

Archive RSVP Competition Performance Measure FAQ with Updates
WORK PLANS/PERFORMANCE MEASURE

Questions and responses below were included in the 2013 and 2014 RSVP Competition FAQs.

Contents

1. Performance Measure Requirements and Work Plan Development	1
2. Performance Measure Reporting and Implementation	7
3. Performance Measure Module in eGrants	11
4. Disaster Services	14
5. Economic Opportunity	14
6. Education	15
7. Environmental Stewardship	17
8. Healthy Futures	17
9. Veterans and Military Families.....	23
10. Capacity Building	24
11. Other Community Priorities.....	28
12. Other	29

1. Performance Measure Requirements and Work Plan Development

1.1. What is an “unduplicated volunteer?”

Each volunteer can only be counted once as an “unduplicated volunteer,” even if that volunteer serves in more than one activity.

1.2. What is the unit of measure for RSVP performance measures?

The unit of measure is “unduplicated volunteers.” You allocate your unduplicated volunteers to reflect your programming in alignment with the RSVP performance measures.

1.3. Do 25 percent of unduplicated volunteers have to be in a single Focus Area? How will we calculate that?

Yes, you must place at least 25 percent of your unduplicated volunteers in a single Focus Area. The eGrants performance measures system will calculate for you as you create work plans and allocate volunteers.

1.4. What is a work plan?

A work plan is what RSVP applicants use to show how their volunteers will serve their communities. RSVP work plans are based on the logic model and include the following fields in eGrants:

- Community Need
- Service Activity
- Service Activity Description
- Output
- Output Instrument
- Output Instrument Description
- Output Target
- Outcome
- Outcome Instrument
- Outcome Instrument Description
- Outcome Target
- Target # of Unduplicated Volunteers
- Target # of Total Volunteers
- Target # of Volunteer Stations

1.5. Can Project Star be contacted for assistance in writing work plans?

No. Project Star is no longer able to provide individual assistance to Senior Corps grantees or applicants.

1.6. Can 10 percent of required volunteers for outcomes be part of the Primary Focus Area or is the 10 percent in addition to the 25 percent required in the Primary Focus Area?

The 10 percent of unduplicated volunteers you are required to place in outcome-based work plans can be in the Primary Focus Area. It also may be in other Focus Areas or in Capacity Building. The 10 percent is 10 percent of your total unduplicated volunteers and can be in any combination of work plans.

1.7. Should all activities for one focus area be included in one work plan or should they be separated?

If your volunteers are performing different service activities or are addressing different community needs, then they should be represented in different work plans.

1.8. I'm confused about unduplicated volunteers. Does my sample below demonstrate a correct understanding of unduplicated volunteers?

My RSVP has 10 volunteers in four work plans:

1. Abe
2. Bill
3. Charlie
4. Don
5. Erin
6. Frank

7. Gus
8. Harriet
9. Ingrid
10. Janet

Below are the work plans to which each volunteers is assigned. The * indicates where the volunteer is counted in the “unduplicated” requirements.

Healthy Futures (Primary Focus) Aging in Place Transportation

Abe*

Bill*

Charlie*

Healthy Futures (Primary Focus) Aging in Place Food Delivery

Abe

Bill

Don*

Education (Other Focus Area) K-12 Success Tutoring—Public Schools

Abe

Erin*

Frank*

Gus*

Community Priority

Abe

Frank

Harriet*

Ingrid*

Janet*

In looking at the unduplicated volunteers to meet the grant requirements, the program would need 25 percent of the volunteers in the primary focus area. In this case, it would be Healthy Futures since Abe, Bill, Charlie, and Don would count in this category as 40 percent of unduplicated volunteers. In Other Focus Areas, the program would have 30 percent of the unduplicated volunteers in this category since Erin, Frank, and Gus count. Then Community Priority would be 30 percent of unduplicated volunteers (within the maximum requirement) since Harriet, Ingrid, and Janet are counted in this category as unduplicated volunteers.

I can only count Abe once even though he is in all four work plans. He would still appear in the work plans four times, but only get counted once for the requirements of percentage of unduplicated volunteers.

Is this correct?

Yes. The scenario you have presented would meet the requirements for at least 25 percent of unduplicated volunteers in the Primary Focus Area and no more than 30 percent of unduplicated volunteers in the community priority.

1.9. Do we understand correctly that we cannot change the wording on the outcomes? If volunteers provide transportation, grocery shopping, and meals to homebound persons, we are told to ask "as a result of this service do you have increased social ties /perceived social support?" We believe the response will be, "no." They see those services not as social, but enabling them to remain independently in their own homes (age in place).

That is correct. You cannot change the wording of the outcomes. However, you may certainly measure any additional outcomes that are not part of the CNCS Performance Measures.

1.10. Will sample plans be made available to use as templates?

We do not plan to provide sample work plans, but you will find performance measure worksheets in the application materials.

1.11. Are intermediate outcomes used in the new performance measures?

No.

1.12. Are the service activities listed in the PM's examples or are they the only options for activities within the measures?

For some measures, there is an option to select "other" in the list of service activities. This would allow the project to create a work plan that contains activities outside of the list provided. However, those activities listed are the approved activities for that particular measure. If "other" is chosen, a determination will be made regarding the appropriateness of the work plan.

1.13. How do I know how many stations to list in the work plans if I will be recruiting stations for these service activities?

You should list the planned number of stations you expect to recruit and have operating as RSVP volunteer stations by the end of the three-year grant period.

1.14. If I have an odd number of volunteers, how do I calculate the number of volunteers for meeting the required 25 percent in a primary focus area and other percentage requirements? My calculations currently come out with decimal points.

The percentage requirements are all minimum or maximum thresholds. You should calculate enough volunteers to meet the requirement. For example, if you have 99 volunteers, 25 percent is 24.75, so you must place at least 25 volunteers in the primary focus area to meet the requirement. Placing only 24 volunteers in the primary focus area will not meet the requirement. The new eGrants performance measure module includes a built in volunteer calculator to help you ensure you are meeting all requirements.

1.15. If you choose a work plan that has a possible outcome must you include the outcome or, assuming you have more than 10 percent in outcomes in other focus areas, can you choose to just have an output?

At least 10 percent of the unduplicated RSVP volunteers must be placed in work plans that result in outcomes. Once you have met that threshold, you may choose to place additional volunteers in output work plans and not select the optional outcome.

1.16. How do you decide which service activity to select for volunteer positions that appear to include multiple activities? For example:

a. RSVP Volunteers are matched with homebound frail elderly persons and their volunteer service is to provide a weekly visit to provide companionship and encouragement, as well as grocery shopping or medical transportation. The volunteer supports the same volunteer each week.

b. RSVP volunteers who serve at a food bank and distribute food, collect food, sort, weigh, record, rotate stock, and assist those receiving services. They serve in a variety of support roles. They are cross trained and do whatever is needed.

Each volunteer can only be counted once as an “unduplicated volunteer,” even if that volunteer serves in more than one activity.

Applicants will select one work plan in which to be counted as an individual volunteer, even if that volunteer serves in more than one activity. It is up to the applicant to determine the service activities that best represent the performance measure selected. Applicants should also consider which activity will provide the most outcome data.

1.17. Can we create work plans in more than one focus area?

Yes. Your project can have multiple work plans in more than one Focus Area. You could even have work plans in every Focus Area, plus work plans for Other Community Priorities and Capacity Building.

1.18. How do I know what to select as my “Primary Focus Area?” If 44 percent of my unduplicated volunteers are serving in Healthy Futures, is that my Primary Focus Area; or is it the highest concentration of unduplicated volunteers within one output or outcome section (example: H13 or H14) within Healthy Futures?

