



# Narratives

## Executive Summary

An estimated 300 RSVP volunteers will serve in the Greene County Department for the Aging's RSVP Program. They will deliver meals to homebound clients, provide medical transportation, serve as ombudsman, serve on community boards, serve in libraries, work in thrift shops, staff information booths, volunteer at local nursing homes, assist with meal preparation and cleanup, teach classes, read with pre-k, k, and 1st grade level students, deliver medications to hospice patients, provide clerical staff in limited situations, provide telephone reassurance and volunteer as friendly visitors through a network of 23 stations such as Greene County Senior Centers, Home Delivered Meals Program, Homebound Medical Transportation Program, local libraries, nursing homes and local non-profits. The primary focus area of this project is Healthy Futures. At the end of the 36 month performance period, 220 homebound elderly Greene County Residents will have been able to live independently because of the meals and medical transportation that was provided to them. The CNCS federal investment of \$34,157 per year will be supplemented by \$41,190 in anticipated non federal funds.

## Strengthening Communities

Description of the community the program will serve:

Greene County is a widespread county covering 658 square miles (more than twice the area of New York City) with a topography ranging from riverfront low lands to rural mountain ranges. In 2011 Greene County was hit by Hurricane Irene, which caused devastation to almost half of the towns in the county. Many residences of the county are vacant for the majority of the year, with these residences being utilized as "weekend" or "summer" homes. Once a booming resort area many resorts have been purchased and are now operated by religious groups who are tax exempt thus placing an even greater strain on the local economy. June 2012 Stats from the Greene County Department of Social Services state that 14,319 Greene County residents are receiving some form of assistance which

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equates to 29% of the county's population. Additionally the "homeless" population in Greene County is listed as 3 families and 17 individuals for this period. Local soup kitchens are well attended in these difficult economic times.

There are no cities in the county, and the five villages account for less than 25% of the county's population. With Greene County being such a widespread rural county there is only limited public transportation, i.e. the County Transit System provides one day per week bus service in five different areas of the county. Greene County no longer has a hospital. Greene County has become a post-industrial society, characterized by an increasing economic base of public and private services and a decreasing manufacturing and agricultural base. As per the New York State Office for the Aging 2011 County Data Book, Greene County's population is 49,221 individuals. The population of individuals age 60+ is 11,971. The 60+ group is expected to rapidly increase based on demographic projections for the year 2020, which indicate that the overall growth of the county will be at a rate of 12% for the year 2020 with the 60+ group increasing to over 14,000. In 2010 the Greene County 60+ population made up 21.5% of the total population. Further projections indicate that by 2020 the increase will be up to 26.85%. The approach of the "baby boomers" (those born from 1946 to 1966) to the rank of senior citizen will have a profound impact on the county and the state.

As of 2010 5% of those 65+ are below the 200% poverty level.

Description of the relationship between the program and the community, including how the sponsor selects community partners and the role of these partners.

The Greene County Department for the Aging (DFA) utilizes RSVP volunteers for its congregate meals, home delivered meals and transportation services. Volunteers assist in serving and packaging at the centers, delivering over 220 meals per day to homebound clients. Cab fare is prohibitive and unaffordable to many on fixed incomes. The Greene County DFA has established a Volunteer

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Homebound Medical Transportation Service to transport homebound elderly to necessary medical appointments.

Greene County DFA RSVP will continue to work in areas of need in the community, and hopefully continue to provide a quality experience for the volunteers and for the stations.

The Greene County DFA RSVP Advisory Council membership meets monthly. The council is an active group of community minded citizens from very diverse backgrounds. At the present time two retired nurses, four retired teachers, one religious leader, an employee of the County Attorney's Office and several blue collar retirees serve as members of our board. Membership represents many of the county's towns, thereby providing eyes and ears locally in our vast county area. Council membership is encouraged to promote RSVP programming and benefits in their areas and to keep the Program Director apprised of needs in their local area as well in the county as a whole. The Greene County DFA RSVP Program, along with its sponsor, the Greene County DFA, has an excellent relationship with the County and its citizens. All individuals 55 years and older are encouraged to serve and a large variety of volunteer opportunities are available to appeal to many different volunteers. Many county agencies as well as numerous non-profit organizations are volunteer stations. Further, the chairperson of the RSVP Advisory Council is a designated member of the Greene County DFA Advisory Council which includes key county departments and community agencies, such as Greene County Public Health, Greene County Social Services, Housing and Community Action. Greene County DFA RSVP benefits from this exposure and collaboration.

