volunteers will serve 1000 hours at Office of Public Assistance (OPA); Salvation Army; Ursuline Convent Keepers; and the City of Miles City in capacities such as chaplain, cleaning and maintaining a small second hand store and historical building, and community awareness of community and economic issues in the area.

Anticipated Input
Fifteen (15) RSVP volunteers will contribute a total of 2000 volunteer hours at the thrift store. St. Vincent DePaul staff and
Retired and Senior Volunteer Program

Progress Report

City of Miles City, Miles City MT 59301-3214 - grant number# 09SRPMT003

For Reporting Period 07/01/2011 to 03/31/2012

WorkPlan: Thrift Store/Reuse Retail (continued)

seasoned volunteers will train RSVP volunteers in store procedures and policies during their first week of service. RSVP volunteers will be supervised by the thrift store manager. All merchandise sold is donated by members of the community. Supplies such as tags, fasteners, and staple guns will be purchased with revenues from store sales. Plastic bags are also donated by members of the community and reused to sack purchases.

Anticipated Accomplishments/Outputs

Performance Measure : X

Planned Period of Accomplishment: July 1, 2011 to March 31, 2012

Actual Period of Accomplishment: July 1, 2011 to March 31, 2012

Indicator: Yearly revenue at the Thrift Store will be $102,300.

Target # (number) or % (percent): 102300

Actual # or % to date: 184819

Data/Instrument Used to Measure Progress: Activity log

Progress this Reporting Period

21 volunteers served 1755 hours and increased the revenue at the Thrift Store by over $82,000. The average monthly revenue was $20,535.

13 volunteers provided the Custer County Food Bank with 1309 hours of service. This resulted in 812 households with children and 1448 individuals age 56 and over receiving food. Volunteers serving at the Food Bank tend to remain dedicated to the program by continuing to volunteer for as many as 13 continuous years. Considering the heavy lifting and hard work required of them the number of years shows great concern, by the volunteers, for the low wealth individuals in our community.

Custer County Community Table/Soup Kitchen is in its second year of service to Miles City. 27 volunteers (723 hours) served an average of 45 bowls of soup per day. The Soup Kitchen is open five days a week and has definitely fulfilled a need in our community. Housed in the VA Medical Center and located near the VA Community Living Center, veterans attending appointments at the clinic often stop by for a bowl of soup and fellowship.

Veteran Cojack (a resident at the CLC) is greatly missed by the staff at the Soup Kitchen. Cojack had just started volunteering as receptionist at the Soup Kitchen when he passed away in February 2012.

Volunteers at the CCCT provide meals to a variety of consumers such as EB a retired rancher and former rodeo star whose wife is now in a nursing home. Monday-Friday EB eats lunch at the CCCT to enjoy the fellowship and get a hot meal. MB stops by in the morning to warm up and check out the menu for the day. RK is a low wealth, handicapped individual who enjoys the fellowship at CCCT so much that he arrives at 11 a.m. every morning and visits until 12:30 p.m.

2364 hours were served by 33 volunteers for the City of Miles City, Office of Public Assistance, Forsyth Samaritan Pantry, Salvation Army, and Ursuline Convent.

Volunteers assisted the City of Miles City with a telephone survey to determine residents views on needed and available recreation. The survey determined the need for a swimming pool.

Volunteers at OPA assisted with making files for clients; volunteers assisted the Salvation Army as bell ringers and brought in $5,600 which is given back to needy in our community.
Retired and Senior Volunteer Program  
Progress Report  
City of Miles City, Miles City MT 59301-3214 - grant number# 09SRPMT003  
For Reporting Period 07/01/2011 to 03/31/2012

Work Plan: Thrift Store/Reuse Retail (continued)

Forsyth Samaritan Pantry volunteers open the pantry on Mondays and distribute food to needy.

At the Ursuline Convent volunteers help in a small second hand store which not only provides a small income for their non-profit, but gives clothing and household supplies back to low wealth individuals.

Anticipated Intermediate Impact/Outcome
Performance Measure: X

Planned Period of Accomplishment: July 1, 2011 to March 31, 2012
Actual Period of Accomplishment: July 1, 2011 to March 31, 2012

Indicator: 240 or 80% of 300 surveyed clients agree that they were able to get clothes &/or household items at very low cost, & use the money saved to pay other bills.

Target # (number) or % (percent): 240                                 Actual # or % to date: 41

Data/Instrument Used to Measure Progress: Survey

Low income residents will be able to pay more bills with the money saved shopping at St. Vincent DePaul Thrift Store. 80% of the surveyed customers (50 customers per day x 6 days = 300 customers per week) indicated an ability to pay more bills with the money they saved shopping at St. Vincent DePaul Thrift Store.

Progress this Reporting Period
76% of the 41 people completing the survey (customers do not like to stop shopping to complete surveys!) indicated that they were able to pay other bills with the money they saved at the Thrift Store. 80% stated they were able to get household items they needed at a low cost and 90% said they were able to buy clothing at a very low cost.

Comments were:
  * Very good place to shop with nice items;
  * Very clean store;
  * I would like to see more consistent pricing on like items;
  * Very nice and clean store;
  * Very helpful;
  * Terrible visit today;
  * Great; and
  * Everyone is always so accommodating (which speaks well for RSVP Volunteers.)