The 44 percent of unduplicated volunteers serving in Healthy Futures would meet the Primary Focus Area Performance Measurement requirement. You may develop as many work plans as you need, which could include any combination of measures from Healthy Futures (H8, H13, H10, H11, H2, H4, & H7). If you have more than 25 percent of your unduplicated volunteers serving in another focus area, you may choose which focus area you will use to meet the primary focus area requirement.

1.19. How do you distinguish the number of total volunteers contributing from the number of unduplicated volunteers?

Let's say you have a volunteer who's working on restoring trails and that same volunteer is also working in Other Community Priorities. You have to make a decision about where to count that volunteer as an unduplicated volunteer. Most likely, you would choose the restoring trails activity, because it's part of an environmental stewardship focus area. So, you would count that person in the unduplicated column in the environmental stewardship work plan. In the total volunteers column, that person could also appear in the Other Community Priorities.

1.20. I know that the outcome has to be a number and not a percentage. We want to increase literacy 75 percent. So do I put a 75 there?

You would use the actual number, and it should be a number that's either the same or smaller than the number you entered for your output. For example, if you are tutoring 100 students and think you're going to show improvement for 75 percent of the students you tutor, you would enter 75 because that's 75 percent of 100.

1.21. Is dosage something that is calculated at the initiation of volunteer services or on an individual basis for each recipient?

If so, how would dosage be calculated for all recipients in a given performance measure since it would vary for each recipient? Is dosage a required component for each work plan? If so, where is it entered in eGrants?

Several measures, H8 and H11, for example, mention "dosage," and define it as "how many sessions, days or hours of service are required to influence the desired outcomes." For each measure, you should indicate the minimum dosage that can be expected to create the desired result. You should indicate the dosage in the Service Activity Description field on the Performance Measures tab of the work plan section of eGrants.

1.22. How do the targets relate to the period of the project?

Your output target should indicate how many individuals you plan to be serving annually by the end of your third year. For example: I plan to have 100 RSVP volunteers tutoring children in the third year of the grant (measure ED2). I anticipate that in the third year, those 100 volunteers will be tutoring 120 children. I enter 120 for my output target for measure ED2.

1.23. What would I do if I do not have the 25 percent required number of volunteers that are currently working in one focus area? Am I to write the grant with the intent to recruit more volunteers to make the 25 percent?

Yes, you should explain the intent to recruit more volunteers in the narrative of your application and include the planned number of volunteers in your work plans to meet the 25 percent requirement.

1.24. If my goal total is 500 volunteers, is it 500 over the course of 3 years, or 500 actively serving in the final year? If a person volunteered in year 2 but not in year 3, can I still count that individual toward my 500 in year 3?

If you indicate in your application and work plans that your project will have 500 volunteers in the project, you will be expected to have 500 volunteers **currently serving** in the third year.

1.25. If my RSVP volunteers tutor 50 3rd graders per year is my output/outcome 50 or 150?

Outputs and Outcomes will indicate the target number in the third year of the grant. In this example it would be 50. You will annually report on your progress toward these targets and semi-annually on all outputs.

1.26. Are we allowed to have more than one work plan for the same service activity in one focus area, or do we combine all service activities? For example, volunteers drive for an out-of-county transport program that maintains separate records. Different volunteers drive seniors in-county for other stations and are not related to the out-of-county program. Both are transportation with the goal to allow seniors to live independently and have increased social support.

Yes, you may have more than one work plan with the same service activity if you would like to differentiate between the work plans in some way. However, if the community need, outputs, and outcomes align, you may include identical service activities in one work plan. You can choose whether to use one work plan or separate them.

1.27. Can you have 0 unduplicated volunteers in a work plan if they are all serving as unduplicated in some other work plan? In this case, you would only have total number of volunteers for this work plan.

eGrants will not allow a zero in an unduplicated volunteer field. You must have at least one unduplicated volunteer in each work plan.

1.28. If we are unable to track an outcome for a work plan, should we place the volunteers and the service activity in Other Community Priorities instead? For example, our school system does not track job placement for GED students, so we cannot report on O10.

Possibly. If you cannot find a way to measure the outcome, you can use the activity under Other Community Priorities. However, you may want to consider looking at the Education Focus Area, which has outcomes that measure the number of students acquiring a GED rather than the number placed in jobs. You could also consider using the output only and not using the outcome.

2. Performance Measure Reporting and Implementation

2.1. How frequently will I report on performance measures?

You will be required to submit a full progress report annually on your progress toward your targets. Additionally, you will report on outputs semi-annually.

2.2. Will I still choose 3 measures to report on in my progress reports?

No. You will report on all performance measures.

2.3. As Senior Corps grants are for 3-year periods, do I need to achieve outcome targets annually or can I achieve the target at the end of the three year period?

You will need to achieve your performance measure targets in the third year. You will report annually on your progress towards these third-year goals as well as semi-annually on all output targets.

2.4. Do I have to choose Veterans and Military Families performance measures in order to report on how I serve those populations?

No. All RSVP grantees will report the following information: the number of veterans served, the number of family members of veterans served, the number of family members of active-duty military served, and the number of veterans and military family members engaged in service opportunities.

2.5. Are RSVP projects permitted to create collaborations with nonprofit organizations? If so, are the work plans established with the nonprofit organization or with the RSVP volunteer serving at the organization?

Yes. RSVP projects collaborate with other organizations, which are referred to as Volunteer Stations, in order to implement the project. See Appendix D, Definition of Terms, for the Volunteer Station definition. A Memorandum of Understanding is established with the Volunteer Station in order to implement the work plan.

2.6. When we submit our application with a certain number of volunteers in each work plan, are we locked into that number or can we have more volunteers at the end of the year?

When you report at the end of each year, you may exceed your target, as long as you continue to make progress toward meeting the Performance Measure requirements (25 percent in your Primary Focus Area, 10 percent in outcome-based work plans, and no more than 30 percent in community priorities).

The number of unduplicated volunteers you enter in your application should reflect the number you plan to have in the third year. You will report annually on the number of unduplicated volunteers your program has in each work plan. You may exceed your targets for number of volunteers in each work plan, but you should keep in mind that doing so will also affect the number of unduplicated volunteers you are required to place in outcomes and in your Primary Focus Area and permitted to place in community priorities.

2.7. When we report on the new work plans, will we be reporting on both the unduplicated number of volunteers and the total number of volunteers in each work plan?

Yes.

2.8. Can we change our Primary Focus Area during year 2 or 3?

No.

2.9. If we use teacher surveys to indicate how many students have improved academic engagement, what will happen if we do not get 100 percent participation from the teachers? For example, what if I have 100 students that participated in tutoring, but only 60 teachers return the survey. Of those 60 teachers, 50 reported increased student engagement.

Does this mean that I would need to report that only 50 percent of students increased their engagement or can it be scaled based on the number of teacher-completed surveys? Basically, I am asking if we will be down-graded if teachers do not complete and return the surveys? So, if 50 out of 60 reported increased engagement that is around 80 percent. If 50 out of 100 is counted that is only 50 percent.

You will report on the number of individuals who reported the increase, which, in your example, would be 50. We understand that this may not reflect all of the individuals who were actually served. At this time, the criteria on which to base a project's "success" have not been determined.

2.10. How do we count the individuals served? Would it be the average number of clients on the days the volunteers are present?

The project will need to develop a tracking system to record the number of individuals receiving the service and count each person only once.

2.11. How do you suggest we deal with volunteers who report hours at multiple stations since we cannot duplicate our volunteers?

You will have to choose where to count each volunteer as an "unduplicated volunteer." In general, you should count each volunteer in the work plan that best demonstrates his or her impact. While you are required to count unduplicated volunteers, the eGrants Performance Measure Module also provides the opportunity to record the actual number of volunteers contributing to each work plan.