Provide information about how the sponsor will build public awareness of and support for the program within the community.

Greene County DFA has been the sponsor for the area RSVP for over 35 years. We will continue to create additional public awareness of the program. Many avenues are used for this purpose. The

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Catskill Daily Mail/Windham Journal are utilized to publicize the need for volunteers at specific stations. Also utilized are other Greene County newspapers as needed to make the public aware of volunteer opportunities in a specific location in the county. Out-of-county newspapers are also used, as many Greene County residents subscribe to the Kingston Freeman and/or the Albany Times Union. The Greene County Round Table News, published monthly by the Greene County Department for the Aging, features an RSVP page each month. Public speaking engagements and community events are utilized to recruit new volunteers. Community Service radio announcements are made on local radio stations and RSVP is included in the sponsor's weekly radio segment. Poster and pamphlet campaigns are used to address specific areas of the county. RSVP bookmarks are created by the program director and then distributed by the public library system. The RSVP Advisory Council is encouraged to assist in the spreading the word about the RSVP program. Volunteers and potential volunteers are encouraged to assist in the recruitment of volunteers.

How the sponsor/program will bring together people of diverse backgrounds.

While racial diversity is not a key strength of our area (89% of the area's residents are Caucasian) the communities we serve are becoming more diverse with time. Our area based on numbers from the 2010 Census has a 89% Caucasian population, 6% Black population, 4% Hispanic population and a 1% "other" population.

Our RSVP program reflects this population trend with 94% of volunteers being Caucasian, 2% being Black, 2% being Hispanic and 1% being Asian.

Our community has created an organization called Martin Luther King Jr. Community Movement(MLKCM). Their mission statement to bring awareness of the movement, so that we can live out the dream by working together in unity without violence and demonstrate with love and

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peace. The goal is to be able to communicate and understand that this community is made of various fabrics of people that should come together as they strengthen and inspire a relationship from block to block in every walk of life to a legacy of the land of the free! Yearly 2-one day events are held in the spring and the fall to support the local food pantries. The Events are called "Fill the Trolley" Using a refurbished trolley car on loan from an area business, and volunteers from MLKCM, the local high school Interact Club and local church volunteers, neighbors are asked to donate non perishable food items. Our goal is to "Fill the Trolley" with food.

Two health fairs are held annually. The purpose of the health fair is to offer an educational, non-solicitive outreach event, by providing knowledge of resources & supportive services to encourage health, safety, and well being for members of our community. The event is open and free of charge to the general public. The event provides an opportunity for community members to meet with representatives of community based organizations as well as allow for greater recognition of the RSVP program.

Enhance the capacity of organizations and institutions within the community

Volunteers affiliated with Greene County DFA RSVP project serve a fairly wide range of local organizations throughout our vast service area. These individuals provide support for activities that fit our program's list of priorities. Their service in these volunteer placements are enhanced by a strong commitment to their local communities, deep roots in their community, a broad range of experience, and a unique ability to set aside time to help address some of our area's most challenging problems.

Among other placements, a small percentage of our volunteers serve with nonprofit organizations and nursing homes who struggle to find staff or resources to administer daily tasks. Other volunteers serve these organizations in activities that include answering phones, mailing information, restocking of library materials.

This strategy of placements is successful for both the organizations we serve and for us. This allows us

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to build the number of organizations we have "touched" in our community thereby increasing the number of individuals who value our program and are willing to donate resources or volunteer for our programs.

The organizations that serve as sites benefit by being able to remain open and viable and continue to serve an ever expanding base.

Work to integrate senior service into the activities of other service programs within the community Historically most programming for Greene County DFA RSVP volunteers has been based on senior programs. With the arrival of several new stations in Greene County including the YMCA and the Jellybeans Reading Program opportunities for increased intergenerational programming are becoming available. Greene County DFA RSVP is currently working with these stations to provide opportunities for current as well as new volunteers to assist these stations in becoming strong Greene County resources.