Anticipated End Impact/Outcome
Performance Measure: X

Planned Period of Accomplishment: July 1, 2011 to March 31, 2012
Actual Period of Accomplishment: July 1, 2011 to March 31, 2012

Indicator: $81,840 or 80% of the $102,300 estimated net income earned from store sales to be returned to the community in the form of emergency assistance and to community organizations such as the CoA, Hospice, Empty Stockings, Convent Keepers, and SCP.
Retired and Senior Volunteer Program
Progress Report
City of Miles City, Miles City MT 59301-3214 - grant number# 09SRPMT003
For Reporting Period 07/01/2011 to 03/31/2012

Target # (number) or % (percent): 81840 
Actual # or % to date: 89300

Data/Instrument Used to Measure Progress: Activity log

$81,840 per year will be returned to the community; low income residents will receive emergency assistance, and community non-profit organizations will receive funding for needed projects.

Progress this Reporting Period
$82,500 was returned to 26 community non-profit organizations including RSVP, Senior Companions, Custer County Food Bank, Soup Kitchen, and Meals on Wheels.

St. Vincent pays the rent for the Soup Kitchen ($7500), donated $2000 to Senior Companions, $2500 to RSVP (which is up $500 from the previous year and $1000 from 2 years ago), the Veterans Stand Down received $1000, Empty Stockings $3000, Friendship Villa $500, and Meals on Wheels $5000.

Five individuals received $5000 in cash and 70 individuals received donations of $1800 in clothing.

The newly hired director of St Vincent dePaul has agreed to serve on the RSVP Advisory Council and will be starting his term in April 2012. Mike Bissell, a native of Miles City, is the former supervisor of the Miles City Job Service Workforce Center and has a wealth of information about the community which will be beneficial to RSVP.

WorkPlan: Thrift Store/Reuse Retail (continued)

<table>
<thead>
<tr>
<th>Target # (number) or % (percent)</th>
<th>Actual # or % to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>81840</td>
<td>89300</td>
</tr>
</tbody>
</table>

Data/Instrument Used to Measure Progress: Activity log

WorkPlan: Other Community and Economic Development

<table>
<thead>
<tr>
<th>Planned Number of Stations Contributing</th>
<th>Actual to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Planned Number of Volunteers</th>
<th>Actual to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>26</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Planned Number of People to be Served</th>
<th>Actual to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000</td>
<td>2000</td>
</tr>
</tbody>
</table>

Part 1: Need
Community Need
According to 2010 records of the US Department of Veteran Affairs there is an estimated 2,145 veterans residing throughout Custer and Rosebud Counties and the Northern Cheyenne Indian Reservation. Montana is home to about 108,000 veterans, many who live in very remote and isolated areas of the 147,046 square-mile state. Disproportionate number of rural Americans serving in the military creates a disproportionate need for veteran's care in rural areas. According to Eric K. Shinseki, Secretary of Veteran Affairs, “Access to services for our veterans remains one of our top priorities. We continue to look for ways to leverage technology to improve access and engage veterans. Even the best care anywhere will have no impact unless our veterans can make it in to their appointments.”

According to Dan Bernhardt, Veterans Program Director for the Montana Department of Labor, there is a significant gap between the total number of veterans and those accessing the services available to them. Exact numbers of veterans in need of medical, housing, food and any number of other services available to them are not known. However, the large gap between the number of veterans in the area and those who have accessed the Job Service would indicate that there is a significant number
WorkPlan: Other Community and Economic Development (continued)

not accessing other services available to them.

Part 2: Action Plan

Service Activities
Initially, RSVP volunteers will attempt to make phone or online contact with local veterans. When these types of contacts are not successful the volunteers may assist with a direct mailer project. Volunteers may also offer a face to face meeting with another veteran selected to help with the contact process. Volunteers will have a standardized questionnaire that lists authorized questions to present to the veterans. These questions are important as these responses will be used to track the performance measure. The questionnaire consists of seven straightforward questions. The first five pertain to employment whereas question six specifically refers to other programs that veterans may need. The final question on the script is whether the veteran is in need of other services.

Anticipated Input
A minimum of 20 RSVP volunteers will be recruited to serve on this project. It is anticipated that each volunteer will serve one hour (or more) per week in their attempts to contact local veterans who may be in need of services. A small office space equipped with a phone, computer (with internet access) and various office supplies will be supplied to the volunteers. Special training for these volunteers will be made available through the MT Department of Labor and Veterans Affairs.

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: 07/01/2011 - 03/31/2012
Actual Period of Accomplishment: July 1, 2011 to March 31, 2012

RSVP volunteers will have made phone, internet, or standard mail contact with a minimum of 100 veterans and advise them of services that are available to them that they may have not been unaware of. They will be able to share contact information for those services so that the veteran may take advantage of those services. They will also arrange for a face to face visit with another veteran if the customer requests that service.

Indicator: Number of veterans RSVP volunteers will have made phone, internet, or personal contact with.
Target: 100
How Measured: (tool) Customer Satisfaction Survey

Progress this Reporting Period
Five RSVP volunteers served 23 hours making calls to 200 veterans, within the Miles City Workforce Center service area.

Volunteers were able advise veterans of available services of which they were unaware.

Additionally, 26 volunteers provided veterans’ service (1845 hours) in the form of assistance to the MT Dept. of Military Affairs and the VA Medical Center/Community Living Center.

Volunteers drove veterans to appointments in Sturgis, SD, Glendive, Bozeman, Helena, and Billings. A van leaves Miles City nearly every day with one or more veterans traveling to an appointment.

