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Executive Summary

The primary focus area for Clinton/Essex County RSVP is Healthy Futures, to foster the ability of senior citizens to maximize health and independence while aging in their own homes. We will pursue objectives in Healthy Futures by utilizing the skills and time of an estimated 205 volunteers. These volunteers will provide: veterans assistance, disaster preparedness educational programs/kits for residents in subsidized housing, transportation for frail elderly and disabled residents, health management through exercise programs, bill management assistance, financial exploitation prevention, home meal delivery, and relief from social isolation for visually impaired community members. Volunteers will provide these services through a network of approximately 70 stations/placement sites such as Essex County Veterans Administration Van Service, Clinton County Bill Management Assistance Service, Essex County Home Delivered Meal Program for the Elderly, Joint Council for Economic Opportunity Rural Transportation Program, Office for the Aging/Essex County Rural Transportation, Senior Citizens Council Tax-Aide Site, North East Radio Readers Service, Mercy Care of the Adirondacks Transportation Program, High Peaks Hospice, Hospice of the North Country, RSVP Osteoporosis Wellness Exercise Program, Arthritis Foundation Exercise Program, Essex/Clinton Office of Emergency Services, and North Country Center for Independence. At the end of 3 years it is anticipated that 700 seniors and disabled residents will report they are able to live in their own homes because RSVP filled the gaps in needed community. The CNCS federal investment of \$73,110 will be supplemented by \$59,730 of non-federal funding.

Catholic Charities of the Diocese of Ogdensburg is a 501(c) 3 non-profit organization. Catholic Charities was established by an act of the New York State Legislature in 1017. Catholic Charities mission stands on the foundation of three concepts: Responding, Inviting and Empowering. Catholic Charities covers the eight (8) northern most counties of New York State. The agency is committed to providing services to the most vulnerable members of our community.

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Strengthening Communities

Strengthening Communities

Clinton/Essex Retired and Senior Volunteer Program (RSVP) serves a community of 121,000 in Clinton and Essex Counties according to 2011 data from the U.S. Census Bureau, which makes the region sparsely populated across its 2,800 square miles. These counties are located in the northeastern corner of New York State where the Adirondack Mountains and numerous lakes and rivers make the region a beautiful but challenging place to live and work. The region is rural, with one population center, Plattsburgh, home to only 38% of the population and a former military base. The loss of industrial jobs, the diminished number of family farms and the availability of mostly service or tourist industry jobs creates a bleak economic prognosis for this rural population.

The northeastern corner of New York has a non-diverse Caucasian population and residents who attain education levels substantially lower than those for New York State (NYS). The population of young people is declining while the median age is higher than the statewide median age. Sixteen percent of the population is 65 or older, and there is a significant shift to aging in place and a growing elder population. Many of these elderly are isolated due to the reality that many of their children and grandchildren have moved away to seek gainful employment. The trend of unemployment (hovering around 10%) over the last three years demonstrates that the economic stressors in the North Country region are greater than those in a statewide average.

The economic downturn has squeezed the pocketbooks of our older residents who are struggling to maintain their homes, health and lifestyles. Over 13% of Clinton/Essex County's senior population 60+ are coping with poverty and 31% receive food stamps, based on the most recent American Community Survey from the U.S. Census Bureau. Many senior community members, including those who reside in the senior high rise building that also houses RSVP, rely on the subsidized NYS Nutrition Program for the Elderly for their one hot meal a day. Further, Hurricane Irene adversely

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affected the 65+ population of Clinton and Essex Counties in August 2011, many of whom are still recovering over a year later. Federal Emergency Management Agency (FEMA) has over 1,000 open cases from this disaster in the two counties, most of them seniors.

Many among the region's aging population, including many veterans related to the former military base, lack reliable transportation but need to travel great distances to obtain medical care. There are over 11,000 veterans residing in Clinton /Essex counties. Almost 10% of the households in this rural region are without a vehicle for transportation. Public transportation is very limited in the outlying rural and mountainous areas. Additionally, the severe regional weather affects travel with heavy snowfall, winds, flooding and downed trees. The need to access healthcare is impacted by chronic disease, the higher than state average percentage of smokers, cancer rates, the incidence of coronary heart disease and stroke hospitalizations, and a diabetes rate higher than the national average.

Many home-bound and 65+ residents, particularly in the counties' outlying areas suffer from isolation which contributes to depression. This has been documented in those served by the Home Meal Delivery Programs for the Elderly of Clinton and Essex Counties. Acute loneliness of our community members 65+ contributes to health decline and premature admission into long term care facilities, as indicated in 2012 data from the Clinton and Essex County Health Department Community Health Improvement Plan.