In 2009 MLKCM started supporting local food pantries by strategically placing food collection boxes in high volume areas. The collection sites are checked weekly. Collected food items are then taken to the local food pantry for distribution through Regional Food Bank registered food pantries.

Additionally 2-one day food drives are held annually, to support the food pantries. To date \$12,040 and nearly two tons of non-perishable food items have been collected and contributed to local food banks. Plans for 2013 "Fill the Trolley" events are already in progress.

### **Recruitment and Development**

#### **Recruitment and Development**

To assure a high quality experience for volunteers that offer opportunities such as building new skills, developing leadership potential, reflecting on the meaning of service, and enhancing the quality of their own lives volunteers are surveyed regularly.

Results the surveys show that the majority of volunteers are recruited by other RSVP volunteers who

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express how gratifying it is to volunteer with RSVP. The RSVP Advisory Council is encouraged to assist in the recruiting of other volunteers. Volunteers and potential volunteers are encouraged to assist in the recruitment of volunteers. Volunteers are encouraged to speak about their personal interests as it relates to community needs. The Project Director uses this volunteer information to research the possibility of a need for a new station or an additional placement for the volunteer. The Project Director works diligently to find a volunteer opportunity to satisfy each volunteer. A volunteer can request any type of volunteer activity and RSVP will try to find a placement which is fulfilling to them. Volunteers are encouraged to come to the office to discuss their activities. Volunteers are also encouraged to come to the office to seek alternative placements if they are dissatisfied with their placement or wish to try something new.

Orientation is normally held one on one with the Project Director. Training events are generally held on an annual basis with special events being offered from time to time. Informative presentations are scheduled monthly at all five Senior Centers. Topics range from nutrition, health and safety to public information. Additional classes on various topics including exercise, dance, quilting, writing and jewelry making are scheduled at various times during the year. All RSVP volunteers are encouraged to participate in these activities.

Annually, the Greene County DFA Advisory Council selects a Senior Citizen of the Year and an Outstanding Contribution by a senior from Greene County. Annually, the Project Director, as well as other community members nominate volunteers who have gone above and beyond in their volunteer activities. Winners of the Senior of the Year and Outstanding Contribution attend a special day at the Governor's Mansion with the Director of Greene County DFA. Occasionally the Project Director nominates a volunteer for the Spirit of Service Award or for awards given through MLKCM for Citizens who exemplify the characteristics of Dr. Martin Luther King Jr.

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How we will build a corps of volunteers, including recruiting, retaining and recognizing senior volunteers

A recognition event is held annually for all volunteers. By collaborating with a local church that has a large venue, we are able to accommodate all of our volunteers, as well as provide a delicious meal at very reasonable rate. Serving staff for the event is provided by the Future Career and Community Leaders of America group from the local high school. This allows our recognition event to become an Intergenerational - Interfaith activity. The event is planned by the Recognition Committee and the Program Director and is well attended by the volunteers. At each event we take the time to reflect on the meaning of services done each year by discussing our accomplishments. 2012's event brought to the attention of the attending dignitaries and volunteers, the New York State value of a volunteer hour as being \$27.32 there by valuing the 2011 volunteer hours of our volunteers at \$696,905.88. Additionally, several smaller recognition events of teas and picnics occur during the year. The Project Director also attends and often assists at recognition events held by individual stations.

We recognize that we do not receive incentives from CNCS to recruit more volunteers for the sake of having a larger corps. Therefore we target our recruitment to find individuals who will help us achieve our program goals. We take the work of our volunteers seriously and our legislature and community does as well. The sponsor and the Greene County Legislature publicize and recognize Greene County DFA RSVP throughout the year. The Legislature presents a proclamation to the RSVP Advisory Council for Volunteer Month at the April Legislative Meeting and in May it presents awards to Outstanding Senior volunteers. In October the Chairman of the Legislature is the Master of Ceremonies for the RSVP Volunteer Recognition Luncheon. In this manner the sponsor and the Legislature help build public awareness and provide support for the RSVP Program.