A volunteers is on call each day (M-F) to run errands for the VA CLC and medical clinic, and volunteers drive the CLC’s activity bus to events such as RSVP’s MLK Day project at the airport.
Retired and Senior Volunteer Program
Progress Report
City of Miles City, Miles City MT 59301-3214 - grant number# 08SRPMT003
For Reporting Period 07/01/2011 to 03/31/2012

WorkPlan: Other Community and Economic Development (continued)

<table>
<thead>
<tr>
<th>Anticipated Intermediate Impact/Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planned Period of Accomplishment: 07/01/2011 - 03/31/2012</td>
</tr>
<tr>
<td>Actual Period of Accomplishment: July 1, 2011 to March 31, 2012</td>
</tr>
</tbody>
</table>

20 + RSVP volunteers will have contacted a minimum of 100 veterans in an attempt to make them aware of services available to them. Those services may include healthcare, housing assistance, procurement of food for themselves and their families, employment opportunities and any number of other possible services. At least 20% of those contacted will complete a Customer Satisfaction Survey.

Indicator: Number of surveys completed and returned.
Target: 20% or 20 Customer Satisfaction Surveys
How Measured: Completed Customer Satisfaction Survey

Progress this Reporting Period
A total of 22% or 30 Customer Satisfaction Surveys were completed by veterans. The initial calls from the DLI database were made to veterans that had not contact with DLI in 3 years or more. Of those calls 50% were inactive phone numbers, 36% did not answer, 6% refused to participate, and 1% was deceased.

Of the 30 veterans that completed surveys, 13 were not employed, 5 of those were currently seeking employment and additional job training and were connected to Workforce Center staff (WIA.) In the second portion of the survey veterans indicated interest in the following services: Health-6; Education-5; Housing-2; Legal Services-1; Family Support-1; Emergency Services-1; and Transportation-2; which resulted in the following service referrals: Homeless Assistance-3; Transportation-4; Housing-1; and Tax Assistance-3.

One veteran requested information on employment; when he was contacted by a Job Service employee he was given the information he requested and in addition recruited to be a part of the Veterans Stand Down committee. (A volunteer recruited)

One man told the volunteer he didn't think anyone would want to hire an 84 year old man.

Anticipated End Impact/Outcome

| Planned Period of Accomplishment: 07/01/2011 - 03/31/2012 |
| Actual Period of Accomplishment: July 1, 2011 to March 31, 2012 |

Knowledge of services available and acquisition of them will change the lives of those veterans taking advantage of them. For instance, if a veteran uses the services of the Work Force Center and eventually finds employment many people's lives change as a result of that. The veteran gains in him/her self- respect and confidence. If he/she has a family, with this new job they are better able to provide for them. The community is changed in that another individual is no longer relying on the resources of the community to support the veteran and or his/her family. The same principles apply if the veteran is finally able to access healthcare, housing or perhaps an adequate food supply for him/her and their families.

For the most part a series of customer satisfaction surveys would be used to measure the impact upon the individual and on the community. The surveys would ideally be given two times but not less than once per year. These surveys would include a few questions related to the changes brought about by the added services to veterans. We would expect a minimum of 20% return of the surveys and a minimum of 80% positive reactions to the questions.

Indicator: Number of surveys completed and returned that indicate positive reactions to the questions.
Retired and Senior Volunteer Program
Progress Report
City of Miles City, Miles City MT 59301-3214 - grant number# 09SRPMT003
For Reporting Period 07/01/2011 to 03/31/2012

WorkPlan: Other Community and Economic Development (continued)
Target: 80% or 16 of the Completed Customer Satisfaction Surveys
How Measured: Completed Customer Satisfaction Survey

Progress this Reporting Period
Within the Miles City Workforce Center service area, 100% or 30 of the Completed Customer Satisfaction Surveys indicate positive reactions to the questions.

In response to the questions "Do you believe outreach like this is a positive thing for veterans?" the score was 9.0 out of 10. In response to "Do you feel more aware of services available?" the score was 6.6 of 10.

WorkPlan: Independent Living - Seniors

| Planned Number of Stations Contributing | 9 | Actual to Date | 8 |
| Planned Number of Volunteers          | 100 | Actual to Date | 103 |
| Planned Number of People to be Served | 1500 | Actual to Date | 2500 |

Part 1: Need

Community Need
The 2000 Census & MT Department of Commerce data shows 3680 seniors over the age of 60 in Rosebud (1175) & Custer (2505) counties live alone. Each contends with such issues as advanced age, self-care, &/or mobility limitations as well as poverty. In Custer, 21.3% are low-income & in Rosebud that number is 24.3%. According to L. Brengle, Director of Aging Services, Action for Eastern MT, Area 1 AoA, 102 seniors in Custer & Rosebud Counties receive home-delivered meals in FY09, & 75% are frail. 84 low income seniors receive a 30 lb box of food monthly in Custer & 28 in Rosebud. This food is a very important to supplement nutritional intake for seniors living on a low income. Approximately 574 seniors received congregate meals, & 57 seniors (10%) are frail. The 133 frail seniors in Custer & Rosebud County would be at immediate risk of being prematurely institutionalized without those meals. Participants receiving an in-home service are twice as likely to be living alone as the general over-60 population according to the MT DPHHS. Brengle states that isolation often leads to depression and a downward spiral in physical health. Therefore, seniors receiving daily visits as part of a meal delivery, & those participating in the activities at a Senior Center are more likely to maintain a positive attitude, which directly aids the maintenance of good health. Helen Graham, MOW recipient, states, "All the volunteers who have delivered meals to me are so pleasant & cheerful. Many of them are old friends. Being a shut-in, I love to see them. I appreciate so much what they do for me."