Depressed economic conditions of the region have created the necessity and North Country tradition of neighbor helping neighbor. Community needs in the Priority Focus Area include accessing health care, management of finances, maintaining health and fitness in order to stay out of long-term care facilities, RSVP will carry out a vast array of services to help fill the gaps in identified community needs in the Priority Focus Area such as: transporting vets by van to the Albany VA, preparing and distributing disaster preparedness educational programs and kits for senior residents in subsidized housing, driving frail elderly and disabled residents to essential medical appointments, providing

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respite for caregivers of elderly hospice patients, implementing health management for seniors through exercise programs, offering financial management assistance for seniors at risk of financial exploitation, preventing elder abuse, making home meal deliveries for homebound, and providing relief from social isolation for older visually impaired community members.

Anticipated outcomes are that over 700 Clinton/Essex County seniors will respond they are able to continue to live independently with support from RSVP services.

Recruitment and Development

Recruitment and Development

Clinton/Essex RSVP will seek volunteer placements which align with CNCS Performance Measures and high quality volunteer assignments. We will work with organizations in our communities to identify assignments that are critical to meet community need. We will cultivate a close relationship with elected officials, community leaders and agency directors to keep aware of their priorities.

To ensure the best experience for our volunteers, we will interview each new volunteer to determine interests, skills and talents. We will conduct site visits and follow-up phone calls or emails to ensure that the service activity meets expectations. We will seek volunteer opportunities that meet not only community needs but the interests of our volunteers, especially baby-boomers, as the newest generation of volunteers. We will furnish an updated RSVP Volunteer Handbook to each volunteer to provide a comprehensive reference guide.

We will provide appropriate training for Clinton/Essex RSVP volunteers. Each station will have a training plan in place for volunteers and will agree to this in a signed Memorandum of Understanding (MOU). We retain updated MOUs on file for each station. Station leaders will receive a Partner Handbook that outlines roles and responsibilities in being an RSVP partner.

We will conduct an in-office training session for each new volunteer in the Clinton County Bill Management Assistance Service which includes a specialized Bill Payer Handbook and resource

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manual. The session will address: warning signs of elder abuse and financial exploitation, protocols for reporting abuse, sensitivity training for home visitation, companionship and reassurance suggestions, and resources for financial advice such as free legal counsel courtesy of Office for the Aging. We will facilitate osteo wellness training to include an Osteo Leader Handbook for each bone builder instructor with at least one session annually, led by a NYS-certified instructor. We will make this training available for both new and current osteo leaders as a refresher to update their skill-set.

Program staff will attend state and regional conferences, consortium and county meetings, workshops, and seminars to stay informed on trending topics in volunteerism. We will participate in webinars and tele-conferences and trainings conducted by Catholic Charities, the New York State Office for the Aging, United Way of the Adirondack Region, New York State Aging Agencies Unite Us and Mercy Care of the Adirondacks.

We plan to recruit a volunteer pool reflective of the demography of our area, which includes all races, ethnicities, veterans, and people with varying sexual orientations, languages and disabilities. Marks of diversity in this northern region are not racial but are socioeconomic. We will actively recruit volunteers and Advisory Council members to represent an authentic North Country constituency utilizing the following markers: job and career history, life experience, balance between lifelong and "newcomer" residency, education level, and skills.

Utilizing the tools of "Senior Sentinel" and "Senior Life" (two quarterly publications), and want-ads, we will target seniors for interests that dove-tail with CNCS Senior Corps strategic priorities. We will engage RSVP Advisory Council members as ambassadors to promote RSVP membership through personal and community contacts. We will publicize word-of-mouth as another valuable tool and encourage satisfied RSVP volunteers to get their friends involved in the organization.

To achieve successful outreach, staff and RSVP Advisory Council members will attend events such as volunteer fairs, issue-oriented fairs, and community events to distribute our brochures and market

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our program. We will make presentations to volunteer-driven groups and organizations such as the Clinton County Military Retirees, hang posters in places such as public libraries, and publicize our volunteer opportunities at senior apartment complexes, at meal sites and nutrition program events.

A proven plan, revised on an annual basis for retention and recognition of RSVP volunteers. To retain our volunteers we will promote the benefits of membership in RSVP which include supplemental liability insurance, staff support, recognition events and mileage reimbursement. We will make every effort to target events and locations where our volunteers are gathering. Program staff will conduct volunteer surveys annually to encourage our volunteers to relay their quality of experience; we we anticipate a strong response based on past rate of return to RSVP surveys.