When volunteers are engaged in interesting and compelling work they are more likely to maintain volunteer hours. In our most recent survey 94% of volunteers report that they feel that they are

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making a valuable contribution to their community. Due to the nature of a Senior Corp Program there is always a certain amount of volunteers who leave volunteer service due to health issues, relocation, death or other reasons, thereby making recruitment an ongoing activity. Volunteer recruitment comes from many avenues. The Catskill Daily Mail/ Windham Journal are utilized to publicize the need for volunteers at specific stations. Also utilized are other Greene County newspapers as needed to make the public aware of volunteer opportunities in a specific location in the county. Out of county newspapers are also used, as many Greene County residents subscribe to the Kingston Freeman and/or the Albany Times Union. The Greene County Round Table News, published monthly by the Greene County DFA, features an RSVP page each month. Public speaking engagements and community events are utilized to recruit new volunteers. Community service radio announcements are made on local radio stations and RSVP is included in the sponsor's weekly radio segment. Poster and pamphlet campaigns are used to address specific areas of the county. RSVP bookmarks are created by the program director and then distributed by the public library system. The RSVP Advisory Council is encouraged to assist in the recruiting of volunteers. Volunteers and potential volunteers are encouraged to assist in the recruitment of volunteers.

Provide training and technical assistance to project staff, volunteers, volunteer station supervisors, and community participation groups.

The Project Director attends training yearly on Senior Corp topics. In addition to this training the New York State Senior Service Corps Association meet once a year to offer training which provides a mix of peer to peer discussions and a sharing of best practices. Typically these trainings include time with representatives from the New York State Office of the Corporation for National and Community Service as well as time with representatives from the New York State Office for the Aging. The quarterly meeting of the Consortium allows for concentrated peer to peer discussions and sharing of

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best practices. Additionally occasional trainings are offered through Greene County. The project director participates in all trainings offered to her position.

Volunteer training events are generally held on an annual basis with special events being offered from time to time.

Greene County has an extremely high rate of successful suicide, for males over the age of 50. Recently Greene County Department for the Aging partnered with Greene County Mental Health to offer volunteers the opportunity to take a Suicide Prevention Training called safeTALK. This training helps the participants to recognize signs that might indicate that a person was suicidal and provide them with the information on how to ask the question "Are you considering Suicide?" and what the next step is for a positive response.

### Program Management

Program management

Developing and managing volunteer stations and volunteer assignments that address specified community needs / provide meaningful placements for the volunteers

To ensure a high quality project, staff maintains ongoing communication with all volunteers and volunteer stations. Stations are visited and phoned on a regular base by the Project Coordinator.

Stations are encouraged to contact the project coordinator if the need for additional volunteers arises or to discuss the possibility of new volunteer positions that have become available. The Project

Director is in contact with new organizations that open in the community, making known the availability and value of using RSVP volunteers. Recently the YMCA and the Jellybean Reading

Program have come to the area. Both of these organizations have become stations for RSVP. With the involvement of these organizations this program is looking forward to a future with intergenerational volunteering that will ensure a brighter future for our community's youth.

Assessing project performance / performance measures are met and show a high quality project. May

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include an annual assessment of project accomplishments

The Primary Focus area for this grant will be Healthy Futures. The main focus area being Homebound Meal Delivery, clients are screened by the case managers working in the Aging Services Unit. Case managers use the New York State Office for the Aging Community-Based Long Term Care Assessment & Nutritional Risk Screening to evaluate the client's need for homebound meal delivery. Clients receive a two month call to check on their condition and continued need for meals as well as any additional need. Clients are visited for reassessment every six months. Statistics for the Homebound Meal Program are tracked through the Nutrition Program. Counts are maintained on the number of clients receiving meals, the number of clients going off meals, and congregate meal attendance.

The secondary focus being Homebound Medical Transportation. Statistics on the Homebound Medical Transportation Program are tracked by the number of rides, hours of service provided, number of trips for non medical assistance (social security, lawyer, pharmacy, medical appliance appointments, etc.). Managing information data that show concrete impacts of the project and its volunteers RSVP volunteers are surveyed occasionally. Members of the RSVP Advisory Council Evaluation Committee assist with the compilation of the data received.

Greene County DFA RSVP collects information about the work of the volunteers and the impact of its programs.

Volunteers submit monthly time sheets and are eligible to submit mileage vouchers if they desire.

Volunteer data is stored in a software program called Volunteer Reporter. Quarterly reports are generated for the number of active volunteers, and the hours that they have served per station.

