



# CELEBRATING OVER 45 YEARS

Nevada Rural Counties  
Retired & Senior Volunteer Program (RSVP)  
**2019 Annual Impact Report**

## OUR MISSION:

Provide Lifesaving Volunteer Programs That  
Help Seniors Maintain Their Dignity,  
Self-Respect & Independence

## OUR VISION:

Empower volunteers who wish to make a  
difference in their communities and to  
enhance the quality of life for all through high  
impact volunteer service.

***CARING IS GIVING***



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## Dear Friends,

**THANK YOU!** A very special thanks to all of you who helped make 2019 a memorable year for Nevada Rural Counties RSVP Program! It was because of YOU that over 9,529 seniors and other vulnerable citizens received the care and services they needed to help maintain their sense of independence and dignity.



Whether you were a RSVP volunteer providing hands-on support, a RSVP volunteer visiting with a home-bound senior, a RSVP volunteer providing respite support for a caregiver, a RSVP volunteer providing transportation for a client to obtain critical medical services, or a RSVP volunteer helping support other volunteer agencies in Nevada Rural Counties – YOU were and are amazing!

AND, thanks to all of you who stepped up and financially supported our work. Whether you were an individual, a business, government funder, corporation or foundation funder – YOU ALL played a critical role for Nevada Rural Counties RSVP Program. We look forward to YOUR continued support for Nevada Rural Counties RSVP Program.

Gratefully,

Caroline J PUNCHES, Board President



## Who We Are

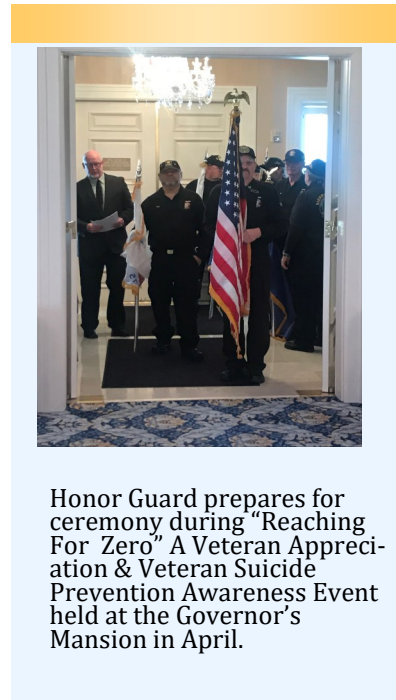
Nevada Rural Counties Retired & Senior Volunteer Program (RSVP) is a non-profit 501 (c)(3) community service organization that serves elderly and disabled citizens in need in Nevada's rural, frontier and wilderness communities. Today, RSVP serves 15 of Nevada's 17 counties with a demonstrated record of outstanding service for over 45 years.

RSVP provides well-trained volunteers who deliver lifesaving services such as door-to-door transportation, companionship, respite care, caregiver relief, housekeeping, personal emergency response systems, pro bono legal assistance, Farmer's Market Coupons, Veterans resources and more.

RSVP helps seniors maintain their independence with dignity and avoid costly long-term institutional care. The result saves millions of dollars to taxpayers in long-term care costs, and helps a vulnerable population live out their lives in their own homes for as long as possible while remaining vital members of their communities.



RSVP Presents the 2nd “Veterans & Their Caregivers” Resource Fair in September held at the Nugget in Carson City - drawing over 75 Veterans and others.



Honor Guard prepares for ceremony during “Reaching For Zero” A Veteran Appreciation & Veteran Suicide Prevention Awareness Event held at the Governor’s Mansion in April.

## Annual Highlights

**2019** was an impactful year for RSVP! Below are just a few highlights of our accomplishments:

- RSVP continues its long-standing fundraising tradition of presenting 3 Annual Carnivals & Celebrations in our State’s Capital city in May, July and October;
- RSVP receives Service Enterprise Accreditation;
- RSVP presents the 2nd “Reaching For Zero”, A Veterans Appreciation & Veteran Suicide Prevention Awareness Event; and 2nd “Veterans & Their Caregivers Resource Fair” to help Veterans access services;
- RSVP is awarded grants from NV Department of Transportation and Pennington Foundation to acquire 3 handicapped accessible vans for service delivery in Fernley, Hawthorne and Ely.
- RSVP presents a ‘Dementia Friends’ Information Session as part of the Douglas County Nevada TRIAD Senior Education Seminar, reaching 94 attendees with information to raise awareness of Alzheimer’s and other related dementias;
- RSVP serves as the fiscal agent for the Nevada Lifespan Respite Care Coalition, which works to support caregivers in our community;
- RSVP launches two new projects: Friends Day Out featuring Java Music; and Effective Solutions in Rural Transportation for Elders - made possible by Grants from the Nevada Aging & Disability Services Division under the Older Americans Act Title III-B, Supportive Services Innovation Projects.