To celebrate and recognize the services of our RSVP volunteers we will contribute articles to local newspapers about their projects and accomplishments, we will mail periodic RSVP newsletters to each volunteer and station. In addition to our own annual volunteer recognition event, we will attend station recognition events, brunches, dinners and award presentations. RSVP will present awards, pins, certificates of appreciation, and special gifts to volunteers in honor of their services and contributions to the community. Birthday volunteers will phone RSVP volunteers to extend birthday wishes on their special day. We will send a note or card on a special day such as a custom-made card for a 100th birthday.

We will offer appreciation to station coordinators and council members for leadership commitment to RSVP with thank-you notes, emails, treats at advisory council meetings, and small tokens of appreciation. We will send a letter to the editor during National Volunteer Week thanking our volunteers. During Senior Corps Week, we will acknowledge volunteer accomplishments by publishing a list of volunteers who served 500 or more hours in the previous year.

Program Management

Program Management

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To insure management of volunteer stations in compliance with RSVP program regulations and applicable laws, Clinton/Essex RSVP staff will examine and review emphasized areas outlined by the Corporation for National Service with all stations. Every station will sign a Memorandum of Understanding, defining the responsibilities of both parties and providing job descriptions for their volunteer activities which will be renewed on a rotating schedule. New stations will receive a Welcome packet to include a Partner Handbook, Volunteer Handbook, Senior Corps brochures and an RSVP poster to display. Both RSVP office sites use RSVP Volunteer Reporter software for membership database management and hours of service collection. It is an essential part of our volunteer management to accurately generate necessary and timely reports for sponsors and funding contributors.

Our plan and infrastructure to develop our capacity to recruit and manage volunteer stations that address specified unmet needs outside of the Primary Focus Area, in addition to the above, will include project-specific training. Specialized training will be mandated for Bill Payers, Osteo leaders, volunteer coordinators, and others as the need arises. Program support documents such as training manuals, brochures and handouts will be provided.

We plan to minimize disruption of volunteer service through support and communication which facilitates the transition of volunteers to other service opportunities. Our plan and infrastructure to graduate volunteer stations is as follows. We intend to arm volunteers with contact information so they can directly approach the graduated station with their interest in continuing to serve.

Simultaneously, we'll contact all affected stations personally to explain changes and indicate the desires of the volunteers. MOUs will be modified or canceled as appropriate. In some cases an official volunteer commendation for past RSVP service may be appropriate; in other instances it may be less disruptive to support the volunteer transition by clearly demonstrating the community need is still there and the activity will remain the same.

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Fifty volunteers in the Needle workers station will be seamlessly graduated with minimal disruption. Those volunteers will be redirected to continue their contributions through four non-RSVP groups. With Catholic Charities as the sponsor for Clinton/Essex RSVP, we are well-positioned to provide alternative outlets to receive the knitted items volunteers produce from home. The infrastructure in the Diocese of Ogdensburg will provide the point of distribution for many knitted items. First, St. Vincent de Paul Society whose coordinator is already an RSVP volunteer, will welcome graduated RSVP volunteers by receiving their items directly for its annual adult and child distribution. Second, local parishes in the volunteers' neighborhoods will receive hand-crocheted "lap robes" to distribute to local nursing homes. Third, Catholic Charities office in Plattsburgh will gratefully support volunteer efforts by distributing baby afghans and infant hats to young mothers who receive other direct services from Catholic Charities. Finally, volunteers will be at ease, knowing that their work will continue to keep the county's 250 Head Start students warm because the RSVP partner Joint Council for Economic Opportunity of Clinton County (JCEO) will directly receive hat and mitten sets to distribute to the pre-school program students.

In the spring of 2012, Clinton/Essex RSVP began preparing to align with new Performance Measures. RSVP Needle Workers station is one that is being graduated. This group of volunteers is near and dear to the previous RSVP ideal and gave staff valued and mutually supportive interaction with volunteers. This station comprised some of our most elder members; including a 101-year old knitter who has been a member for 36 years.

Clinton/Essex RSVP is fortunate to have an infrastructure to assist in the graduation of other stations not aligned with national Performances Measures. The North Country Regional Volunteer Center, developed by United Way of the Adirondack Region with funding from CNCS, will fill the gaps in connecting nonprofit agencies with graduated RSVP volunteers. Clinton/Essex RSVP attended training at United Way in August 2012 to learn how to refer organizations seeking volunteers and to

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refer volunteers seeking specific opportunities. Clinton/Essex plans to promote the web-based center as a viable outlet for volunteers serving in activities which are not part of our work plans. These activities include one-time cultural/educational events or annual civic events.