2.12. If we are only required to have 10 percent of the unduplicated volunteers in an outcome based work plan, is that the ONLY work plan we will need to gather surveys/data for our reporting requirements? Or, will we need to verify all Focus Area work plans with quantifiable data using surveys, etc.?

You will report on all targets; not just the outcome targets.

2.13. I'm a little confused about the unduplicated volunteers totals for three years. Where do we enter the totals for three years? Just for an example, let's say you have 500 volunteers annually, should you enter 1,500?

You will report annual numbers. If you anticipate having 500 volunteers during the last year of the grant, (the third year of the grant) that's the number of unduplicated volunteers you should put into the eGrants performance module. Even though you're reporting annually, what you're actually putting in your application is the total number of volunteers in the third year of your grant. The reporting will not be cumulative.

2.14. I've been looking on the Knowledge Network for measurement instruments for the different areas, but what if they don't exactly measure our objectives or our outcomes? Can we modify some of these instruments?

In terms of the instruments for RSVP, there are no required instruments; those instruments are merely recommended. As part of your application, you should describe your instrument. If it's a modification of a recommended instrument, you would include your explanation or justification in the instrument description space.

2.15. We usually survey our Meals-on-Wheels clients annually and while we may serve 660 clients, we usually only receive responses from approximately 50-60 of those served and cannot, of course, force people to complete surveys. We have always reported "of the 60 responding to the survey, 65 percent reported a perceived increase in social support through the program." Do I understand that we cannot use a percentage any longer? What number would go in the output/outcome target?

You are correct. You will report a number not a percentage for the outcome.

2.16. I am still unclear about how to count RSVP volunteers. Are the hours of RSVP volunteers to be only counted for the one "unduplicated" volunteer assignment that we count them in on the focus areas? Can the hours that they volunteer in other areas not be counted for the program at all?

A volunteer may be counted as an unduplicated volunteer one time in your performance measures. The unit of measure is "volunteers" and not "volunteer hours." If a volunteer serves in more than one assignment, there is an opportunity to count the total number of volunteers contributing to each work plan under the Performance Measure Targets tab in eGrants.

For purposes other than performance measures, hours served by all RSVP volunteers will be counted as part of overall volunteer management. However, the hours served are not part of the performance measures reporting.

2.17. What will happen if the percentages of required volunteers are not met at the end of the three years?

CNCS is still working on issues pertaining to the implications of failing to meet Performance Measure requirements by the end of the three-year grant period or failing to meet Performance Measures as described in your grant application, as it was originally awarded. These decisions are CNCS Agency-wide rather than solely the decision of Senior Corps. These issues will be addressed at a later time.

2.18. Where can I locate sample surveys?

You can locate some of the sample surveys on the Knowledge Network at www.nationalserviceresources.gov. Click on CNCS Performance Measures. Then you will be able to scroll down and click on Senior Corps, and then click on RSVP. From there you will click on a Focus Area and the appropriate objective and then the appropriate output. This site will take you through the Focus Areas to the Performance Measures Instructions and Recommended surveys and Instruments.

2.19. Can I add additional work plans in year 2 or 3 of my project?

When a continuation application is submitted for year 2 and year 3, it is anticipated that very few changes will be needed to the work plans because the work plans are the goals to be achieved in the third year of the project.

2.20. How long does a project have to graduate volunteers and stations that are not part of the new Performance Measures?

Projects awarded under the new Performance Measures should only support activity that is in alignment with the new Performance Measures as described in the awarded grant application. All volunteers and stations in the Senior Corps project should be serving according to the Performance Measure work plans described in the awarded application. Grantees should be working on work plan targets that are set to be achieved in the third year of the grant. However, this does not mean that grantees have three years to graduate stations and volunteers.

3. Performance Measure Module in eGrants

3.1. If I choose an output with multiple outcome options, such as ED21, “Number of children that completed participation in CNCS-supported early childhood education programs,” can I choose multiple outcomes?

Yes. In order to do so, you would select the appropriate output, in this case ED21, more than once to create a new work plan for each output/outcome pair. For example, you may have three work plans for ED21 by using the ED 23, ED24, and ED25 outcomes.

3.2. What is the character limit for the community need statement, instrument description, and service activity description in the work plans?

The character limit is 2000 characters for each of the three descriptions, which includes spaces and punctuation.

3.3. What should be entered to explain my instrument and service activity?

In the Instrument Description box, give the name of the instrument, and briefly describe who will collect the data from whom, and when it will be collected.

For the service activity, you will write a brief description in the corresponding text box. The service activity description should explain what the RSVP volunteers are doing in a way that shows how they will achieve the outcome. Say who the beneficiaries are, and what the volunteers will be doing with the beneficiaries. Say how often volunteers will provide the service and for how long. Say where the service will take place.

3.4. Where do I enter the unduplicated volunteers in eGrants for my work plans?

Enter the unduplicated volunteers on the target tab of the work plan module.

3.5. I can't seem to enter the period covered dates in the work plan section. Why is this?

The period covered dates will populate automatically from the three year project start and end dates that are entered in the Application Info section of eGrants.

3.6. I've noticed that I have several work plans that share the same outcome or share the same output. For example, I have two improving trails work plans that have two different service activities associated with the same output. Should I be entering the output and outcome one time and checking two service activities? Will this result in two work plans?

Yes, that's correct.

3.7. When I print my work plans, the community need is printed twice. Is this a problem?

No. When you check multiple service activities within one output and outcome pair, the community need, output, and outcome will print for each service activity selected.

3.8. If my primary focus area is Healthy Futures and I choose H8, which includes food delivery, transportation, and companionship for our grant, is there a way to enter the Community Need separately for each of the Service Activities? The way we did it was one Community Need for all three areas, but it would be a much stronger community need if we could somehow enter the community need separately for each of the service activities since it is actually generating three work plans. Is this possible and, if so, how do I do this?

Yes, you would have to select the output and service activity separately each time for each community need.

3.9. Does each output in a focus area objective need its own community need? For example if in Healthy Futures I am planning on H8, H11, and H4 do I need 3 community need statements?

Yes, each output/outcome pair will include a separate community needs statement.

3.10. In the service activities, do we need to put how many hours volunteers will serve in each activity?

Yes, the Service activity description box should include; who the beneficiaries are, what the volunteers will do with the beneficiaries, how often the volunteers will provide service and for how long (ex. 4 hours each week) as well as where the service will take place.

3.11. How many community needs do I enter in the performance measures module?

A community need is entered each time you have selected an output.

3.12. I am entering performance measures into eGrants and I am working with K-12 success. I want to go back to another area, another objective, to edit it and it would not allow me to edit a different section. I keep getting a message saying I need to complete the section I was in (K-12). Is this correct?

It is generally better to finish one task before going back to complete others in the performance measures module. You should be able to go back, but you may not be able to go forward. You should first ensure that you have saved the tab that you are currently in. You should be able to go back to the Objectives tab. You have to click in the box at the top when you are on that page in order to choose the measure that you want to edit.

3.13. In order to put in our targets, do we have to put in our community priorities and our focus areas before the target button will light up?

You have to have put measures in for each objective that you have selected before it will let you enter your target. The reason for this is the system cannot calculate your percentages accurately until you have all of the measures available.

3.14. I have validated my work plans. Can I go back in to edit them?

Yes. You will just revalidate the work plans after the changes are made. Changes can be made at any time before you submit the application in eGrants.

3.15. I already triple checked that I entered PM for each objective under each output all registering complete. Although I can get to the Target tab, I cannot enter numbers into the summary screen. How do I enter the Target numbers?

