

# SUMMARY REVIEWER COMMENTS

## 2013 RSVP Competition

**Legal Applicant:** Citrus County Board of County Commissioners

**Applicant ID:** 13SR142829

**Project Name:** Citrus County Community Services

For the purpose of enhancing our programs by improving the quality and quantity of applications to the Corporation for National and Community Service (CNCS), we are providing specific feedback regarding the strengths and weaknesses of this application. These comments are not meant to represent a comprehensive assessment; rather the analysis represents those elements that had the greatest bearing on the rating of the application. Please note that this feedback consists of summary comments from only the external reviewer on the blended panel. Comments are not representative of all of the information used in the final funding decision.

### External Reviewer's Summary Comments:

#### Strengths:

As evidenced by information provided in the work plan, the project will support veterans by assisting them with transportation. The documented need, the services to be provided, and the Performance Measures are interconnected.

The applicant's project has a strong retention and recognition program: among them are certificates of training, life-time achievement for over 4,000 hours of service, certificates of training, years of service pins, and spotlight on local television, press releases, and the organization's newsletter. Volunteers are asked to complete a Volunteer Impact Survey to enhance program initiatives, implement programs, increase volunteer retention, and improve performance. Management training is also provided.

The applicant's share of non-federal assistance comes from local businesses and organizations, which are recognized in various ways: thank you cards, certificates, and public service announcements, to name a few.

#### Weaknesses:

It is unclear if this application is for an existing program.

The application established its Primary Focus Areas as Healthy Futures. The programs described (hospice services, senior meals; disaster preparedness, local thrift store assistance, Habitat for Humanity, and an adult literacy program) are all existing services and programs. This does not conform to the Request for Proposal (RFP) requirement requesting that services be provided for unmet needs.

The applicant has a survey conducted by the local United Way revealed that several needs were unmet, but they are not in the Primary Focus Area. Two programs will be implemented as a result of that survey: after school tutoring and school-based mentoring programs.

The applicant's Performance Measures section includes a myriad of activities to be conducted ranging from serving veterans to disaster preparedness and improving trails, but no justification was provided tying any of these to "Healthy Futures nor to seniors, socio-economics, or races as described in the demographics in the needs section of

the application. In short, the identified community needs and the established Performance Measures lack connectivity.

The applicant does not provide plans for recruiting (and retaining) veterans, disables, or persons from various racial, ethnic, and sexual-orientation groups.

The applicant did not provide a plant to ensure that volunteer stations and assignments will comply with RSVP program regulations.

The applicant did not include a plan to graduate volunteer stations with minimum disruption.

The applicant's plan was lacking information for collecting and measuring outcomes and outputs.

The application does not provide a clear description of sound programmatic and fiscal oversight, day-to-day operational support, and annual data collection, to clearly defined internal policies.