

## PART I - FACE SHEET

<b>APPLICATION FOR FEDERAL ASSISTANCE</b>		1. TYPE OF SUBMISSION: Application <input checked="" type="checkbox"/> Non-Construction	
Modified Standard Form 424 (Rev.02/07 to confirm to the Corporation's eGrants System)			
2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS): 10/18/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:	
2b. APPLICATION ID: 13SR143201	4. DATE RECEIVED BY FEDERAL AGENCY: 10/18/12	FEDERAL IDENTIFIER:	
<b>5. APPLICATION INFORMATION</b>			
LEGAL NAME: Doctors Medical Center Foundation DUNS NUMBER: 868771833		NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Christina Ulloa	
ADDRESS (give street address, city, state, zip code and county): 730 McHenry Ave Modesto CA 95350 - 5413 County: Stanislaus		TELEPHONE NUMBER: (209) 527-3412 8616 FAX NUMBER: INTERNET E-MAIL ADDRESS: culloa@dmcf.org	
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 510140385		7. TYPE OF APPLICANT: 7a. Non-Profit 7b.	
8. TYPE OF APPLICATION (Check appropriate box). <input checked="" type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION      B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below):		9. NAME OF FEDERAL AGENCY: <b>Corporation for National and Community Service</b>	
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002 10b. TITLE: Retired and Senior Volunteer Program		11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: RSVP of Stanislaus County	
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): CALIFORNIA Opportunity #13* Modesto, California		11.b. CNCS PROGRAM INITIATIVE (IF ANY):	
13. PROPOSED PROJECT: START DATE: 07/01/13      END DATE: 06/30/16		14. CONGRESSIONAL DISTRICT OF:    a.Applicant <input type="text" value="CA 018"/> b.Program <input type="text" value="CA 018"/>	
15. ESTIMATED FUNDING: Year #: 1		16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS? <input checked="" type="checkbox"/> YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON: DATE: 18-OCT-12 <input type="checkbox"/> NO. PROGRAM IS NOT COVERED BY E.O. 12372	
a. FEDERAL	\$ 69,704.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO	
b. APPLICANT	\$ 30,738.00		
c. STATE	\$ 0.00		
d. LOCAL	\$ 29,896.00		
e. OTHER	\$ 842.00		
f. PROGRAM INCOME	\$ 0.00		
g. TOTAL	\$ 100,442.00		
18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT, THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.			
a. TYPED NAME OF AUTHORIZED REPRESENTATIVE: Thomas Truax		b. TITLE: CEO	c. TELEPHONE NUMBER: (209) 527-3412
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/18/12	

# Narratives

## Executive Summary

Doctors Medical Center Foundation (DMCF), a 501 (c)(3) non-profit corporation has been serving Stanislaus County since 1975. DMCF has an excellent reputation and well-known history of success in providing solutions for the needs within our community through its wide variety of programs, including: Adult Day Health Care, Alzheimer's Program, Nutrition, Diabetes and Safety Education, Fresh Outdoors Project, Kids Works, M.O.M. a medical outreach mobile clinic, Transitional Care Planning and Post Discharge Phone Calls and Scholarships for Health Education. The mission of DMCF is to bridge the health care cap and enhance community well being. We will continue to serve the needs of the elderly in Stanislaus County by applying the agency wide performance measure of healthy futures. Particularly, section (H8); providing transportation and companionship allowing the seniors of Stanislaus County to live independently.

There are an estimated 5,800 underserved seniors living in Stanislaus County. Volunteers will provide transportation to seniors and the disabled who live in private homes and are unable to use public transit to get to their appointments. Senior companionship will be provided to isolated seniors to improve their perceived social support. The transportation work plan will connect a volunteer driver with a senior or disabled individual who needs basic transportation services. The driver will use their own vehicle to take the client to various necessary appointments. Of the 150 individuals served, 100 will remain in their home and report an increase in their social ties and perceived social support. Volunteers will be placed in the homes of isolated seniors to improve their mental health with continuing visits 1-4 times per month. Of the 40 seniors served, 25 will report an increase in their social ties and perceived social support and remain in their homes. As a community priority volunteers will serve the seniors and disabled living in independent and assisted living facilities with companionship and transportation services as necessary. All volunteers will be reimbursed for mileage.