The number of unduplicated volunteers must be entered at the top of the Target page before other numbers can be entered in the Target tab. Numbers cannot be entered or edited from the summary tab.

3.16. I am in the work plan performance measure module. It allows me to create work plans, it allows me to put in information in the performance measures, but the target tab is not solid

(highlighted) so I cannot click on it. I cannot put in any numbers for unduplicated volunteers, duplicated volunteers, and targets for outcomes and outputs. What should I do?

When you have entered all of your performance measure information, make sure you click “Next” at the bottom of the screen instead of trying to click on the targets tab. When you click ‘Next’, if you cannot advance to the Target tab, you will get an error message that tells you what the problem is. If you continue to encounter problems, contact the National Service Hotline.

4. Disaster Services

4.1. Can activities that focus on international disasters be part of disaster preparedness work plans within the new performance measure?

No, activities that focus on international disaster preparedness would not be an appropriate activity.

4.2. I have a question in regards to the Disaster Services Focus Area. On page 39 of the RSVP National Performance Measures Instructions, it states: “You may select any measures that apply to your program model (D1-D4)”. However, there is also listed Measure D6 on page 41. This is the most appropriate measure for our Disaster Services Focus area. Is the D6 Measure ok to use? Also, is/was there Measure D5?

Yes you may use measure D6. Senior Corps does not have a measure D5.

5. Economic Opportunity

5.1. Will tax prep volunteers be captured under financial literacy?

RSVP volunteers helping low-income individuals prepare their taxes may be reported using measure O1, “Number of economically disadvantaged individuals receiving financial literacy services.”

5.2. Are there any performance measures that address post-secondary education?

Not in the Education Focus Area. However, O2 “Number of economically disadvantaged individuals receiving job training,” includes providing skills development services like GED Education, Adult ESL and job skills.

5.3. How does adult literacy fit in the Performance Measures?

Adult literacy could fit under measure O2 “Number of economically disadvantaged individuals receiving job training and other skill development services.” The objective of the adult literacy should be employment and would have to benefit economically disadvantaged individuals as defined in Appendix B.

5.4. I am working on a work plan for tax preparation services for the low income and elderly. For the service activity options, can you please explain the difference between “Income Tax Tutoring” and “Assisting VITA”?

VITA is an official IRS program that uses IRS-certified volunteers to assist in tax preparation for individuals that fall within certain income guidelines. If your tax assistance activities do not fall into an official VITA Program, then the activities most likely should be counted as “Income Tax Tutoring” instead of “Assisting VITA.”

6. Education

6.1. For the measures under K-12, do the children have to be in a structured school setting?

We want to measure the impact of the activity on students. For example, the output “Number of students that completed participation in CNCS-supported K-12 education programs.” According to the definition of a student, which is provided in Appendix B, the children served must be enrolled in school. The activity, however, does not have to take place in a school setting.

6.2. How do I count a volunteer who serves K-12 during the school year, but also serves pre-K during the summer?

Each volunteer can only be counted once as an “unduplicated volunteer.” You should decide where to count the volunteer--either where he or she has the most impact or where he or she best demonstrates the impact of your project.

6.3. Are we allowed to include teaching in classrooms as an education activity?

No. Volunteers are not allowed to take the place of employees.

Question 6.4. has been removed.

6.5. If we want to measure ED5 for improved academic performance can we use a standardized test used by the school district we partner with that measures academic progress but is not a state wide test?

Yes, as long as the test meets all other requirements for Measure ED5 listed in Appendix B.

6.6. How do you define pre-kindergarten?

Senior Corps defines pre-kindergarten as children up through the age of kindergarten.

6.7. Under ED29 the output is number of children served in child safety, welfare and health programs. Will there be an “other” option on service activities for ED29?

No.

6.8. What about helping young fathers or economically disadvantaged grandparents who are primary caregivers? We have a program in our community that engages volunteers in modeling reading to young children who are living 100 percent below poverty level in health care facilities. This is followed up by doctors talking with families about reading. This is a research based program with proven success in early learning outcomes. Does this program fit in the educational priority area?

Possibly, if the project meets the definitions outlined in Appendix B under the Education Focus Area.

6.9. If an RSVP volunteer is serving many children in a classroom, do all of the children have to meet the definition of “Economically Disadvantaged?”

No. According to Appendix B, “Grantees must demonstrate that the children in the program come from economically disadvantaged backgrounds and/or have special or exceptional needs, or explain an outreach strategy to increase the proportions of economically disadvantaged children and/or children with special or exceptional needs in the program.”

6.10. Could you please provide a brief description of previous/current RSVP education programs?

For information about RSVP and education, please review the education section of Appendix B. Further details, such as sample work plans, will not be shared.

6.11. Appendix B describes the limits of the use of state standardized tests for Education Performance Measures. How would an applicant request an exception (as described in Appendix B) for the use of a state standardized test?

In the work plan instrument description, the applicant would need to include appropriate justification for the use of a state standardized test. If that application were selected for funding, the funding selection is considered an approval for the use of the state standardized test.

6.12. Page 14 of Appendix B states, "Obtaining test scores from school systems: For programs not themselves administering the test, the program will need to have some form of agreement, such as an MOU (memorandum of understanding) with the school to ensure that data for the needed children can be secured. Data are needed on the group of children you are serving, but not on individual children. Requesting data in this way is not likely to violate FERPA (the Family Educational Rights and Privacy Act)."

Is this process what is expected, or do you want us to describe in the grant what we have done to ensure this? If so, do you want it to be in the work plan or the narrative?

Appendix B should be used as instructions and requirements for using each performance measure. The Notice and Grant Application Instructions are the requirements for the application submitted. If you find that part of the Notice Selection Criteria or the Grant Application

Instructions would be a good fit for addressing the information you have highlighted from Appendix B, you may provide relevant information in either the narrative or the work plans.

6.13. Please clarify the following from Page 12 of Appendix B:

"Education program: A program in which CNCS-supported activities help students maintain enrollment in and succeed in school (except mentoring programs). The help that grantees provide does not need to be in direct service to the students. However, the CNCS-supported activities must provide direct support that makes the program possible." The last two sentences seem to contradict.

These instructions are specific to ED 21 and ED 2 only. RSVP volunteers in these measures can perform service activities that lead to the output or outcome even if the RSVP volunteers are not directly interacting with the beneficiaries. The service activity description would need to include a complete explanation of the activity.

6.14. For measure ED29, the definition of children is, "individuals under 21 years of age." The only service activity options (comforting children, caring for infants, or helping young mothers) do not seem to fit with teen shelters or juvenile arbitration programs where males teens are the predominate beneficiary. Should another measure be used?

Yes. You may want to consider other education measures or perhaps an economic opportunity measure.

7. Environmental Stewardship

7.1. My project has an MOU with a National Wildlife Refuge. RSVP volunteers maintain walkways, rebuild handicapped-accessible ramps, act as docents, and educate children. Does this volunteer station fit into the Environmental Stewardship measures?

Some of the activities, such as rebuilding handicapped-accessible ramps and maintaining walkways on public lands, likely fit into measure EN4 or EN5. However, Volunteers who serve as docents, lead tours, or teach children must be counted in the "Other Community Priorities" work plan. For more information, please see the Environmental Stewardship section of Appendix B.

7.2. We have two volunteer stations that work to keep used materials out of the local landfills. At the first one, volunteers refurbish used medical equipment that is then sent overseas. At the second, volunteers collect gently worn or slightly damaged goods (i.e. furniture, clothing, etc.) from stores and individuals, which is then repaired and/or repurposed, and then given to individuals in need. These two projects both work to recycle items that would otherwise end up being thrown out, so do they qualify as recycling programs under Output EN6?