**RSVP Serves 15 of Nevada’s 17 rural counties including Carson City with independent living programs; and offers respite care in Washoe County.**



## Java Music Fosters Connection

Music has the ability to feed the soul and open our minds. In 2019 RSVP launched a weekly pilot program in Carson City, Elko and Nye counties which was facilitated by volunteers and project staff. “Friends Day Out” featuring Java Music Club is an innovative, research-based and successfully trialed peer support activity group program designed for the well-being of elderly individuals or others living with Alzheimer’s disease, dementia, or other conditions, diseases and disorders.

The focus is on peer support – people helping people – which adds purpose and meaning to their lives. People are happiest when they are helping one another. Combining a variety of components in one program (themes, photography, music, readings and the talking stick), helps people open up their hearts and minds and become less socially isolated.

In 2019, RSVP engaged 43 seniors and volunteers during 10 Friends Day Out Program sessions in 5 communities.

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*Cozette Eldridge, RSVP White Pine County Field Representative, facilitates a Java Music Class in Ely.*



*Cheryl Poll, RSVP Volunteer, facilitates the weekly Java Music Group in Elko.*



*“What I’ve seen in Java Music is that people who haven’t communicated much are coming out of their shell. They’re more willing to communicate with their heart. This whole program can really touch people and help them heal.”*

*– Cheryl Poll, RSVP Volunteer and Java Music Program Facilitator, Elko*



## By the Numbers → 2019 Impact

5,416 People received direct services

5,225 Seniors across the state received Farmer's Market Coupons

54,425 Volunteer hours provided for direct services

40,861 Volunteer hours provided at Community Volunteer Stations



*"The volunteer drivers are especially nice and are helpful because we live so far from the medical services. I enjoy their company and expertise getting me to my appointments on time."*  
- RSVP Ely Transportation Client

### Field Representatives by County

Carson City: (Homemaker):  
Karen Hayes

Douglas: Dave Sundstrom

Elko (Transportation):  
Emily Hiles

Humboldt: Kate Fries, Skip  
Becker & Dennis Patterson

Lincoln: June Taylor

Lyon: Robert & Sharon  
Roscher

Mineral: MJ Dykxhoorn

Nye: Tonya Brum

Storey: Louise Peña

Washoe: Joan Lee

White Pine: Cozette Eldridge

## HOW WE HELP

- Home companions reached **422** clients.
- Homemakers provided **136** clients with 6,680 hours of housekeeping .
- Transportation volunteers provided **1,603** seniors and adults with disabilities with essential trips such as medical and dental appts.
- CARE Law provided **1,005** low-income seniors with legal services including help with debt problems, probate and elder abuse issues.
- Respite Care volunteers provided 19,240 hours of respite (breaks) to **226** caregivers and care recipients.
- Personal emergency response systems were installed/maintained in the homes of **238** seniors for access to emergency services.
- Elder Exercise Program provided **37** seniors with light weight exercise to improve mobility, strength and help prevent falls.
- Through the NV Dept. of Agriculture, RSVP helps to administer the Senior Farmers Market Nutrition program statewide - providing coupons to **5,435** seniors, including coupons distributed to **680** low-income seniors in RSVP's 15-county service region.
- Food Distribution and Food Drop was provided to **809** seniors to help meet nutrition needs and reduce hunger.
- The Senior Arts & Crafts Program in Pahrump reached **21** seniors to offer opportunities for creative expression, socialization & enrichment.
- RSVP partnered with Carson City Sheriff's Office Volunteers in Partnership Program (VIPS for Vets) who provided **200** trips for **71** veterans.
- RSVP provided a total of **40,861** volunteer hours to station sites at health care facilities, government agencies and community non-profits.