K. Bragg, CCCoA Coordinator, states, "Studies have found that when an older adult goes to the Emergency Room, over 50% of the underlying causes are due to poor nutrition & dehydration. Often they are no longer able to adequately cook & provide meals for themselves. Programs like MOW offer a solution for older adults who would otherwise go without eating adequately for days at time, potentially preventing further health concerns."

According to the 2006 Community Health Survey sponsored by Holy Rosary Healthcare & Billings Clinic-Miles City, 26.5% of those age 65 & over experienced difficulties or delays of some kind in receiving needed healthcare in the past year. These difficulties include availability, cost, office hours, transportation, or other unspecified troubles/delays.

30 volunteers will assist clients at HRH by providing assistance to medical professionals such as transporting patient files, assisting patients with directions, delivering mail & providing support to staff to allow medical providers more time with their patients. HRH Volunteers will also assist the Medical Records department with organizing patient files, allowing medical providers quicker access to their patient's medical history. All HRH volunteers are trained in HIPPA regulations.

"We believe that the 80 plus volunteers that we have here at Holy Rosary are the greatest, & asset that we cannot replace. We
are glad to have the RSVP program in our area as a resource for more great volunteers," says K.Randall, HRH Marketing Assistant & Volunteer Coordinator. Efforts will be made to recruit additional RSVP volunteers from the current non-RSVP volunteers at HRH. The Health Benefits of Volunteering: A Review of Recent Research, April 2007, by CNCS research indicates volunteering provides older adults, those 60 or older, with greater benefits than younger volunteers. The reports states, "Evidence suggests the possibility that the best way to prevent poor health in the future, which could be a barrier to volunteering, is to volunteer," & "Researchers have also found that when patients with chronic or serious illness volunteer, they receive benefits beyond what can be achieved through medical care." Volunteering & physical wellbeing are part of a positive reinforcing cycle; therefore, both the clients being served & the volunteer are increasing the quality of their lives.

Part 2: Action Plan

Service Activities
RSVP volunteers will help serve or prepare congregate meals, deliver Meals on Wheels, box and deliver food/commodities, and will work in support of programs providing senior nutrition services, and senior transportation. Special efforts will be made to harness Baby Boomers’ experience to support older adults who require assistance to live independently. RSVP volunteers will assist in recruiting additional volunteers from diverse backgrounds and groups including the faith-based communities, minorities, and men. RSVP volunteers will contribute at the policy level through their service on boards and advisory councils and will bolster the fundraising efforts of non-profit agencies.

Anticipated Input
Eighty RSVP volunteers will provide services through nine community-based workstations to keep seniors healthy, alert, and independent. These efforts will result in 3000 hours of service impacting independent living. Projects and workstations will ensure that assignments enhance and enrich the lives of volunteers. Worksites will provide recognition and opportunities for volunteers to share their experiences and the meaning volunteering has in their own lives and will maximize satisfaction and performance allowing volunteers the opportunity to make significant contributions to their communities and benefit their own physical wellbeing.

Anticipated Accomplishments/Outputs

Performance Measure: X

Planned Period of Accomplishment: July 1, 2011 to March 31, 2012
Actual Period of Accomplishment: July 1, 2011 to March 31, 2012

Indicator: N/A

Target # (number) or % (percent): N/A
Actual # or % to date: 11950

Data/Instrument Used to Measure Progress: N/A

Indicator: The number of meals served to at-risk seniors during the year.
Target: Meals on Wheels will be served to 102 unduplicated seniors (76 at-risk) in Rosebud and Custer Counties. Meals on Wheels will be delivered 5 days a week to an average of 45 individuals per week, and will total 11,700 home-delivered meals received by shut in seniors. Additionally, 112 at-risk seniors in Rosebud and Custer Counties will receive thirty-pound boxes of food monthly. Congregate meals will be served to 574 seniors, of which 57, or 10%, are frail seniors, in the two counties. How Measured: Area 1 Agency on Aging and Custer County Council on Aging keep records of all meals served and shares this information with Miles City RSVP.
Retired and Senior Volunteer Program
Progress Report
City of Miles City, Miles City MT 59301-3214 - grant number# 09SRPMT003
For Reporting Period 07/01/2011 to 03/31/2012

WorkPlan: Independent Living - Seniors (continued)

7,950 Meals on Wheels were served to 91 unduplicated seniors in Custer County. In addition, 761 Congregate Meals were served to 71 unduplicated seniors in Custer County for a total of 162 unduplicated seniors. Custer County Senior Commodities provided 666 thirty-pound boxes of food to 74 unduplicated clients.

Rosebud County served 3,239 Congregate Meals at the Colstrip Senior Center.

These efforts resulted in 6373 hours of service improving the quality of life for those living independently. Please note the comments by those completing the Meals on Wheels survey which are listed later in this progress report.

Anticipated Intermediate Impact/Outcome
Performance Measure : X

Planned Period of Accomplishment: July 1, 2011 to March 31, 2012
Actual Period of Accomplishment: July 1, 2011 to March 31, 2012
Indicator: N/A
Target # (number) or % (percent): N/A Actual # or % to date: 24
Data/Instrument Used to Measure Progress: N/A

Indicator: Number of seniors reporting increased satisfaction in their quality of life since being assisted by RSVP volunteers.
Target: All seniors receiving Meals on Wheels in March 2011 will be surveyed. Of those returning the survey, 95%, or 42 of 45, will report increased satisfaction in their quality of life since being assisted by RSVP volunteers.
How Measured: Measured by expert opinion and instruments completed annually by worksite supervisors and/or senior service professionals. Annually, workstation professional will distribute a survey to Meals on Wheels participants.