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### Strengthening Communities

As per the Stanislaus County Mental Health Annual Report (2012) and the Stanislaus County Transportation Needs Assessment (2012), the Doctors Medical Center Foundation (DMCF) is submitting this proposal for the continued efforts of RSVP of Stanislaus County, which focuses on addressing the needs of the estimated 5,800 underserved individuals with disabilities and seniors in Modesto and the surrounding areas. In order to provide service to the largest possible geographic area, DMCF has partnered with existing service providers in Stanislaus County. The following providers have MOUs in place and are actively participating in service activities:

- \* Acacia Park Nursing and Rehabilitation Center -- identify newly homebound seniors and disabled individuals in need of companionship or transportation service
- \* Advancing Vibrant Communities (AVC) -- outreach to faith based volunteer groups
- \* Area Agency on Aging -- training and placement for senior companions and identifying homebound seniors
- \* Catholic Charities (local diocese) -- transportation support using specialized vehicles and Ombudsman program
- \* DMC Foundation -- recruitment, retention and placement of volunteers. Identify seniors in need of transportation and visitation service.
- \* Oakdale Police Department Community Auxiliary Police Services (CAPS) -- identify homebound seniors in need of visitation or transportation service
- \* Consolidated Transportation Services Agency (CTSA) of Stanislaus County, a division of Paratransit Inc. -- identify seniors in need of transportation services and provide travel training if necessary
- \* The Salvation Army Turlock Senior Adults Learning Together (SALT) -- identify homebound seniors and organize community interaction for volunteers

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As the lead agency, DMCF has coordinated internal and external resources to meet project management needs and leveraging partner agency expertise. Catholic Charities, for example, brings a wealth of experience in volunteer management to this project. Finally, MOUs are on file with each partnering agency. These MOUs are the basis for volunteer recruitment and for client referrals from across Stanislaus County. In addition, all community partners have collaborated in volunteer recruitment, determining clients in need and distributing literature and hosting presentations offered by the Program Manager. The volunteer network will continue to work toward extending the reach of the community provider network in this rural area by going beyond the client base of any single provider organization. Thus, this proposal for funding addresses the needs of potential clients from diverse backgrounds and from a wide geographic area, including the Spanish-speaking population.

Senior Corps volunteers will continue to utilize two different types of service -- basic transportation and senior to senior companionship. To improve access to existing services and to augment those services with increased socialization, the project includes two core services: basic or specialized transport and senior to senior companionship. These two services are specifically addressed in the CNCS Agency Wide Service Categories of Healthy Futures (H8). As part of the transportation work plan, DMCF will recruit and train 50 senior volunteers for its driver pool. As part of the senior to senior companionship work plan, DMCF will recruit and train 20 volunteer senior companions to provide in-home companionship to homebound seniors. Twenty senior volunteers will also serve as drivers and companions for the frail elderly and disabled living in independent and assisted living facilities as described in the community priorities work plan.

This proposal addresses the primary focus area of healthy futures specifically aging in place (H8):

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number of homebound or older adults and individuals with disabilities receiving food, transportation, or other services that allow them to live independently. In addition to our program clients (frail elderly, and individuals with disabilities), the two services will benefit caregivers and family members by reducing role overload and increasing their peace of mind. Volunteers themselves will receive the satisfaction of continued learning and of contributing to the quality of life in their communities.

Finally, by promoting greater independence and socialization of disabled and senior citizens, RSVP of Stanislaus County will continue to promote greater overall community stability by helping clients to remain in their own homes and have an increased perception of social ties and support.

a. Additional information on the community to be served, including summary findings from needs assessment: prior to submitting its grant application, DMCF researched the demographics of its service delivery area using independently-gathered data. U.S. Census data (2010) indicated that approximately 514,453 people were living in Stanislaus County, with the two largest demographics groups of approximately 47% White/Non-Hispanic and approximately 42% Hispanic. The population density of 344 persons per square mile exceeded the average of 239 persons per square mile statewide; however, this figure does not reflect the reality that there are still vast rural areas in Stanislaus County, many of which are not accessible by public transportation. In addition, prior to the economic downturn, the poverty level was already approximately 10% higher than the state average, and the annual per capita income \$10,000 lower. The U.S. Census (2010) also indicated that approximately 11%, or 54,831, of Stanislaus County residents were seniors. Further, the Stanislaus County Transportation Needs Assessment (2012) indicated that there are an estimated 5,800 underserved disabled seniors in Modesto and the surrounding areas.