*RSVP connects with seniors at the Carson City Senior Center in May during Older Americans Month to reach those who may need RSVP supportive services.*

### Board of Directors

Caroline Punches, President  
 Allan Ward, Vice President  
 Kevin S. Kirkeby, Treasurer  
 Stacey Giomi, Secretary  
 Abigail M. Wheeler, Director  
 Wilma (Willi) Baer, Director  
 Jerry Thurman, Past President

Molly Walt, M.A.Ed.  
 Chief Executive Officer

## By the Numbers → County by County

County	Clients/ Recipients	Volunteers	Value of RSVP Services
Carson City	1,554	140	\$725,945
Churchill	56	1	\$ 16,078
Douglas	75	8	\$ 40,377
Elko	108	10	\$ 44,005
Eureka	4	1	\$ 900
Humboldt	1,001	21	\$290,010
Lander	24	1	\$ 8,325
Lincoln	829	41	\$211,748
Lyon	669	44	\$363,471
Mineral	406	9	\$141,460
Nye/Esmeralda	253	57	\$390,410
Pershing	12	1	\$ 7,875
Storey	75	8	\$ 39,177
White Pine	223	18	\$100,696
Washoe	27	7	\$ 52,780

### Staff

Maria (Carrillo) Macias  
 Fiscal & Operations Manager

Lora E. Myles, Esq.  
 Attorney

Melanie Barkley, GPC  
 Director of Marketing &  
 Development

Sandy Severance  
 Program Director

Carol Davis  
 Accounting Assistant

Kathy Hanson  
 Respite Coordinator

Nancy Henry  
 Transportation Coordinator

Laura Snider  
 Veterans Program Coordinator

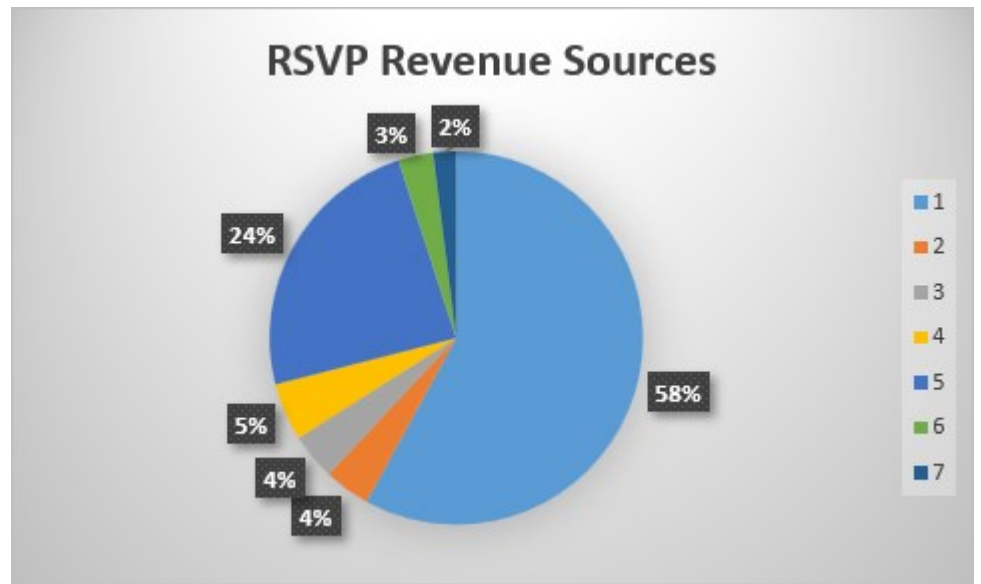
Sarah Clark  
 Program Assistant

*(Note: Client count is based on number of persons served in each service category across twelve stand-alone programs. Some clients receive services in multiple programs.)*

## RSVP COMMUNITY VOLUNTEER STATIONS

Alamo Senior Center  
 Carson Aquatic Center  
 Carson City Library  
 Carson City Public Guardian  
 Carson City Sheriff's Office  
 Carson-Tahoe Regional Medical Center  
 Carson City Literacy Volunteers  
 Children's Museum of Northern Nevada  
 ComputerCorps  
 Dayton Valley Branch Library  
 Douglas County Backpack Buddies  
 Ely Renaissance Society  
 ESL In-Home Program of Northern Nevada  
 Elko Family Resource Center  
 Fernley Food Pantry  
 First Presbyterian Church Carson C.  
 FISH Pantry & Dining Room  
 G.C. Dils Hospital Auxiliary Thrift Shop  
 Lincoln County Box Car Museum  
 Lincoln County Community Service  
 Lincoln County Food Drop  
 Lincoln County Library-Pioche  
 Loving Care Animal Society Thrift Store  
 Nevada Department of Corrections  
 Nevada Legislative Counsel Bureau  
 Nevada State Museum  
 Nevada State Railroad Museum  
 Northern Nevada Medical Center  
 Nye County Sheriff's Auxiliary  
 Olson Senior Center  
 Pahrangat Wildlife Refuge  
 Pahrump Community Library  
 Pahrump Senior Center  
 River District Advisory Council  
 River District Community Center  
 River District Social Activities  
 USDA Commodity Foods (2 Stations)  
 War Veterans Memorial  
 Western Nevada College  
 White Pine County Commission  
 White Pine County Senior Center  
 White Pine Nutrition Program  
 Winnemucca Family Support Center  
 Winnemucca Food Bank