Yes, these projects would fall under Output EN6.

8. Healthy Futures

8.1. What exactly does "living independently" mean?

The Healthy Futures section of Appendix B includes the following definition for “live independently:” Individuals live in a private residence (house, apartment, mobile home, etc.) ,rather than in an assisted living facility, nursing home, or group home.

8.2. Can volunteers provide respite care in assisted living facilities?

Possibly, as long as the volunteers are providing respite to individuals who regularly care for their own family members.

8.3. We are looking for clarification on the following:

H8: "Number of homebound OR older adults and individuals with disabilities receiving food, transportation, or other services that allow them to live independently." Do the older adults that are counted in this measurement need to be either homebound or disabled?

No. The following type of individuals can be served and measured using output H8: Homebound individuals, older adults, or individuals with disabilities.

8.4. The question, "Do you feel increased food security for you and your children?" seems insensitive. Does CNCS have any suggestions about how we can ask about food security?

You may want to include the question as part of a customer satisfaction survey and also include questions like, “Are you happy with the service you received today?” or “Did the services meet your needs?”

8.5. Can you please provide clarification on a volunteer activity? I run an RSVP volunteer led childhood obesity prevention project that includes physical exercise and nutrition education for youth. According to Strategic Plan Objective 2, this should go under the “Reducing Childhood Obesity” section. However, the measures don’t work for this project because the intent is not to alleviate long term hunger. The way I see it, it fits under Objective 3, but I am not sure if it fits under H2 or H4. A definition in H2 for preventive health services talks about engaging individuals in life style change and this is what my project is doing. The definition in H4 states that the activity is the process of conveying info for positive health behaviors, which my project does as well. So should I use H2 or H4? They both seem very similar.

It sounds like H4 is a better fit for your project. H2 is meant to measure the number of individuals you helped to access services of which they were not previously aware. Measure H4 is intended to measure activities that teach individuals about how to live a healthier lifestyle.

8.6. The definition for older adults in the performance measures is “65 and older.” The Older Americans Act defines older adults as 60 and older. Will CNCS reconsider its definition of older adults to match the Older Americans Act definition?

No. We do not anticipate a change in this definition at this time.

8.7. H10 covers the number of individuals receiving emergency food supplies. The definition of key terms gives the example of people needing food because their house burned down or a natural disaster occurred. Most individuals and families need food because of underemployment or unemployment, large medical expenses, etc. Some of these people may need food help for months or longer. Will H10 allow for food assistance to people with these types of economic need?

Yes, H10 may include individuals faced with unemployment and temporary financial hardship. H11 may also be appropriate for this demographic as many underemployed or unemployed families face long term needs that require assistance.

8.8. There is an excellent study on senior centers in the 21st century based on a survey (much like the one for FGP and SCP clients and volunteers from CNCS) that shows the impact for clients 65 and over (older adults), taking part 3 days per week (dosage) reporting developing friendships at centers, reduced loneliness and feelings of increased independence (H9). RSVP volunteers are instructors, run the wellness center and exercise room, cook lunch, lead service projects and more. Do you see senior centers as fitting in the 25 percent core focus area of Healthy Futures?

If the activities of the RSVP volunteer meet the objective of the measure chosen and fit within the definitions provided for the measure, then they may be used for that particular performance measure. It is up to the project to determine if a particular station will align with the new performance measures. Please refer to Appendix B for more information.

8.9. Which Performance Measures address health education?

Measure H4, “Number of clients participating in health education programs”.

8.10. A core group of our RSVP volunteers provide transportation services taking clients to/from individual medical appointments (office visits, dialysis, etc.). A second group of volunteers drive a scheduled van service to a regional treatment center. A third group provides a monthly commodity delivery to several satellite sites in our rural county; and also 5 times a week meal delivery to three different congregate lunch sites. Do all of these services fall under Objectives 1 and 2 of the Healthy Futures focus area?

Please refer to the definitions that are provided in Appendix B. If the objective of the activity is aging in place and the clients served are either homebound, older adults, or individuals with disabilities then it may meet the first objective under Healthy Futures. Objective 2 can be met if the activities focus on providing access to food and meals and are providing emergency food assistance or alleviating long term hunger as defined in Appendix B.

8.11. Our RSVP volunteers are very active with our local food pantry. Typically the pantry assists individuals and families by providing them with a two week supply of groceries twice a year. Is this activity most appropriately linked to Measure H10 or Measure H11 of the Healthy Futures Focus area?

This activity does not meet the definition of “Emergency” food assistance as it is not meant to designate routine help in meeting a family’s needs and is not based on a need resultant of an emergency experienced by the family or individual. In order to count this activity under H11 the activity would need to help individuals access food, provide nutritional services, education and life skills that leads to alleviation of food insecurity. The infrequency of interaction may not be enough to influence the outcome of long-term hunger alleviation.

8.12. What would examples be of providing health education, developing health materials and distributing health information in the Healthy Futures Focus Area?

It is up to each applicant to determine and describe how their organization will achieve the performance measures. However, you may find the service activities listed in the List of National Performance Measures of Appendix B helpful.

8.13. Our organization mails 2 newsletters that our volunteers assist in mailing. The newsletters provide information on Health Care, Medicaid, health Benefits, and Access to Healthcare. Can this activity fall under H2, Healthy Futures: Number of clients to whom information on health insurance, health care access, and health benefits programs are delivered?

It depends on whether the activities meet all the definitions and requirements for measure H2 that are provided in Appendix B. Please note that a one way communication, simply sending mail or email to someone, does not generally constitute an “interaction.”

8.14. Would volunteers serving in an adult day care program fit into H13? The purpose of the center is to keep people living in their homes longer by offering daytime supervision and social support. Some individuals go every day, others go 2-3 times each week to give family members respite.

Possibly, if the volunteers’ activities meet all the requirements for measure H13, as listed in Appendix B. But you should keep the following in mind: 1) Measure H13 requires that respite services provide “short term assistance to an adult who is the primary caregiver;” 2) RSVP volunteers cannot take the place of employees of the day care center.

8.15. In eGrants H9 mentions only individuals with disabilities, which is different from the H9 description in Appendix B. Why is this?

eGrants uses abbreviated versions of the Performance Measure language. The full language is contained in Appendix B.

8.16. If a station provides respite care, but the volunteers do not, are these volunteers who support this station considered under the primary focus area?

Your work plans need to represent the actual activities of your RSVP Volunteers. Therefore, if the RSVP Volunteers do not provide respite care services at the station, then this activity can’t be included in your Healthy Futures performance measures.

8.17. Healthy Futures Measure H9 states “Number of homebound OR older adults and individuals with disabilities who reported having increased social ties/perceived social support.” Do visits made by volunteers to individuals in hospice care both at home or in a medical setting qualify as providing social support?

Yes, providing home visits to hospice clients living in a personal residence would fit Healthy Futures measures H8 and H9. The intention of these measures is to serve older adults and individuals with disabilities who live in a private or rented residence (house, apartment, mobile home). Hospice clients living in institutional facilities like nursing homes would not fit the definitions of measures H8 & H9.

8.18. Food provided by our local food pantry is provided on a regular basis to families both weekly and monthly. I can see this falling under H10. Is this correct?

Possibly, as long as the food assistance being provided isn't considered to be routine help in meeting a family's needs. Emergency food assistance falls under H10. See the definitions and how to calculate this measure in Appendix B of the Notice.