Additional figures on the number of medical transportation rides, quantity of meals delivered, friendly visits, and telephone reassurance calls are collected for the purpose of maintaining statistics for the

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Greene County DFA. Statistics are accumulated so that a six and twelve month service report can be compiled. These reports are an assessment of the impact that the agency has had on the community. An annual Plan of Service Report is compiled to set goals for the upcoming year. Greene County DFA regularly reports progress toward these goals to the County Legislature

Compiled statistics are utilized to answer progress reports and PPVA's for Corporation for National & Community Service.

Managing project resources, both financial and in-kind, to ensure accountability

The Project Director is directly responsible for the applications for grants to continue funding for the RSVP project through Corporation for National and Community Service. The Project Director is also responsible for New York State Office for the Aging RSVP Funding Applications. Assistance with the budget portion of the application is provided by Greene County DFA Junior Accountant. Her time however is not reflected in the budget.

The Greene County DFA was created in March, 1976 as an Area Agency on Aging and a unit of Greene County Government. Within the next two years it became a supportive sponsor for the Retired and Senior Volunteer Program (RSVP) and has remained a committed sponsor for over thirty five years. The goal of the Greene County DFA is to ensure a network of supportive services to assist the County senior residents to maintain their dignity and independence within their communities. The Greene County DFA provides a network of over thirty distinct services designed to meet the needs of the more than 11,297 older residents of Greene County. These services are offered through a combination of subcontracted programs and direct service provided by the Department staff and volunteers. In 2011 over 2,000 older residents received services from the Department. The Greene County DFA consists of forty seven employees and approximately 300 volunteers providing service from five senior centers and the Department's main office, located in the Greene County Office

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Building in Catskill. This ensures maximum accessibility to our services.

Greene County DFA as sponsor, through the Greene County government provides Greene County DFA RSVP with all necessary operations and support at no cost to the project. These overhead expenses include: office and meeting space; parking; security; auditing; utilities; telephone; fax; and computers; IT support; office cleaning and maintenance; office furniture; purchasing; and legal support. Because of tough economic times in Greene County and with the Legislature stating that large cuts in programs will occur in the future, the Project Director and Advisory Council made the decision to use the New York State value for a volunteer hour and announce the value of the volunteer hours that RSVP volunteers contributed to Greene County during the last year. Placing a dollar value on volunteer hours shows the enormous value of the RSVP volunteers' contribution to Greene County.

The Greene County DFA receives funding from the Older Americans Act of 1965, the New York State Office for the Aging, and Greene County. The Department manages both program and funding requirements for the nine federal programs and six state programs in addition to client contributions and program donations. All fiscal operations, including budgeting, vouchering and reporting, are handled by the Department's Junior Accountant in accordance with county policies that provide a set of checks and double checks prior to payment approval. The Department supports RSVP home delivered meals and transportation volunteers by reimbursing them \$.50 per mileage spent delivering meals or transporting clients. The local match for RSVP is provided by the County.

Securing resources, such as cash and in-kind contributions, to sustain and expand the project

Securing of resources for Greene County DFA RSVP program is handled entirely by Greene County DFA. Greene County DFA provides for all amenities that the RSVP program needs; including office space, utilities, computer and copying equipment. Greene County Department for the Aging has a

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2007 Chevy Malibu available for use by the Project Director to be used for visiting stations or attend trainings. Greene County Sheriff Department performs a records check on every new volunteer. The records check is valued at \$6.50 per report. The check is preformed however, as a courtesy for a sister department. The previously listed amenities are not reflected on the RSVP grant budget although they are provided by Greene County. The County also provides local match for the RSVP grant.

### Organizational Capability

#### Organizational Capacity and Sustainability

Identify staff positions for program management, background and experience of these staff members and/or plans to select and support additional staff

The key staff members responsible for the RSVP program management are the Director of Greene County DFA, RSVP Program Director and the Junior Accountant.

The RSVP Project Director has served in this position for the last 8 years. She has a varied employment background in the public and private sector, including operating her own business. She has resided in Greene County for the last 31 years and is familiar with its many agencies and the needs of the community. She has a degree in Community Service and specialized in gerontology. She serves as secretary for The Martin Luther King Jr. Community Movement and New York State Senior Service Corps Association. She also serves on the Mid-Hudson Library Community Advisory Board.