Progress this Reporting Period
All seniors receiving Meals on Wheels were surveyed in January 2012. The average number of seniors receiving meals per week is 45. Of those 45 only 26 of those seniors given a survey, with their meal, returned the survey.

24 of the 26, or 92%, indicated Meals on Wheels has allowed them to remain in their home thus increasing the quality of their life.

Comments on the survey were: In the past 3 yrs I have received an increase in social security of $30 because of it my food stamps of $25 were reduced to $15/month. Yet that food costs more and more; gas, oil, car maintenance, labor, home repair items. In fact nearly everything costs much more. It costs about $1200 to replace the defrost switch in my car (it don't work) Wal-Mart broke it when they changed oil. A cheap set of small car tires is over $300-used to be $100. A hot water heater that used to cost $150 is now $700. Mechanics, plumbers, etc. charge $70 an hr. yet there is no cost of living increase? Stores are closing all over, unemployment is up, everything is made in China or India, etc. and doesn't last. Yes, the Meals on Wheels and RSVP programs help the elderly and disabled very much! Many thanks. Additional comments were: Appreciate very much, Volunteers are great!, I am very thankful for all good workers that keep my meals coming to me! The very best of all, and finally...thank you.

Anticipated End Impact/Outcome
Performance Measure : X
Retired and Senior Volunteer Program  
Progress Report  
City of Miles City, Miles City MT 59301-3214 - grant number# 09SRPMT003  
For Reporting Period 07/01/2011 to 03/31/2012

### WorkPlan: Independent Living - Seniors (continued)

<table>
<thead>
<tr>
<th>Planned Period of Accomplishment</th>
<th>Actual Period of Accomplishment</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 1, 2011 to March 31, 2012</td>
<td>July 1, 2011 to March 31, 2012</td>
</tr>
</tbody>
</table>

**Indicator:** N/A  
**Target # (number) or % (percent):** N/A  
**Actual # or % to date:** 236  
**Data/Instrument Used to Measure Progress:** N/A

- **Indicator:** Number of at-risk seniors that maintain independence through the year.  
- **Target:** Partially as a result of RSVP services, at least or 75%, or 99 of the 133 at-risk seniors will maintain independence during the grant year.  
- **How Measured:** Measured by expert opinion and instruments, such as delivery rosters and Congregate Meal sign-in sheets compiled annually by workstation supervisors and professionals. Annually, workstation professional will distribute a survey to Meals on Wheels participants.

**Progress this Reporting Period**

236 at-risk seniors were provided with food assistance through Meals on Wheels, Commodities and Congregate Meals in the past 9 months. 92% of those surveyed indicated they remained in their homes due to the assistance of RSVP volunteers and programs like Meals on Wheels. Congregate Meal sign-in sheets are compiled annually by the workstation supervisors and professionals. Meals on Wheels is currently undergoing another change as the VA Kitchen is no longer preparing the meals. A new and private contractor (600 Cafe) took over on 4/15/2012. The price of the meals will now be costing $3 more per meal. This may create a hardship on the Council on Aging in Custer County.

### WorkPlan: Other Human Needs

<table>
<thead>
<tr>
<th>Planned Number of Stations Contributing</th>
<th>Actual to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>33</td>
<td>29</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Planned Number of Volunteers</th>
<th>Actual to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>60</td>
<td>185</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Planned Number of People to be Served</th>
<th>Actual to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000</td>
<td>8000</td>
</tr>
</tbody>
</table>

### Part 1: Need

**Community Need**

The communities served by the City of Miles City RSVP are frontier communities where people are accustomed to lending a helping hand.

Mary Haydahl, Activities Director at the Veteran’s Administration Community Living Home, states, "I wouldn't even come to work if I didn't have volunteers, they do so much for me." According to Mrs. Haydahl, volunteers make a measurable difference to the approximately 75 non-profit organizations in our community. Mary stated, "Look at the Food Bank. Almost all of the work at the Food Bank is completed by volunteers. We would not have a Food Bank in Miles City without the volunteers."

In a recent volunteer survey conducted by City of Miles City RSVP, the majority of volunteers indicated they feel a sense of accomplishment, their lives have a purpose, they feel they are making a positive difference in another person's life, and their quality of life has improved since joining RSVP. Martin Luther King, Jr. said, "Everybody can be great...because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve. You only need a heart full of grace. A soul generated by love." City of Miles City RSVP encourages diversity.
Retired and Senior Volunteer Program

Progress Report

City of Miles City, Miles City MT 59301-3214 - grant number# 09SRPMT003

For Reporting Period 07/01/2011 to 03/31/2012

WorkPlan: Other Human Needs (continued)

Part 2: Action Plan

Service Activities
RSVP volunteers will provide a variety of services to agencies and organizations geared to meeting basic human needs. Tasks will range from clerical and administrative assistance to hands on direct program service for organizations impacting safety and disaster preparedness, community recreation, health, cultural events and organizations, and schools.

Anticipated Input
To ensure community vitality, improve health and nutrition, and provide safe neighborhoods, RSVP volunteers will deploy 60 volunteers to provide 5900 hours for direct and indirect services to 33 agencies providing services for Human Needs. RSVP volunteers are also training and ready to assist in the event of a disaster.