8.19. We have RSVP volunteers who assist guardianship programs. Trained RSVP volunteers serve as legal guardians to indigent incompetent adults who have no available or appropriate family to become their decision maker. Many of them go to court on behalf of the client, or assist in other important decisions, such as medical care, appropriate housing placement, etc. Some of the clients continue to live independently while others are moved to a residence more appropriate for them (assisted living, nursing home, etc.). Can this service activity be counted in one of the RSVP focus areas? If so, which one?

It might fit into Healthy Futures, particularly if the services you describe are delivered to individuals who live independently.

8.20. Could one work plan be written for H8 independent living services that would include companionship, meal delivery to homebound persons, grocery shopping and medical transportation where the outcome is H9 increased social support?

Only one activity can be selected per work plan; however, multiple work plans can be created with the same output and outcome pair.

8.21. In Appendix B, the Healthy Futures Objective 2 is Reducing Childhood Obesity and Increasing Access to Nutritious Food. But all of the performance measures have to do with preventing Hunger. We offer KidZercize which is a program that allows kids to learn how to workout and stay active before and after school, as well as providing nutritional knowledge on choosing the right foods. This doesn't seem to fit the performance measure options, but it does fit the Objective. Is it correct to include this activity in this Performance Measure?

This activity would be more appropriate under H4: Health Education Programs.

8.22. Can I put Healthy Futures activities under Other Community Priorities?

If the activities of the volunteers fit under Healthy Futures, it is best to include them in a Healthy Futures work plan. Please refer to Appendix B of the Notice for a list of appropriate activities. Projects may include no more than 30 percent of their volunteers in the Other Community Priorities work plan.

8.23. One of the service activities in the healthy futures work plan is “companionship.” Is there a definition of companionship or can any activity which provides companionship fit into this service activity?

CNCS does not define “companionship;” however, companionship should be a person-to-person supportive relationships with each client served. In order to fit into the “companionship” service activity, the activities must meet all other requirements for measure H8 or H9, depending on whether the work plan’s goal is aging in place or respite care.

8.24. The definition of Key terms states, Emergency food: "Emergency" food assistance is not meant to designate routine help in meeting a family's needs. The emergency may be experienced by the family personally, such as their house burning down..." Would unemployment, and underemployment count as an emergency? Would divorce or separation count as an emergency?

If volunteers are providing food access services that are long term in nature and provide routine help then measure H11 should be used. The situations described may fit more appropriately under H11.

8.25. We have a new program this year, formerly operated by Ombudsman, called VISIT. It is friendly visiting (matched one-to-one) in long-term care facilities. What service category do you recommend for this program? The volunteers visit each person once/week for approx. 1 hour.

This may fit under Healthy Futures however the clients must meet the definitions listed in Appendix B for measure H8 and the objective of the activity must be aging in place. Those serving in assisted living facilities cannot be counted in this measure.

8.26. Can mental health services fit in H4?

Possibly, if the activities are providing training or education to the community, please refer to appendix B for more information on health education programs.

8.27. We have volunteer RN’s placed at a station who provide hands-on medical services. Do they fit into either H2 or H4?

No, activities for H2 and H4 include delivery of health information and health education. Please refer to Appendix B for additional information on these measures.

8.28. I could not find any definitions on companionship. Are there limitations on what kinds of activities might be considered companionship in the healthy futures priority area?

CNCS does not define “companionship;” however, companionship should be a person-to-person supportive relationship with each client served. In order to fit into the “companionship” service activity, the activities must meet all other requirements for measure H8 or H9, depending on whether the work plan’s goal is aging in place or respite care.

8.29. If I am using the Senior Companion survey tool for independent living, can I modify the tool?

For RSVP, the survey tools are merely sample tools and are not required. If you choose to use the tool, you can modify the tool, as needed, to fit your project needs.

8.30. Can a service activity count under H13 or H14 if the activity is education to respite providers and the RSVP volunteers do not actually spend any time with the homebound older adults or individuals with disabilities? For example, does a six-week evidenced based educational program designed to teach family caregivers how to take better care of themselves fit in H13 or H14?

In order for an activity to count in H13 or H14, actual respite must be provided. The education activity described would fit better in H4.

8.31. In the Healthy Futures Performance Measure H11: Number of individuals receiving support, services, education and/or referrals to alleviate long-term hunger. There is a note listed which says "Other Notes: Programs may not focus their services solely on providing referrals to Federal assistance programs."

We are hoping to have RSVP volunteers educate and assist eligible individuals complete applications for SNAP - ideally while they were helping at local farmers markets and potentially doing this in conjunction with some nutrition education sessions. Does this mean that it could not be counted under this performance measure?

If the volunteers are doing more than just enrolling clients into SNAP, like performing the nutrition education sessions, then they can be counted under H11. As long as providing referrals to Federal assistance programs is not the only service provided, and the activity meets all other requirements for H11, the service activity could be part of H11.

9. Veterans and Military Families

9.1. Regardless of the Primary Focus Area selected, do service activities to veterans and military families need to be included within the Primary Focus Area?

No. Serving veterans and military families should be discussed as part of the Primary Focus Area, Other Focus Areas, or in Capacity Building. Serving veterans and military families does not need to be included in Other Community Priorities.

9.2. In potentially placing volunteers in the Other Community Priorities category, would an activity related to and addressing social and emotional needs of children in military families be aligned with the intent of the NOFO? Within our community/service area/geographic scope/state

we have strong supporting statistical evidence of the presence of military families with children and supporting evidence of their child's social/emotional need/gap as well as what is occurring without these services.

It depends on the specific activities of your volunteers. If the activity meets all the requirements for one of the Veterans and Military Families measures, then you may be able to include it in that Focus Area instead of counting those volunteers as part of your Community Priorities.

9.3. We do not have a VA in our county, but we do have a military base and will have volunteers placed at the military hospital on base serving our local military, vets, and their families. I would be inclined to include this as Veteran's and Military Families served. Is this correct?

Yes, depending upon the actual volunteer activities. Please see the service activities listed for Veterans and Military Families found in Appendix B of the Notice. **This list of activities includes examples and should not be considered exhaustive.**

9.4. V.7 output addresses family members of active-duty military, but the activity says "other community-based activity that serve veteran's and military families" not active duty military family members. V.8 output addresses military service members, and again the activity - "other community-based activity that serve veterans and family members" not military service members. Should the activity under other not reflect the population being served in the output?

The activity should benefit the population that is specified in the output.

10. Capacity Building

10.1. If we have a gift shop at a hospital staffed completely by RSVP volunteers, and the proceeds go to hospital equipment purchases, would this count as a capacity building performance measure?

Fundraising activities for RSVP can only be counted under the capacity building measure if fundraising is for a specific programmatic initiative. Capacity building activities cannot be solely intended to support the administration or operations of the organization.

10.2. We have volunteers doing a range of capacity building activities (setting up databases, grant writing, marketing, etc.) What type of capacity building activities can be included in the RSVP performance measures?

The capacity building performance measures for RSVP capture volunteer recruitment, volunteer management, and leveraging cash/in-kind resources.

10.3. If the focus of a mailing is to fundraise, could this fall under a capacity building performance measurement?

Possibly. As a general rule, CNCS considers capacity building activities to be indirect services that enable CNCS-supported organizations to provide more, better and sustained direct services.

To determine whether assigned national service participants' activities qualify as capacity building, think about the intended results of those activities. Applicants must understand and distinguish activities that build capacity. Capacity building activities cannot be solely intended to support the administration or operations of the organization. Capacity building activities must:

- 1) Be intended to support or enhance the program delivery model.
- 2) Respond to the organization's goal of increasing, expanding or enhancing services in order to address the most pressing needs identified in the community, and
- 3) Enable the organization to provide a sustained level of more or better direct services after the national service participant's term of service has ended.

10.4. If a group of volunteers are putting together packets for school children for the new school year, could this fall under the capacity building performance measurement, such as leveraging resources?