Finally, the Stanislaus County Mental Health Annual Assessment (updated in 2012) was created

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under the auspices of the County by a representative group of community stakeholders, including administrators, citizens at large, public transportation users, and service providers. This updated 48-page document contained a recommended prevention and early intervention program implementation overview (pg. 25), with line items including:

- \* Adult Resiliency and Social Connectiveness
- \* Older Adult Resiliency and Social Connectiveness
- \* Health/Behavioral Health Integration.

Through the funding of this Senior Corps grant, RSVP of Stanislaus County will continue to develop streams of programming which address these priorities. The target population is adults across Stanislaus County, including seniors, individuals with disabilities, the Hispanic population and those at-risk for mental health and mobility challenges. RSVP of Stanislaus County will continue to provide both services through a pool of senior corps volunteers, thereby:

- \* Extending the reach of services
- \* Maximizing existing funding
- \* Complementing future funding
- \* Increasing social cohesiveness in the community
- \* Providing better integration of mental health services

In addition, as part of its Senior Corps budget proposal, DMCF is following through with applications for county and other public funding to supplement the potential grant award. The goal is to acquire the level of matching funds (30%) specified for each year of this three-year grant cycle.

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### Recruitment and Development

RSVP of Stanislaus County is a network of disabled and home bound senior clients and Senior Corps volunteers, supported by provider agency infrastructures, which adds meaning and value to the lives of all involved. To assure a high quality experience for volunteers, RSVP of Stanislaus County has partnered with area agencies, such as the Area Agency on Aging and Catholic Charities, to build the skills needed to be an effective volunteer. These skills include, for example, the ability to respond to emergencies, to refer seniors in need of protection from physical or emotional harm, and neglect to the proper authorities and to provide basic transportation or in home companionship. For a successful volunteer experience, companionship training is offered according to the PEARLS model, developed and field tested by the University of Washington, using materials available on their public website.

RSVP of Stanislaus County's attached three work plans for this project outline a strategy to continue to build a corps of volunteers, including recruiting, retaining and recognizing senior volunteers for both types of service offered. RSVP of Stanislaus County's outreach strategy for volunteer recruitment includes: public service announcements (PSA's), printed marketing materials in both Spanish and English, website postings and participation at all public events offering resources for senior citizens. Printed materials have been distributed to doctors' offices, elder care facilities, libraries, local social service agencies, schools and worship centers and identified partnering agencies.

Finally, the project budget includes funds for annual volunteer recognition. Best practices and highlights from the project will be acknowledged in a special edition of the RSVP Record-a quarterly newsletter mailed electronically or by USPS to all volunteers, partnering agencies and social service agencies in Stanislaus County. Press releases will leverage media exposure, thereby improving outreach. Volunteers will receive a hand written thank you letter by mail from the program manager,

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and a gift certificate for use at a local vendor. RSVP of Stanislaus County will continue to provide volunteer training in a group setting or on an individual basis. For volunteers with mobility issues, we will provide specialized transport. Not only prospective volunteers but partnering agencies and staff from volunteer stations are invited to participate. We also offer the information online in Power Point format for volunteers with computer access or in printed materials. The online training option will enable homebound seniors to make a meaningful contribution to others' lives as companions by phone. Following training, the Program Manager/Volunteer Coordinator will be available by email or by telephone for technical assistance to the Senior Corps volunteers. RSVP of Stanislaus County will also conduct quarterly site visits to all volunteer stations to provide oversight technical assistance as needed.

Detail regarding volunteer service activities:

While the goal is to provide seamless service, the phases of service delivery have been divided into community outreach, volunteer recruitment and training, volunteer match, and service delivery.

Community Outreach:

RSVP of Stanislaus County's outreach will continue to cover all of Stanislaus County and surrounding areas as needed. This strategy will include: the use of live presentations, public service announcements (PSA's), vendor booths, printed marketing materials, and a listing with 2-1-1. The 2-1-1 telephone service provides free & confidential information and referrals 24 hours a day, provided by the United Way of Stanislaus County. The printed materials will be distributed to: doctors' offices, elder care facilities, libraries, local social service agencies, schools, and worship centers. Through other programs,

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DMCF is currently providing outreach to schools and to local eating establishments; therefore, DMCF will use these visits to distribute information about services to seniors as well. Finally, the annual Senior Corps volunteer recognition press release and quarterly newsletter will provide another opportunity to publicize the accomplishments of the program.