Our plan and infrastructure to assure that the National Performance Measures outcomes and outputs are measured and collected is as follows. Clinton/Essex RSVP will evaluate our outcomes and outputs by distributing information collection instruments to stations, osteo participants, teachers with participating Reading Buddies in their classrooms and volunteers. We'll use the information collected via the collection instruments as a barometer of how we are growing our program. We'll evaluate responses to gauge whether we are succeeding in meeting objectives. Results will be analyzed in terms of comparison with the previous year for program goal progress and growth. Both positive and potential for improvement findings will be used to improve programs.

Our plan and infrastructure to manage project resources, both financial and in-kind, to insure accountability and efficient use of available resources is as follows. We work diligently to maximize our monies and our resources. Resources such as International Paper Company are utilized to purchase copy paper by the case and well below cost. We strive to purchase office supplies at the lowest prices; we recycle whenever possible and work to minimize worksite waste. We seek out donations of supplies, gifts and services for recognition events. We partner whenever possible with other organizations to recognize our volunteers. In these financially tight times we recognize the need for consolidation of services.

The Project Director reviews monies and balances for each account in the ledger to allow us to keep tabs on spending-down our funding properly and in a timely manner. We track the in-kind expenses related to free office space, heat and lights provided by the Town of Moriah, at our Port Henry office by obtaining a signed quarterly tracking form provided by the town supervisor.

Organizational Capability

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Organizational Capability

Our plans and infrastructure to provide sound programmatic and fiscal oversight, day-to-day operational support and data collection are as follows. Catholic Charities has a well-defined set of policies and procedures guiding the financial management of the agency. Policies include: Personnel, Safe Environment for Minors and Vulnerable Adults, Domestic Violence and the Workplace, Procurement, Volunteers/Interns, Fiscal Procedures, authorizations for check, contracts and grants authorization. A centralized fiscal system will provide RSVP with fiscal support and oversight. An independent audit will be conducted on an annual basis. The Board of Trustees will review the financial statements four (4) times each year. Catholic Charities has policies for payroll and accounts payable. The agency has a procurement policy that requires a minimum of two quotes for purchases over \$1,000. Any purchases over \$5,000 require the authorization from the Board of Trustees. All vouchers and payroll time sheets require authorization by the Executive Director prior to payment. RSVP staff will be able to access fiscal reports as needed. The Fiscal Office utilizes a fund accounting system. Each grant and program will be maintained in a segregated account. The programs on the local level will be authorized to keep track of their revenue and expenses. RSVP will utilize EXCEL for this purpose.

Program staff and volunteers must review written Catholic Charities policy, undergo a background check and orientation. Staff will participate in training provided on federal, state and local levels. Funds will be allocated for webinars, consortium meetings and seminars, including the CNCS virtual conferences. We will provide orientation for new Advisory Council members outlining RSVP history, mission and vision, Corporation and sponsor's functions, and council responsibilities. The program director and financial office will conduct fiscal oversight on multiple levels, from self oversight to review. A fiscal staff will be available Monday-Friday business hours to answer any question immediately either by email or phone call. Essex/Clinton RSVP will maintain a current subscription to

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Volunteer Reporter management database for our system of data collection. The project director will be in daily contact with all support staff.

Descriptions of clearly defined staff positions are as follows. Key Staff: Sr. Donna M. Franklin, LCSW is the Executive Director. Sister Donna is a licensed clinical social worker in New York State. She has 40 years of experience in the field of human services. Thirty of those years have been in supervisory and administrative positions. Her education includes: B.S. in sociology, an MSW in clinical social work and community organizing, and a certificate in Chemical Dependency Counseling. Sr. Donna has experience as a hospital board member and served for 17 years as President of the Board of St. Joseph's Nursing Home in Ogdensburg. She has an established record in the area of volunteer recruitment and training.

Sr. Mary Louise Stubbs, RSVP consultant, has over 40 years of experience in the field of nursing, hospital administration, development of proposals and contracts, disaster relief and training local disaster response teams. Her Masters degree from Georgetown University is in Administration of Health Systems. She served as the Executive Director for Catholic Charities in Arkansas; her expertise is in mentoring local leaders as they develop effective programs customized to the realities of the demographics of rural communities.