No, RSVP volunteers assembling school packets don't fit into any capacity building measures. However, a group of non-RSVP community volunteers recruited by the RSVP volunteers could be counted under G3-3.1.

10.5. Can a classroom aide position be considered under the capacity building performance measurement?

No, this does not fall under the category of Capacity building, as it is seen as direct service. Capacity Building is defined as a set of activities that expand the scale, reach, efficiency, or effectiveness of programs and organizations. Also, CNCS Programs are prohibited from displacing employees.

10.6. If funds are raised, but donated to international organizations, can the fundraising count as part of the capacity building performance measure or does the money raised have to stay with that particular volunteer station?

No, the services provided by an RSVP program should benefit the local community. In this case efforts of RSVP volunteers should not be utilized to benefit international organizations and thus could not be counted under any performance measure.

10.7. Please clarify what "implementing three or more effective volunteer management practices" means in the Capacity Building objective. Is there a list of what these "effective volunteer management practices" are and how is the determination made?

There are several examples of effective volunteer management practices listed in Appendix B of the RSVP *Notice* on page 46 within the definition of the key terms. Examples of volunteer management practices include but are not limited to: development of a written volunteer generation plan, formal partnerships for volunteer recruitment, establishment of a volunteer unit within the program or organization, creation of volunteer manual/training/curriculum, regular supervision and communication with volunteers, liability coverage or insurance protection for volunteers, screening and matching volunteers to jobs*, regular collection of information on volunteer involvement, written policies and job descriptions for volunteer involvement,

recognition activities, such as award ceremonies, for volunteers*, annual measurement of volunteer impact, training and professional development for volunteers*, and training for paid staff in working with volunteers.

10.8. This question concerns the capacity building output. It refers to G3-3.17 dollar value of in-kind resources leverage by CNCS supported organizations or national service participants. We would like to know if we can count as a service activity the volunteers who participate in book sales at our local library. The money from the book sales or the resources raised from the book sales are used for educational programs and education materials for the community. This seems like this would be a service activity and work plan that we could include under capacity building.

Possibly. Please review the material in Appendix B to determine whether your volunteers' activities meet all the applicable definitions for measure G3-3.17.

10.9. I have volunteers serving at a national museum, which is part of our county historical society. They help to greet & educate guests at the museum, help with archives, and help with community events that raise awareness about the local ecosystem, animals, etc...The events are also used to raise funds for the organization. Does this fit capacity building in the new RSVP performance measures? Would it work to take the number of hours volunteers give at this station and multiply it by the Independent Sector value of a volunteer hour to give an approximate dollar amount that volunteers gave/supported the organization with?

RSVP Volunteers may support fundraising; however, it depends on the activity and whether you can demonstrate how the volunteer contributed to these efforts. To count RSVP activities as fundraising, you must be able to accurately account for, verify, and track all donations that were raised with the assistance of RSVP activities. See Appendix B of the Notice for the definitions of Capacity Building and further instructions on how to measure and track fundraising activities.

10.10. We would like to know if we can include under the capacity building service activity of "other" volunteers who work and raise money at several public libraries book sales in our community. Dollars raised from these book sales go back into educational programs and educational supplies for the communities they serve.

"Other" volunteers can be counted as Community Volunteers leveraged. The number of Community Volunteers must be recruited and/or managed by your RSVP Volunteers. For more details on the definitions of Capacity Building and how to count Capacity Building activities, please refer to Appendix B of the Notice.

10.11. Can fundraising to support Veterans Service Organization activities be an activity in a work plan in the focus area of Veterans and Military Families? The money is used to pay for small flags for veterans' graves on Memorial Day, Veteran's Day activities, flags to fly on Memorial Day, funds to support the purchase of medical equipment such as walkers, hand rails, and wheel chairs for local veterans, etc.

The Veterans and Military Families Focus Area Measures (V1, V3, V7 & V8) do not count the amount of funds raised, however, the measures do count the number of veterans, military, and

service families who receive CNCS-supported assistance. CNCS-supported assistance includes providing a variety of different supports to help veterans and military families have a higher quality of life, which could include providing medical equipment.

10.12. I have a question regarding Appendix C Graduating Stations and Station Alignment. It says "RSVP volunteers associated with a volunteer site in an incumbent grant could transition from being RSVP volunteers into community volunteers that were managed by RSVP volunteers who are performing a capacity building role." Does this mean if a RSVP volunteer managed a station that would no longer be an official station under the new directives; we could still maintain those volunteers? I have a large number of volunteers that work in stations that will no longer fit into the new focus areas. If an official RSVP volunteer manages them can we count this as capacity building?

Possibly, if the activity meets all of the definitions under the capacity building measure G 3-3.2. Please refer to Appendix B for definitions.

10.13. Can a target be a dollar amount? This might certainly be a target in Capacity Building when leveraging dollars. Could you clarify this?

Yes, measures G3-3.16 and G3-3.17 both track dollar value.

10.14. Under the capacity building work plans (recruiting/managing community volunteers and garnering resources) are there any limitations on the organizations for which RSVP volunteers may serve other than being a private nonprofit, public agency or proprietary health facility?

Yes, capacity building cannot support activities that are prohibited including organizing to promote advocacy activities and managing CNCS supported grants.

10.15. If an RSVP volunteer is serving under a capacity building measure, do they have to be working for an organization that falls under the performance measure focus areas or can they be placed at any type of organization? For example, can they be the volunteer manager/recruiter for an animal shelter (not in alignment) or do they have to be doing volunteer management/recruitment for a school, homeless shelter, food bank, etc.?

Capacity building may take place at a station even if the activity of the station does not otherwise support a national service measure as long as the activity is not prohibited.

10.16. What measures do I use to capture the impact RSVP volunteers have at blood Drives?

You can use Capacity Building output G3-3.17: "Dollar value of in-kind resources leveraged by CNCS-supported organizations or national service participants." For the service activity, you should select "Supporting Blood Drives" from the drop-down menu. When you set the output target, you should anticipate the number of pints of blood your volunteers will assist in collecting, rather than the "dollar value of in-kind resources."

10.17. Where can I find the pre/post assessment tool referenced on pages 46 and 47 of Appendix B for Capacity Building?

A sample pre/post assessment tool has not been developed for Capacity Building. You may create your own pre/post assessment tool as long as it meets the requirements described in Appendix B.

10.18. Could you clarify the definition of a community volunteer used in the capacity building work plan? Is there an age requirement (55+)? Or can the RSVP sponsored organization and/or RSVP volunteers recruit community volunteers of any age to boost the capacity of the organization? And if so, how is that number used in the total number of unduplicated volunteers?

Community volunteer is defined on page 44 of Appendix B. There is no age requirement. In order for this to be an appropriate RSVP service activity, the RSVP volunteers themselves must recruit the community volunteers. The community volunteers are counted as the output target and not as unduplicated volunteers. Only RSVP volunteers are counted as unduplicated volunteers.

11. Other Community Priorities

11.1. Where would congregate meals fit in a work plan, if at all?

In most cases, congregate meals should be represented in the Other Community Priorities work plan. However, RSVP volunteer service activities that support National Performance Measures should not be excluded simply because they involve a congregate meal site. For example, RSVP volunteers who provide transportation to and from congregate meal sites could be placed in a work plan that uses the Aging in Place output (H8) and/or outcome (H9), as long as the service activity, **transportation**, supports the ability of the clients to remain living independently.

11.2. The Notice states that volunteers in the Other Community Needs area must be represented in a single work plan. Does this mean all volunteer service activities are reflected in ONE work plan or do we still develop separate work plans for separate activities?