Anticipated Accomplishments/Outputs

Planned Period of Accomplishment: July 1, 2011 to March, 2012
Actual Period of Accomplishment: July 1, 2012 to March 31, 2012

N/A

Progress this Reporting Period
185 volunteers (18 of those were unduplicated) served a total of 5089 hours at 29 workstations providing services such as knitting caps for Head Start students, classroom and library aides, assisting with exercise classes for seniors, assisting with Suicide Prevention Walks, clerical assistance at public offices, ticket takers at cultural, sporting, and fundraising events, providing entertainment and visitation at Community Living Centers and Assisted Living Centers, and watering flowers at the fairgrounds.

840 of those hours were friendly visitations to prisoners; 416 were security and patrol for the Miles City Police Dept/COPS.

Volunteers assisted the American Cancer Society raise over $5000. These funds will provide programs and services for cancer patients, education, and prevention and early detection of cancer.

Although 18 of these 185 volunteers do not serve in an impact area the services they provide are valuable to the workstations they serve and definitely ensure community vitality, improve health and nutrition, and provide safe neighborhoods. One very active volunteer stated, "Volunteering keeps you connected to your community which is very important once you retire."

Four workstations in this workplan closed this year reducing both the projected number of workstations and projected volunteers hours from 5900 to an actual 5089 hours. Efforts are being made to 'right-size' RSVP. As important as the volunteer hours are to the impact of the community they are equally important to the health of the volunteers.

Anticipated Intermediate Impact/Outcome

Planned Period of Accomplishment:
Actual Period of Accomplishment:

N/A
Retired and Senior Volunteer Program
Progress Report
City of Miles City, Miles City MT 59301-3214 - grant number# 09SRPMT003
For Reporting Period 07/01/2011 to 03/31/2012

<table>
<thead>
<tr>
<th>WorkPlan: Other Human Needs (continued)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Progress this Reporting Period</td>
</tr>
<tr>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Anticipated End Impact/Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planned Period of Accomplishment:</td>
</tr>
<tr>
<td>Actual Period of Accomplishment:</td>
</tr>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>

| Progress this Reporting Period          |
| NA                                     |
Narratives

Challenges

The RSVP office moved the end of June 2011. This was a great move for us but although we published our new location in the July newsletter we are still getting volunteers asking where we moved to.

The Volunteer Coordinator resigned in September 2011. At this time she will not be replaced due to the funding level. Although it is sometimes a challenge to complete all the necessary work with the help of the Advisory Council we have managed very well.

T/A Needs

Amy and Jackie continue to be a great resource for any needs this office has.

I am looking forward to the state meeting in June where I anticipate receiving answers to my many questions about implementing the new strategic plan.

The directors in Southeastern MT meet occasionally to share ideas and this is very helpful.

Partnership/Collaboration Development

Custer County 4-H
RSVP volunteers cooked and served lunch to Custer County 4-H members on their annual Cleanup Day, July 31st. This is the second year RSVP has provided this service. Volunteers always comment on how polite and thankful the 4-H members and their parents are that we provide this service.

Holy Rosary Healthcare
1) Holy Rosary Healthcare conducted their 8th Annual "Christmas in July" this year. For the second year RSVP volunteers were recruited to pass out new school clothing and supplies to low income children. 121 children in the community received bags or gift cards to help them start the school year.
2) RSVP & Holy Rosary Healthcare worked together on a grant to provide information to seniors on FREE Diabetes Screening. This grant was accepted (1 of 56 applications of which 15 were granted.) HRH holds a health fair each March and RSVP presented information to seniors about Free Diabetes Screening at this Health Fair. Other Health Fairs and Senior Centers throughout Southeastern Montana will also be presented with information throughout summer and fall 2012.
3) Holy Rosary Healthcare volunteer coordinator and the RSVP director refer volunteers to each other as the occasion fits.
4) The HRH volunteer coordinator and the RSVP director attended the ServeMT Conference together in Feb. 2012.

Eastern Montana Fairgrounds
Three summers ago I was approached by the Eastern Montana Fairgrounds to see if I could find a volunteer to water the flowers on the fairgrounds during the summer months. Finally this summer I was able to find a retired rancher that enjoys being outside and outside early in the morning. Daily he waters the flowers, and occasionally his wife helps. During a severe windstorm the fairgrounds caretaker was out of town. Dick notified him that the roof was blown off a building and cleaned up as much of the area as possible. Both Dick and Edith were mentioned in a flyer placed in local motel rooms by the Miles City Chamber of Commerce during this year's Fair.

Americorps
1) 9/11 Day of Remembrance Project was held on 9/8/2011. Food Corp volunteer, Anina Estrem, drove over from Forsyth to assist with this event. Other Corporation for National and Community Service organizations participating were RSVP (planning of the project). Senior Companions were asked to assist with the project but none were available.
2) MLK Day: Anina obtained signatures, in Rosebud County, on a banner which was hung at the Miles City Airport.

HRH & Custer Extension
Senior Series was held November 2 & 3, 2011. There were 11 attendees each day, not the same 11 each day. All said they were very pleased with the information presented. This event was co-sponsored by Custer Extension Service and Holy Rosary Healthcare. Free blood checks were given and doctors were available to explain the results of the tests at one session.

MCC
Winter Auto Check: RSVP and Miles Community College Auto Tech Dept. coordinate a Winter Auto Check each November.
Narratives

The auto students learn how to deal with 'real' customers and the RSVP volunteers receive a free 18 point check of their automobiles. 34 RSVP members were vehicles checked. Items found were low oil, bad tires, windshield needed sealing, and tie rod loose.