Barbara Brassard was recruited for the position of Program Director for RSVP in 2010. Barbara's community involvement, people skills and organizational abilities are remarkable. Barbara worked for 16 years for the Essex County Economic Development Zone Corporation/Empire Zone Program, the last 6 as the coordinator. Her experience includes: managing multi-grants, overseeing program budget, and coordinating management of Essex County businesses. Barbara attended administrative assistant classes at North Country Community College, and was also the executive director for the Ticonderoga area Chamber of Commerce. Barbara served on the board of directors of the local SPCA during their three year capital campaign and now is a member of their adoption committee. Barbara

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is also a Trustee of the Friends of Crown Point Historic Site and a member of the Moriah Community Economic Development Group.

Mary Kate Gardner is the Volunteer Coordinator for RSVP since 2010. She has worked in the not-for-profit sector for over 25 years. She worked for 13 years as the development coordinator and foundation director for a regional environmental organization. She has extensive experience in: grant writing, organizing and coordinating volunteers, direct mail campaigns, data base management, building relationships with donors and budget development. Mary Kate serves on two local non-profit boards of directors, Adirondack Youth Orchestra and Adirondack Wind Ensemble. She also volunteers at the North Country Community Food-Coop. Mary Kate has a degree in sociology from Clark University with a minor in French and Spanish.

Janet Denny, Program Assistant in Essex County has 36 years of experience as an administrative assistant and has worked for the past 6 years as support person for RSVP. She is skilled in office management and data entry. Janet's knowledge of the program, her people skills and her ability to interact in a positive manner with co-workers, community groups and volunteers make her an asset to RSVP.

Each staff position has a detailed job description as defined by Catholic Charities. The Catholic Charities director oversees the maintenance, operation and policy of the organization and completes annual evaluations, while the Catholic Charities delegated administrator oversees the RSVP program and staff. The RSVP project director will oversee the RSVP staff and program to assure that all staff follows through on policy and that job description parameters are complete consistently. The volunteer coordinator will manage one office; coordinate its volunteers and data collection and report to the project director on a regularly scheduled basis. An administrative assistant serves as a liaison to our volunteers and is in charge of the data collection and management.

Our organization's track record in the Primary Focus Area, serving seniors, managing volunteers

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and in measuring performance is as follows. Catholic Charities has a proven history of responding to the unmet and newly identified needs of the elder members of communities of the North Country. Since 1917, Catholic Charities has provided professional and quality services to thousands of seniors in the eight North Country counties. Catholic Charities has the administrative capacity to partner with the National Corporation for Community Service. The agency has a well-established relationship with the Diocese of Ogdensburg and is able to purchase fiscal services, human resources services and insurance, through the Diocese. The arrangement is efficient, economical and provides oversight and fraud prevention. The Chief Fiscal Officer is available to the Board of Trustees and provides them with regular reports on the agency's financial situation. Catholic Charities is an organic entity. The administration, Board, staff and volunteers are consistently open to seeking new and relevant ways to improve the quality of life for our senior population. Since 1974, Catholic Charities has been the sponsoring agency for RSVP. This successful partnership led to Catholic Charities being asked to sponsor the Clinton County RSVP in 1998. For over 35 years Catholic Charities has provided quality administrative oversight, supervision, staff development, financial and technical support for RSVP. Catholic Charities also includes R.S.V.P. promotional materials on the agency's website at no cost to the program. Catholic Charities also sponsors a successful Foster Grandparent Program.

Catholic Charities manages numerous programs in the priority focus area with revenue from federal, state and local governments, foundations, corporations and grants and contracts. These programs are:

1. Foster Grandparents Program -- FGP is funded by CNCS and NYS Office for the Aging. Foster grandparents are volunteers 60+ years who receive training, holidays and earned time, and a small hourly stipend. In exchange they serve as mentors, tutors and caregivers for children and youth with exceptional needs.
2. Ombudsman Program -- Catholic Charities was approached by the State Office for the Aging and

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asked to assume sponsorship of the Ombudsman Program in St. Lawrence and Jefferson counties. This program provides mediation, trouble shooting and advocacy for residents of 100% of the long term care facilities in the counties. The Ombudsman is a volunteer operation. Catholic Charities recruits, trains and supervises the volunteer ombudsmen. The agency also provides an on-going in service program for the volunteers.

3. Disaster Case Management Program -- this program is provided through a subcontract with the Archdiocese of New York. The funds come from the federal government through New York State. The goal of the program is to address the over 1,000 cases in Clinton and Essex counties still on the FEMA case-file lists from Hurricane Irene and Tropical Storm Lee.