### Volunteer Recruitment and Training:

RSVP of Stanislaus County and collaborating agencies will continue to seek interested seniors to volunteer in this program. These prospective volunteers are asked to complete a volunteer application form indicating the service they would like to provide; companionship, transportation, or both, and to state whether they would be willing to participate in recruitment efforts. RSVP of Stanislaus County sponsors a volunteer training session on an as needed basis or provides individual training and orientation to new volunteers. In addition, collaborating agencies are required to provide further training to volunteers assigned to work with their particular client base as stated in the MOU.

### Volunteer Match:

Based on the volunteer applicant information collected and the client application stating services requested the Program Manager/Volunteer Coordinator matches clients with senior corps volunteers, either for companionship service, transportation service, or both. Seniors requesting services that are beyond the parameters of this project focus will be referred to other DMCF programs, or to other appropriate services in Stanislaus County. Volunteers who express interest in reaching out to other members in their community are asked to participate as a volunteer recruiter.

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### Service Delivery:

Identified partnering agencies with signed MOUs on file will work with the trained Senior Corps volunteers to provide the service authorized by the Program Manager/Volunteer Coordinator.

a. Senior Companionship -- Using the documentation and discussion guidelines provided in the PEARLS Toolkit, Senior Corps companions are asked to complete a basic in-home safety evaluation, and follow up with in-home visits between one and four times per month. Should the client fall ill or be unavailable for an in home visit, senior corps volunteers will substitute the scheduled visit with a phone call. Senior companions will submit hourly tracking and mileage reimbursement forms to their volunteer station for approval and the forms are then forwarded to the program manager for final approval and submission for reimbursement.

b. Transportation Services -- Senior Corps volunteer drivers provide transportation to clients on an as needed basis. Volunteer drivers use their own vehicles and submit hourly tracking and mileage reimbursement forms to their volunteer station for approval and the forms are then forwarded to the program manager for final approval and submission for reimbursement. In the event that clients are unable to travel in standard vehicles, specialized transport vehicles from DMCF's own fleet, or from the fleets of participating agencies, will be made available whenever possible.

At the end of each project year, Senior Corps volunteers will update the client information sheet, noting any changes in the need for service. These information sheets will be given to the RSVP of Stanislaus County Program Manager. At that point, services will be discontinued or extended, based on client need and funding availability.

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### Program Management

RSVP of Stanislaus County will continue to provide companionship and basic or specialized transportation service to individuals with disabilities and seniors with the long-term goals of these individuals having increased social ties/perceived social support, thereby strengthening both provider and social networks in the surrounding community. Volunteers are asked to provide basic demographic data and current contact information by the volunteer station (i.e., partnering agencies throughout Modesto and Stanislaus County). All volunteers are also asked to indicate the service they would like to provide; companionship, transportation, or both, and to state whether they would be willing to participate in recruitment efforts. Including seniors in outreach activities will develop their confidence and their social network, as well as providing a positive example for other seniors wanting to make a positive difference in their communities. Volunteers must also provide a copy of their driver license, proof of insurance and indicate whether they are currently volunteering elsewhere.

The volunteer station will forward this information to RSVP of Stanislaus County and the Program Manager will then follow up to arrange a background check and to register the volunteer for the next available training session. If the volunteer will not be available for the next scheduled training session, they will be provided individual training and orientation. These referrals and trainings will be tracked in the RSVP of Stanislaus County project data base. RSVP of Stanislaus County will continue to receive client referrals for service from volunteer stations, partnering agencies, and others in the community.

The RSVP Program Manager/DMCF Volunteer Coordinator matches clients with trained volunteers according to abilities, service needs, language preference, and location. By matching clients with Senior Corps volunteers in their local community, we have been able to reduce transportation costs

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and to facilitate consistent interaction between clients and volunteers. In addition, if clients are unable to receive transport in vehicles owned by volunteers, DMCF and its partnering agencies will make specially equipped vehicles available for use.