Custer Extension
1) Active Lifestyles ShapeUp Montana Kickoff was held on January 29th. This is coordinated with the Custer County Extension Agent and RSVP. The purpose is to promote healthy lifestyles in all ages. The event consisted of a mini-health fair and several mini-exercise classes. RSVP volunteers participated in the mini-exercise classes.
2) Extension Office presented a Heart Healthy mini-seminar at our March advisory council meeting.
3) Extension Office worked with RSVP to provide an exercise group for RSVP volunteers. The group started in April 2012.

Custer County Public Health Dept.
Bingo Party/Colon Health Information: The Custer County Public Health Dept./RSVP held a Bingo Party on the coldest January day. 13 RSVP members attended. They played bingo, won great prizes provided by the Public Health Dept. and were given information on Colon Cancer Screening. Several volunteers had such a good time they requested more Bingo Parties.

Forsyth & Colstrip Senior Centers:
A Recognition/Bingo Party at Forsyth Senior Center was held in February with a good attendance from Forsyth. Colstrip volunteers were unable to attend as they were busy volunteering; however a Recognition/Bingo Party was scheduled there in March, and had very good attendance. Both Senior Centers are very cooperative with anything I ask.

MT VA Healthcare
MT VA Healthcare has asked RSVP to provide a gift shop for the residents of their Community Living Center in Miles City. This is an ongoing process and has faced a lot of obstacles along the way.

American Cancer Society
American Cancer Society works closely with RSVP to promote, bag and deliver daffodils each March.

Barn Players
Barn Players (a local theater production group) uses RSVP volunteers to take tickets at each of their plays. This is a wonderful opportunity for RSVP volunteers on a fixed income to see a Barn Players production as the volunteer receives free admission into the play.

Head Start
Head Start and RSVP are working together to provide caps, mittens and scarves to all 75 children attending Head Start in the fall of 2012. This has been an exciting project for the volunteers and Head Start.

Miles City Job Service Workforce Center
1) City of Miles City RSVP was one of 4 RSVP's in MT chosen to participate in a pilot program to provide outreach to rural veterans. The workstation was the Miles City Workforce Center. All staff members were most helpful.
2) Veterans Stand Down Committee/Miles City Job Service Workforce Center: The RSVP director is a member of the Veterans Stand Down committee. The Stand Down will be held toward the end of summer in Miles City this year. The event rotates between Glendive, Sidney and Miles City. RSVP will be cooking and serving one meal for the event. The director is a member of the Veterans Stand Down Committee. The Stand Down will be held toward the end of summer in Miles City this year. The event rotates between Glendive, Sidney and Miles City and is coordinated by the area Job Services.

MT Veterans Affairs
The MT Veterans Affairs office is located on the first floor of the VA building (RSVP on the 2nd) Weekly the officier and I exchange information about our programs and how they might benefit each other's participants.

Community CANS
Community CANS is a group of agencies that meet every other month from September through May. Meetings are used to
Narratives

share information about our programs. Following the March meeting the Custer County Council on Aging Coordinator told me she had no idea that RSVP did so many things. These meetings are a great way to get the word out to agencies and individuals about the great work RSVP volunteers do.

Resource Development

Grammas Ice Cream Shoppe at the Eastern Montana Fair continues to be a great fundraiser for RSVP. This year our income from this event was $3499. Each year more and more people become aware of our location. Following Fair 2011 I was stopped several times, while out in the community, to be told what a great idea selling ice cream at the Fair is.

Governor's Office of Community Service mini-grant: RSVP received a mini-grant from the Governor's Office of Community Service for $1,200 to use for our 9/11 Day Project.

Fall Fundraiser brought in $657.

RSVP received mini-grants from St. Vincent dePaul ($2500) and L.P. & Teresa Anderson Foundation ($673). We also received a donation of $600 from Holy Rosary Healthcare.

Newsletter ad sales brought in $1575. Local businesses purchased ads in our bi-monthly newsletter. In Kind donations are received from the Miles City Area Chamber of Commerce (bulk mail service) and from Star Printing (printing) for the newsletter.

Soup Supper raised $636 in cash and $1445 of In-Kind donations.

Recycling: One RSVP volunteer brings in the money he receives from recycling his cans.

A total of $17,125 of In Kind donations were received and actual revenue brought in was $13,647.

Other Accomplishments

City of Miles City was one of four RSVP's in Montana chosen to participate in a Pilot Project for Rural Veteran Outreach.

RSVP was one of 15 Senior Corps programs across the United States to receive an award from the Medicare Diabetes Screening Project (MDSP), a national coalition of patient, nonprofit organizations, and corporate partners, which is leading the way in encouraging seniors to improve their health by getting checked for diabetes. MDSP is designed to help improve the lives of seniors ages 65 and older by educating them about the diabetes screening benefits offered by Medicare and encouraging them to ask their health care providers about getting screened during their next office visit.

RSVP Volunteers Martin and Delores Steiner were chosen as volunteers of the year by the Miles City Chamber of Commerce. Mies City Community Table/Soup Kitchen (a workstation) was chosen a volunteer group of the year.

Al Olson, RSVP volunteer, received a ServeMT Award at the conference in February for his service to veterans in Montana. In the past 7 years Al has driven around the world 5 1/2 times delivering veterans to appointments and bringing them home.