You can only develop one work plan for the Other Community Needs section. All volunteer service activities will fall within this one work plan.

11.3. Is there a limit to the number of activities and volunteer stations that can be included in the one work plan within the 30 percent unduplicated volunteer requirement in the Other Community Priorities category?

No there is not. The only limitation is that no more than 30 percent of unduplicated volunteers can be assigned to community priorities.

11.4. Can you have 0 unduplicated volunteers in community priorities if they are all serving in a focus area as unduplicated? In this case you would only have total number of volunteers for this work plan.

Yes, this is possible if all unduplicated volunteers are primarily serving in the other focus areas.

11.5. In terms of impact, how are SWAT (Senior Workers Available Today) teams and hours being counted within the performance measures? If those volunteers are not assigned to a station in a Focus Area work plan, would they then fall into the Other Community Priorities 30 percent?

RSVP volunteers that are in activities that do not align with any of the National Performance Measures as outlined in Appendix B of the Notice should be counted in Other Community Priorities.

11.6. Where does placing flags in cemeteries on Memorial Day count in the new Performance Measures?

This activity would be appropriate under Other Community Priorities.

11.7. Is knitting for overseas veterans considered a valid performance measure? There are no outcomes attached to this particular measure.

This activity would be appropriate under Community Priorities.

11.8. Last year, our RSVP program developed a social contact work plan for care home residents. There was a request from care homes to have this program because many residents don't have much social contact. This work plan of social contact and interaction enriches quality of life through familiar recognition of individuals, energizes and stimulates enjoyment of company, improves mental awareness, social communication, promotes exercise, and the positive well being of clients. How does this activity fit in the new Performance Measures?

This service activity would be appropriate under Other Community Priorities.

11.9. Do I have to have include Other Community Priorities in my project? If not, is it recommended even if it is not a requirement?

No. The only requirement is that projects do not place more than 30 percent of your volunteers in the community priorities work plan.

11.10. Where do volunteers fit in who help staff large day long health fairs, where homeless are actually receiving health care?

These activities may best fit under Other Community Priorities.

12. Other

12.1. What measure should I use to report on the demolition of unsafe structures?

If the demolition is part of disaster recovery, then you may be able to use measure D3. Demolition does not fit into the Economic Opportunity Focus Area.

12.2. Can teaching ESL count as an item under any of the Performance Measures, such as economic opportunity?

Yes, but the measures differ depending on the age of the individuals you serve. Teaching ESL to adults can be measured using output O2 and, possibly, outcome O10. If volunteers are helping school-aged children learn English, then output measure ED2 and outcome ED5 may be more appropriate. If the children being served are Pre-K, then you may use output ED21 and outcome ED24.

12.3. Can funds be used to establish a money management program where volunteer seniors would serve as representative payees and also help seniors and others with budgeting and bill paying?

No.

12.4. In which Focus Area, if any, could I put volunteers who serve on Advisory Councils and/or Boards of Trustees?

In most cases volunteers of this nature should be assigned to Community Priorities. Another possible Focus Area would be Capacity Building. However, applicants must understand and distinguish activities that build capacity. Capacity building activities cannot be solely intended to support the administration or operations of the organization. Capacity building activities must:

- 1) Be intended to support or enhance the program delivery model.
- 2) Respond to the organization's goal of increasing, expanding or enhancing services in order to address the most pressing needs identified in the community, and
- 3) Enable the organization to provide a sustained level of more or better direct services after the national service participant's term of service has ended.

12.5. Where would volunteers in an ombudsman program fit in the new focus areas?

That depends on the nature of the program. Some ombudsman programs may fit in Healthy Futures; measure H2 includes the service activity "preventing elder abuse." Other programs may best fit in the 30 percent Other Community Priorities work plan.

12.6. My organization is a non-profit pro-bono consulting program. The volunteer consultants provide management assistance to non-profit organizations so that they can provide more direct services to their clients. Does pro-bono consulting fit in one of the six Focus Areas or in Capacity Building?

It depends on the specific activities of your volunteers. Some measures allow for indirect services, while others require interaction with "clients" or "individuals served." Please review the material in Appendix B to help you determine the best way to measure the impact of your volunteers.

12.7. Where do food pantries and food banks fit in the new Performance Measures?

It depends on the specific activities of your volunteers. Some food pantry and food bank activities may fit into the Healthy Futures Focus Area or Capacity Building, while others may need to be represented in the Other Community Priorities category. Please review the material in Appendix B to help you determine the best way to measure the impact of your volunteers.

12.8. Where do thrift stores fit in the new Performance Measures?

It depends on the specific activities of your volunteers. Some thrift store activities may fit into one of the Focus Areas or Capacity Building, while others may need to be represented in the Other Community Priorities category. Please review the material in Appendix B to help you determine the best way to measure the impact of your volunteers.

12.9. “Live Well” is an evidence based healthy aging licensed national program supported by NCoA. It is a Chronic Disease Self-Management Education Program that educates persons with chronic disease to make better choices and learn to manage their disease through self-efficacy, and action plans. It has been tested by Stanford University and there are published surveys to support the effectiveness of the program. We have RSVP volunteers that are presenting these seminars (six 2.5 hour sessions to 8-15 individuals signed up for the classes several times each year) and they are also training trainers to present the seminars.

What is the best performance measure for this activity?

It is up to each applicant to determine and describe how their organization will achieve the performance measures. However, you may find the Healthy Futures service activities listed in the List of National Performance Measures of Appendix B to be a helpful resource.

12.10. A local second hand store collects donations, processes those donations and offers them for resale to the general public. The organization utilizes the proceeds to support various non-profits in the community through a grant process (including the local RSVP program). Volunteers are needed to help collect & process donations for sale. Can this be counted as a Capacity Building Activity?

It depends on the specific activities of your volunteers. Some thrift store activities may fit into one of the Focus Areas or Capacity Building, while others may need to be represented in the Other Community Priorities category. Please review the material in Appendix B to help you determine the best way to measure the impact of your volunteers.

12.11. We have a group of RSVP volunteers who volunteer at a non-profit organization that receives used computers from local business, refurbishes them and donates them to area schools and non-profit community agencies that work specifically with children. Most volunteers in this placement are retired engineers and/or technology managers. The volunteers apply their extensive technical skills in refurbishing the computers. A paid staff person from the organization organizes the collection and distribution of the computers. The center donates about 2500 computers per year at a rate of \$300 per computer and 200 printers at rate of \$100 per

printer. This totals over \$770,000 in community in-kind contributions. Would it be possible to place this under the Capacity Building Work Plan G3-3.17? These individuals are turning in-kind donations into a useable resource and distributing them throughout the community. I would list it under "Other."

It can certainly be counted in the Other Community Priorities category, but you should also look closely at the definitions for EN6 provided in Appendix B.

12.12. We do the B.A.B.E.S. Program (Beginning Alcohol and Addictions Basic Education Studies). This is a substance abuse education program. How does substance abuse education fit in the Performance Measures?

Depending on the activities of the volunteers, it may be possible to include substance abuse counseling activities in the Healthy Future Focus Area. You should look closely at the definitions for H4 provided in Appendix B. Otherwise, it most likely fit best in Other Community Priorities.

12.13. I have a station where 70 percent of the current RSVP vols. are veterans or members of military families. There are no employees. The station is a military museum dedicated to preserving and restoring artifacts of our military men and women from the Revolutionary War to the present. RSVP volunteers are actually restoring vehicles, small aircraft and personal items. Volunteers also catalog the thousands of donations to allow survivors to see how their veterans are honored. Would this fit under the Veterans focus area?

No, these activities would best fit under Other Community Priorities. Or, if they meet the definitions outlined in Appendix B, some may fit under Capacity Building.