4. Seaway House -- Funded by St. Lawrence County Community Services with funds from OMH. This is a member run psycho-social club with a focus on psychiatric rehabilitation. This program promotes independence through the process of multi-level skill development.

5. Entre Amigas -- This program is a women's circle of support for Hispanic women. Fort Drum is the most deployed base in the U.S. Many Spanish speaking spouses are alone, isolated and often acting as single parents while their spouse/partners are deployed. Catholics Charities has the only bi-lingual counselor in the area. A volunteer has been enlisted to extend the program.

Our capability in maintaining a strong organizational infrastructure will be demonstrated in the following areas:

1. Tangible assets including facilities, equipment and supplies -- RSVP assets include two offices located in Plattsburgh and Port Henry. Since the geographical area of the area served is comprised of two counties, with Essex County the second largest county in NYS, two offices are necessary to cover this vast area. Both offices will be staffed and have regular business hours. Each office will be fully equipped with computers, fax machines, answering machines, phones, internet, copy machines and adequate supplies.

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2. Governance structure and operations such as internal policy: Catholic Charities has the following internal policies: Personnel, Safe Environment for Minors and Vulnerable Adults, Domestic Violence and the Workplace, Procurement, Volunteers/Interns, Fiscal Procedures, authorizations for check, contracts and grants authorization. Catholic Charities is mandated to adhere to the privacy policies as determined in the HIPAA regulations. Catholic Charities has a privacy officer, Glenda Jones, LCSW-R. Payroll, accounts payable and other fiscal issues are centralized for all services/offices/programs. All volunteers and staff are required to undergo a criminal record check and Child Abuse Registry check.

3. Role of a community participation group such as an Advisory Council, to insure input from the community: The role of Clinton/Essex RSVP Advisory Council is to be ambassadors for every range of the RSVP program, including seniors, elected officials, support agency representatives, business members and of course volunteers. They will make contact with and interview station personnel to access volunteer accomplishments, satisfaction, impact and station needs on an annual basis. Council Members will convene on a quarterly basis and will bring their knowledge of community needs to the table. Catholic Charities will also participate in various local advisory committees, stakeholders groups, and groups that are focused on assuring that a continuum of services exists for all senior citizens. RSVP will participate in these groups when appropriate and will benefit from Catholic Charities' reputation and community involvement.

4. The existence of robust management systems and past experience managing federal grant funds: RSVP Governance follows Catholic Charities and is mandated to adhere to the privacy policies as determined in the HIPAA regulations. Catholic Charities has a privacy officer, Glenda Jones, LCSW-R. Payroll, accounts payable and other fiscal issues are centralized for all programs. All volunteers and staff are required to undergo a criminal record check and Child Abuse Registry check. Catholic Charities utilizes an annual employee evaluation. Program directors will receive an additional

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program focused questionnaire with three questions: Keep -- Build -- Stop. The program will be evaluated for impact, outcomes and relevance to current needs. Catholic Charities will require RSVP to submit an annual statistical report. This report will include: number of volunteers, number of volunteer hours, number of work sites, and number of persons served and program accomplishments. It is being adapted to retrieve a deeper level of program impact data. Catholic Charities has begun a new self-study process every 3 years. Surveys will be distributed to staff, clients, volunteers, funders and collaborators. Data will be compiled and an agency profile will be prepared for the Board of Trustees. Communication on a regular basis, with the various work sites, will provide relevant and updated data regarding level of satisfaction for both work site and volunteer.

We will continue to adequately sustain the required non-federal share of funding through the unique economic resources of the two counties. Each RSVP office will work to maintain current financial support by applying for funding from NYS Office for the Aging and the United Way of the Adirondack Region. We will seek additional local support, particularly creative joint fund raising by a two county initiative. For example, we will seek additional financial support in Essex County from the Essex County Board of Supervisors, Stewart's Shops, and an annual raffle. We will seek additional support in Clinton County from donations from St. Vincent De Paul Society, Senior Citizens Council, Stewart's Shops, Meadowbrook Health Care and an annual raffle. In-kind contributions will also help defray the non-federal side of our grant; Essex RSVP will receive 100% in-kind rent from the Town of Moriah and Clinton RSVP will receive office space from the local housing authority at the below-market rate of \$163 per month. All these efforts will assure meeting the financial obligations of sustaining our program.

Other

N/A

PNS Amendment (if applicable)