The Project Director is responsible for recruiting volunteers and new stations. She works closely with the RSVP Advisory Board. She is responsible for maintaining volunteer records, time sheets and vouchers as well as promotion and recognition of the RSVP program and its volunteers.

Terry McGee Ward has been the Executive Director of the Greene County for the Aging since September 2011. Prior to taking on the responsibilities in the Department for the Aging, she was the Greene County Youth Bureau Director for 11 years. Ms. Ward held several regional and state wide positions within the Youth Bureau structure.

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Before joining county service, Terry served as the Executive Director of a non-profit organization. She worked for Cornell Cooperative Extension of Greene County, and was the Educator for Greene County Stop DWI. Ms. Ward was an adjunct professor for Columbia Greene Community College where she taught juveniles in a maximum security detention facility.

Ms. Ward has been an active board member in several area task forces and not for profits boards. Her specialty was program development and implementation as well as contractual compliance.

Ms. Ward has organized and presented at various local and state-wide trainings and conferences including the New York State Police Professional Development In-service Training Program. Years ago Terry moved from "the city" where she was the Assistant Trust Officer in Chemical Bank's Financial Services Division. She has lived in the urban, suburban and rural parts of New York State and has worked in the private, non-profit and government service sectors.

Terry holds a Certificate for Foreigners from the University of Valencia, Spain, a BA in government from St. John's University and an MPA from Marist College.

The Junior Accountant position requires a Bachelors with 24 credit hours in Accounting or an AA in accounting with 2 years experience. The Junior Accountant handles the finances of RSVP's bills and filing claims for federal reimbursement. The Junior Accountant's assistance with RSVP billing and filling is not charged to the grant. It is provided by the sponsor, Greene County DFA.

Financial management systems / past experience federal grant funds

The Department of the Aging receives funding from the Older Americans Act of 1965, the New York State Office for the Aging, and Greene County. The Department manages both program and funding requirements for the nine federal programs and six state programs in addition to client contributions

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and program donations. All fiscal operations are handled by the Department's Junior Account in accordance with county policies that provide a set of checks and double checks prior to payment approval.

Tracking record managing volunteer programs, involvement with seniors, and impact-based programming

Greene County DFA has managed the Greene County DFA RSVP program for more than 35 years. In addition to the RSVP program Greene County DFA recruits volunteers from other age groups to administer programming.

The goal of the Greene County DFA is to ensure a network of supportive services to assist the County senior residents to maintain their dignity and independence within their communities. The Greene County DFA provides a network of over thirty distinct services designed to meet the needs of the more than 11,000 older residents of Greene County. Greene County DFA is the New York Connects representative for Greene County. New York Connects is a program which allows seniors and disabled citizens 18 years and older, a single point of entry for information on all their long term care concerns. Greene County DFA operates 5 Senior Centers strategically placed throughout the county to allow for maximum senior accessibility. Meals are served from each of these sites on a daily bases Monday through Friday. Additionally meal routes for homebound clients are dispatched from these 5 sites to further cover the needs of area seniors.

Currently RSVP has a corps of volunteers nearly 300 strong. 60%of the volunteers are working in an result based work plans.

Ability to assure that the project has adequate facilities, equipment, supplies purchasing procedures, and personnel management support, including clearly defined roles of staff.

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Services for seniors are provided from five senior centers and the Department's main office, located in the Greene County Office Building in Catskill.

Greene County DFA provides for all amenities that the RSVP program needs; including office space, utilities, computer and copying equipment. Greene County Department for the Aging has a 2007 Chevy Malibu available for use by the Project Director to be used for visiting stations or attend trainings.

Organization's procedures/systems for self-assessment, evaluation and continuous improvement  
Greene County DFA has procedures in place for self assessment, evaluation and continuous improvement. Greene County DFA RSVP program is operated under the guidelines of Greene County DFA, Greene County DFA RSVP Advisory Council and regularly scrutinized for volunteer participation and impact. Additionally GC DFA goes through a rigorous annual assessment by the New York State Office of the Aging. New York State Office for the Aging also mandates yearly assessments of all it's funding programs.

### **Other**

Records of the number of veterans that are receiving Home Delivered Meals and/or Homebound Medical Transportation will be maintained for reporting purposes. The number of unduplicated Veteran volunteers will also be maintained for reporting purposes.

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

N/A