With 90 volunteers as the 3 year grant cycle goal, RSVP of Stanislaus County will continue work with volunteer stations and other referring agencies to establish desired targets for recruitment and referral. As part of their service agreement, Senior Corps volunteers will be responsible for submitting monthly hourly and mileage data tracking forms. The Volunteer Coordinator reviews these sheets for completeness and accuracy and submits all monthly data sheets to RSVP of Stanislaus County for final review from the Program Manager. The Data Manager then enters the data into the project database as described in the attached work plans. In addition, DMCF staff will administer the approved CNCS survey annually to gauge service efficacy and determine whether or not we are meeting our goal as stated in measure (H9); number of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support. As a requirement of the grant award, the Program Manager will annually assess the accomplishments and impact of the project on the identified needs and issues in Stanislaus County. After the annual data reports are formed, the Program Manager will develop a written report, which will then be emailed to advisory board members and posted on the existing DMCF website and RSVP of Stanislaus County Facebook Page. Printed copies of the report will be available at cost upon request.

A project advisory council including program staff, collaborating agency representatives, volunteers and clients, will meet on a quarterly basis to review the project. The program manager and the DMCF finance officer will also meet to discuss the budget and financial compliance quarterly. When necessary, any projected budget shortfalls will be covered using DMCF's discretionary money market

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fund. DMCF uses a marketing and outreach plan, overseen by the CEO, to secure funding for all programs. The in-kind value of 15% of the CEO's time is budgeted for this project. This dedicated resource will be used for outreach to funding agencies and to private donors in order to meet the goal of a 30% funding match for all future project years.

### Organizational Capability

DMCF is a recognized leader in providing social services in Stanislaus County. A 501(c) (3) non-profit corporation, DMCF has an excellent reputation and well-known history of success in providing solutions for the needs within our community through its wide variety of programs, including Adult Day Health Care, Alzheimer's Program, Childbirth and Family Education, Community Health/Diabetes/Safety Education, Fresh Outdoors Projects, Kids Works, M.O.M. Project, Transitional Care Planning, Post Discharge Phone Calls, and Scholarships for Health Education. The agency's active volunteer Board of Directors consists of esteemed professionals and community leaders who take great pride in providing guidance to this well respected organization. With bylaws in place for Board functioning, and procedural manuals for daily operations, DMCF will subsume the Community on the Move/RSVP of Stanislaus County project into its policies for background checks, purchasing, safety and travel. DMCF has been receiving public funding, mostly from the State of California, for the past 20 years, currently acting as a fiscal agent for the Fresh Outdoors Project, a program designed to decrease tobacco exposure where people live, work and play. In addition, DMCF was the fiscal agent for handling combined federal campaign (CFC) donation funds, passed through to local nonprofits. DMCF's staff will continue to provide the administrative and fiscal personnel necessary for the sound management of this grant and subsequent project funding:

Thomas C. Truax, CEO, will also serve as the director of Fund Development. Recruited by the DMCF Board of Directors, Mr. Truax has 20 years experience in developing successful medical and non-profit

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organizations and will be responsible for seeking private donations for RSVP of Stanislaus County in years One, Two and Three.

Christina Ulloa, Program Manager is responsible for managing the implementation of all project work plans, including recruitment, retention, and assignment of senior corps volunteers. Ms. Ulloa is responsible for tracking statistics and preparing data reports as required in eGrants including annual reporting as well as being a daily resource for all senior corps volunteers, clients and volunteer stations. She has been working within the non-profit sector and senior population for over 6 years.

Joanne Porto, MSW also holds a Master's Certificate in Gerontology and will be available for consultation concerning assistance with resources and referrals when issues may be out of the scope of expertise for a volunteer.

Veronica Palomares, DMCF Receptionist is accountable for data entry and storage associated with RSVP of Stanislaus County. Ms. Palomares' language skills will allow trouble free intake and phone inquiries will also be seamlessly addressed for Spanish-speaking clients. Ms. Palomares is available to assist with volunteer coordination and will also attend senior resource functions to aid in translation of printed materials as necessary.

Sara Murphy, Human Resources & Executive Assistant, manages payroll, accounts payable and human resources. Ms. Murphy's exemplary clerical abilities and extensive knowledge of legal compliance will benefit the completion of all required CNCS reports. Ms. Murphy will also serve as a resource for volunteer orientation including background checks.

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Beatriz Gonzales, Finance Officer, is responsible for management and monitoring of accounts receivable, accounts payable, budgeting, bank reconciliations, financials, audit preparation/oversight, and the overall agency's compliance with Generally Accepted Accounting Procedures. Ms. Gonzales works alongside the Program Director and CEO to meet grant requirements such as In-Kind Match, as well as monitor program budget spending.

### **Other**

N/A

### **PNS Amendment (if applicable)**

N/A