## Financial Overview



### Revenue by Type

In 2019, RSVP's revenue categories were grouped in seven categories by Type:

- (1) Government Grants (City/County, State, Federal): \$1,252,090 - 58%**
- (2) Private Grants: \$83,100 - 4%**
- (3) Individual Contributions: \$79,449 - 4%**
- (4) Special Events: \$100,478 - 5%**
- (5) Contributed Professional Services: \$512,563 - 24%**
- (6) Lifeline Income: \$63,592 - 3%**
- (7) Miscellaneous Revenue: \$4,527 - .002%**

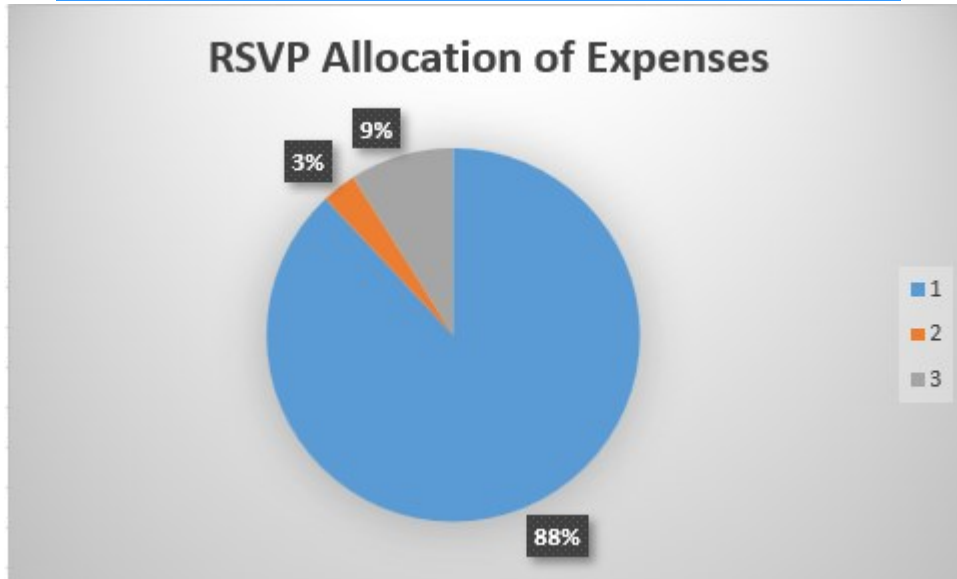
### Giving Makes a Difference

“ No one is more cherished in this world than,, someone who lightens the burden of another.

– Author Unknown



## Financial Overview



## Allocation of Expenses

In 2019, RSVP's expense categories were grouped in three functional categories:

- (1) Program Services: \$1,887,893 - 88%**
- (2) Fundraising: \$61,342 - 3%**
- (3) Administrative & General: \$176,272 - 9%**

## Return on Volunteer Investment

Ensuring that seniors remain in their own homes is advantageous for many reasons. Not only is it the most fiscally prudent way to help them, it's the right thing to do. Living independently helps seniors retain their dignity and lifestyle. They are able to avoid costly and premature institutionalization in a long-term care facility at a cost that ranges between \$82,125 and \$94,969 annually in Nevada (AARP Long-Term Care Calculator, 2015).

⇒ **2019 Value of RSVP services for 100,912 hours of volunteer contribution: \$2,426,314**

(This cost is based on the number of volunteer hours at the Independent Sector's Value of Volunteer Time 2017 Nevada Index—\$21.85 per hour, and professional fees for legal services of \$300 per hour.)

## Partner Agencies

- Alzheimer's Association
- AARP Nevada
- Carson City Senior Center
- Carson City Sheriff's Office
- Nevada Aging & Disability Services Division
- Nevada Department of Health & Human Services
- Nevada Health Centers
- Nevada Lifespan Respite Care Coalition
- Nevada Office of Suicide Prevention
- Nevada 2-1-1
- Nevada Volunteers
- NyE Communities Coalition
- PACE Communities Coalition
- Sanford Center for Aging
- Senior Service Network
- Storey County
- Nevada Department of Transportation



## Service Enterprise Certification

*“ I am soon to be 95 and RSVP is a great comfort to me. I have been widowed 20 years and my youngest son was my caregiver. Two months ago he passed away, so my caregiver is my oldest son who lives 250 miles away. So, you have become my caregiver. I do thank you for your service. “*

- RSVP Care Recipient  
2019 Client Survey

RSVP was certified by Points of Light, the world’s largest organization dedicated to volunteer service, as a Service Enterprise! Organizations that certify join the **top 11 percent of nonprofits nationwide** in volunteer management and organizational performance. Certification also signifies that Nevada Rural RSVP has the capability and management expertise to strategically use volunteers to improve its performance.