A group of service minded Senior Corps staff (including Amy Busch and myself) and other individuals passed baskets, at the ServeMT Awards Luncheon, and raised over $500 to give to an ServeMT Award recipient to use for his project which is assisting cancer patients with needs such as rent, groceries, gas, and utilities.

City of Miles City RSVP's website was created this year. It is averaging 40 hits per day. The average time a person is spending on the website is 5 minutes and 4 seconds. Check out the website at www.rsvpmilescity.org The site features upcoming events, volunteer awards, the newsletter, press releases, and much more.

Stories

July 2011: The Retired and Senior Volunteer Program office moved their offices with the help of RSVP workstation supervisor, Chet Holmes and RSVP volunteers Bill Raschkow and Dick Schwede. Chet, Bill and Dick are more than willing to help with any projects they are asked to help with, often volunteering before being asked.
Narratives

The VA Medical Center closed its doors, as a hospital, in the 1990's. Since that time the community has been afraid the building would be torn down. It is a beautiful brick structure with a lovely lawn. As a tenant of the building RSVP is able to use the auditorium for special events as well as the conference room for meetings and group activities.

Local businessman, Keith Brownfield remodeled the fourth floor of the former VA hospital and now Victory Insurance is housed there. The third floor remains empty. The second floor houses RSVP, the Custer WoRC Program, Rural Education Opportunities (REO), the Custer County Community Health Center, and Weight Watchers. The first floor still has several VA offices, along with medical personnel and a pharmacy. Also on the first floor is the VA Community Living Center, Experience Works, Montana Department of Military Affairs, Custer County Food Bank, and the Custer County Community Table/Miles City Soup Kitchen.

RSVP's move to the VA has been very rewarding. We now have easy access to several volunteer workstations and many volunteers. It is wonderful to hear voices other than our own throughout the day (previously we were in a building by ourselves 2 miles from the center of town). And, we are greeted each morning by VA Community Living Center resident Cojack! I have seen Cojack in the halls at the VA for the past years. Each time I would met him in the hall I would speak and I never once got even a grunt out of him until the Custer County Community Table/Miles City Soup Kitchen opened its doors, at the VA, in November 2010. Shortly after they opened their doors I noticed Cojack sitting in the Soup Kitchen. Soon after that he began speaking back when I said hello or good morning. He opened up to me, and to others, and told us his life story. Each morning when I came to work Cojack is sitting at the front door saying "Good Morning" to everyone that comes to work. Cojack became the official "VA Greeter."

I firmly believe that VA Community Living Center residents having access to the Soup Kitchen (RSVP volunteers help staff the Soup Kitchen) helps them to become more involved in the entire Miles City community and to feel worthwhile again.

Coca passed away Feb. 4, 2012. VA staff said this was the first time they had ever had to turn away people wanting to visit a patient in their last days. The chapel filled for his funeral and though he left no family he is missed by all as we come through the doors at the VA. His funeral brochure is in the attachments mailed to the state office.

Al Olson has been a dedicated Retired and Senior Volunteer since January 2004, but never has his dedication and service to veterans shown more than on a recent trip to Helena. Al left Miles City on Monday morning, for Ft. Harrison in Helena thinking he would be returning with his Veteran passenger on Tuesday. Upon arriving at Ft. Harrison he found that the Veteran would be having surgery and did not have any family meeting him. Al served as the Veterans caregiver for the next 2 days, helping him find his way around Ft. Harrison, assisting in the room after surgery, and during the drive home on Wednesday afternoon. Al also spent the night in Billings with the Veteran before returning to Miles City late Thursday morning.

Al's service to veterans can also be noted by the 2,168 hours he has spent driving veterans to Sturgis, Helena, and Billings for the VA Medical Center in Miles City.

In addition to the many trips he takes, each month, with veterans Al is a member of the Citizens on Patrol (COPS) organization in Miles City and is always willing to help with any fundraising activities for RSVP.

Jim, a veteran himself, has been an RSVP volunteer since December 2008. Mary Haydahl, Activities Director for the VA Community Living Center says Jim is one of her most active and willing volunteers. Jim drives the activity bus, taking residents to medical appointments. Even more importantly Jim volunteers his time to take the residents fishing. He has built flower boxes and participates in many other activities at the VA. 4th of July weekend, I was at the VA early one morning and met Jim in the hallway. He going on a fishing trip that morning with VA Community Living Center residents. Dedication is giving up a holiday weekend with family to spend with residents at a VA Community Living Center.

Ron is recording oral histories of the residents of the VA Community Living Center.
Narratives

A Knitting/Crocheting group has been meeting weekly in the VA Conference Room. Purpose of this group is two-fold. One to make hats & gloves for HeadStart and secondly to provide a social interaction. The group has a great time sharing patterns and stories.

MLK Day: A signed banner welcoming soldiers home was hung at the Miles City Airiport. Volunteers and veterans attended the event. Public officials were invited but did not attend.

RSVP's Annual Soup Supper continues to draw a large crowd. As one volunteer said, "We bring food, pay to eat the same food, and have a great time." The Soup Supper brings in several hundred dollars in cash and over $1000 of In-Kind donations. It also brings together volunteers to visit and share a meal. Our biggest problem is too much food.

Attachments
Best of Times Volunteer Opportunities
RSVP Notes (City of Miles City RSVP newsletter)
Newspaper ads
Newspaper letters to editor
Thank you notes
Barn Players programs
Volunteer Services brochure from Holy Rosary Healthcare, featuring RSVP volunteers
Pictures of events
Coojack's funeral brochure