Over a three-year period, we completed an extensive assessment, over 20 hours of training and coaching, and expansive internal planning and change process to better integrate volunteers into our human capital strategy. By achieving this level of excellence and certification, RSVP is now better equipped to leverage the time and talent of volunteers and better meet our mission.

The Service Enterprise (SEI) accreditation process helped RSVP incorporate its institutional knowledge into everyday policies and procedures, and examine the systems and services RSVP volunteers and staff work within to make improvements and document progress.

The SEI program is a national change management program that helps organizations gain a greater return on volunteer investment to better achieve their mission.



### CAREGIVERS ARE SHINING STARS



In 2019, RSVP volunteers; Craig “Skip” Becker of Winnemucca (pictured left), and Daniel Hugh O’Connor of Caliente (pictured right), were recognized for their commitment and remarkable contribution they make to others as Honorees at the 14<sup>th</sup> Annual Caregiver Recognition Event presented by the Nevada Caregivers Coalition.

Congratulations to Skip and Daniel for their service as the quiet heroes who enhance the quality of life for the frail elderly, Veterans and persons living with an illness or disability in Nevada’s rural communities.

## Donors Foundations, Organizations & Companies

### Gifts Totaling \$50,000 or more

Corporation for National and Community Service

May & Stanley Smith Charitable Trust

Nevada Aging & Disability Services Division

Nevada Clinical Services

Nevada Department of Health & Human Services

Nevada Department of Transportation

Wold Amusements

### Gifts Totaling \$10,000 to \$49,999

City of Carson

Humboldt County

Lincoln County

Nevada Bar Foundation

NV Energy Foundation

White Pine County

William N. Pennington Foundation

### Gifts Totaling \$5,000 to \$9,999

Carson City Redevelopment Authority

Carson City Toyota

City of Elko

City of Fernley

City of Winnemucca

EJC Foundation

Mineral County

Newmont Mining Community Investment

Storey County

### Gifts Totaling \$1,000 to \$4,999

Adele's LLC

Ameriprise Financial for Patricia Frederick -Perona

AT&T Inc.

Barrick Gold of North America

Carson Tahoe Health System

City of Ely

DaVita

Douglas County

Elliot Group, Ebara Corporation

Gold Dust West Hotel & Casino

Humboldt General Hospital

IBM Corp.

Nevada Dept. of Veterans Services

Newmont Legacy Fund

RISE

Southwest Gas Foundation

### Gifts Totaling up to \$999

Alpine Insurance

Carson City Emblem Club

Carson Nugget

Comstock Mining

Consumer Direct Care Network

Eden Health

Gerard's Paella

Greater Nevada Credit Union

Harvey's Lake Tahoe

Healthy Living At Home

Nevada Health Centers

Ormsby Post Acute Rehab

Plumas Bank

Sierra Power

Snap-On Tools Carson City

Southwest Airlines

Tahoe Fence Company in memory of Martha Betty Berger

United Way Workplace Campaign

Western Big R of Winnemucca Inc.

Western Nevada Supply



RSVP volunteers and families participate in Caliente's 2019 Fourth of July Parade to raise awareness of RSVP and on-demand transportation service

## Call to Action

In 2019 RSVP issued a **Call to Action** to raise much needed funds to provide mileage reimbursement to volunteer drivers and fuel the RSVP vans to transport seniors and others in need for trips to the doctor, dialysis, grocery shopping, pick up prescriptions and to meet other essential needs.



Nevada Rural Counties  
RSVP Program, Inc.

**MISSION**

Provide lifesaving volunteer programs that help seniors maintain their dignity, self-respect & independence



## Want to Help? Ways to Get Involved

RSVP offers a variety of ways you can help your community including:

- Volunteer opportunities
- Corporate matching gift programs
- Upcoming fundraising events
- Online fundraising campaigns

**Visit us online at [www.nevadaruralrsvp.org](http://www.nevadaruralrsvp.org)  
or call 775-687-4680, ext. 2, to learn more.**

Donate | [Subscribe to Our Newsletter](#) [f](#) [t](#) [in](#)

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