

PART I - FACE SHEET

APPLICATION FOR FEDERAL ASSISTANCE		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): 10/17/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 13SR143951	4. DATE RECEIVED BY FEDERAL AGENCY: 10/17/12	FEDERAL IDENTIFIER:														
5. APPLICATION INFORMATION																
LEGAL NAME: Pueblo Senior Resource Development Agency Incorporated DUNS NUMBER: 039144449	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Gloria M. Pavlica TELEPHONE NUMBER: (719) 545-8900 FAX NUMBER: (719) 544-7831 INTERNET E-MAIL ADDRESS: gvaldez@srda.org															
ADDRESS (give street address, city, state, zip code and county): 230 N Union Ave Pueblo CO 81003 - 4207 County: Pueblo																
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 840593609	7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Community-Based Organization															
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: Corporation for National and Community Service															
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002 10b. TITLE: Retired and Senior Volunteer Program	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: Pueblo RSVP 11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): Pueblo County, City of Pueblo Colorado Opportunity #3																
13. PROPOSED PROJECT: START DATE: 04/01/13 END DATE: 03/31/16	14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="CO 003"/> b.Program <input type="text" value="CO 003"/>															
15. ESTIMATED FUNDING: Year #: 1	16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS? <input type="checkbox"/> YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON: DATE: <input checked="" type="checkbox"/> NO. PROGRAM IS NOT COVERED BY E.O. 12372															
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">a. FEDERAL</td> <td style="text-align: right;">\$ 41,206.00</td> </tr> <tr> <td>b. APPLICANT</td> <td style="text-align: right;">\$ 47,749.00</td> </tr> <tr> <td>c. STATE</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>d. LOCAL</td> <td style="text-align: right;">\$ 35,811.00</td> </tr> <tr> <td>e. OTHER</td> <td style="text-align: right;">\$ 11,938.00</td> </tr> <tr> <td>f. PROGRAM INCOME</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>g. TOTAL</td> <td style="text-align: right;">\$ 88,955.00</td> </tr> </table>	a. FEDERAL	\$ 41,206.00	b. APPLICANT	\$ 47,749.00	c. STATE	\$ 0.00	d. LOCAL	\$ 35,811.00	e. OTHER	\$ 11,938.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 88,955.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO	
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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: Gloria M. Pavlica	b. TITLE:	c. TELEPHONE NUMBER: (719) 545-8900														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/15/12														

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Executive Summary

400 RSVP volunteers will serve homebound seniors, low income households and veterans. The RSVP Projects' primary focus areas that the project will address are all under the Healthy Futures. The three stations under the Healthy Futures deal with distributing food to individuals and households who are experiencing food security and delivering food to homebound seniors. These three volunteer stations include Cooperative Care Center, USDA Food Distribution and Meals on Wheels. The Outcomes of the two, Cooperative Care Center and the USDA Food Distribution are the same: Number of individuals receiving emergency food from food banks, food pantries or other nonprofit organizations. The outcome for the Meals on Wheels program is the number of homebound or elder adult and individuals with disabilities receiving food, transportation or other services that allow them to live independently. The total number of stations under the three categories of Primary Focus, CNSC Priority Area and Community Priorities is 15. The Grant Proposal is requesting a total budget of \$88,955 of which \$41,206 or 46% is the Federal Share and the Local Share of \$47,749 or 54% of the total budget.

Strengthening Communities

Pueblo is a city located in Pueblo County in southern Colorado. The City of Pueblo with its multicultural population is situated on the confluence of the Arkansas River and Fountain Creek. The area is considered to be semi-arid with approximately 14 inches of precipitation annually. In 1990 Pueblo County had a population of 123,051. Today, Pueblo County is ranked tenth with a population of 157,224. The projected population in 2013 for Pueblo County is expected to show a 6% increase. Today, the largest minority group in Pueblo County is Hispanic with a percentage of 39.5% which is much higher than the State of Colorado Hispanic percentage of 20.3%. The percentage of Hispanic residents in Pueblo County is also expected to increase in the years to come. Fifteen years ago the City of Pueblo was recognized by the United States Congress as America's Home of Heroes as the only American city at that time to have four native sons who were living recipients of our highest award

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for military valor, the Medal of Honor. It should not, however, be surprising that Pueblo would produce four such heroes in three different wars over the span of only 24 years. Pueblo is the Home of Heroes not only because of the four men who earned the Medal of Honor, but also because of the thousands of others who served with pride and patriotism when duty called. Today the civilian veterans who call Pueblo County their home number 12,502 which are 16.3% of the total population as compared to the national average of 12.7%. With its moderate weather and affordable living, Pueblo County is considered a great place to retire. Pueblo has many positive features such as the reservoir and the river walk. There are many nice restaurants and museums to visit. Recreation opportunities include golf and football is big in Pueblo. Pueblo has two fine colleges and a great number of churches of different denominations. Pueblo is actually a nice place to live. But like all communities, Pueblo is not immune to problems. Our problems seem to be linked to economic situations that affect many different people.

According to the U. S. Bureau Statistics 25.7% of the Pueblo County's population is over the age of 55. It is projected that by 2013 this same population will increase by 2%. Although Pueblo County is considered a great place to retire, not all of the senior population is living the good life. According to a Community Assessment Survey for Older Adults, 2011, completed by the National Research Center, Inc., 46% of the Pueblo County seniors surveyed stated they had problems with maintaining a healthy diet. 38% had problems with performing regular activities, including walking, eating and preparing meals. Not having the money to prepare a meal but also the means to prepare a meal are components to living a healthily and independent life. The word social comes from the Latin word for friends/companions and /or relating to society, to the human beings around you. Living a healthy and independent life also includes the connections to other people, to be social. 29% of the seniors in the Community Assessment Survey stated that they had problems with feeling lonely or isolated. This

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same group also stated they were not able to drive (20%) or had problems with having safe and affordable transportation (28%) Not only are a portion of senior Puebloans dealing with various problems of loneliness and inadequate food, so are families who are low income and those that are unemployed. For them being able to provide nutritional food for themselves and their family is a great need.

A recent study by the Colorado Children's Campaign indicates that Pueblo County's child poverty rate is at a staggering 25.4%. Pueblo County families exceed the state average in the area of public assistance. The proportion of single-parent families with related children below poverty is 34% while the state average 22%. The Pueblo County median family income in 2010 was \$38,326 which was significantly lower (28%) than the state as a whole.

The unemployment rate has also greatly affected the lives of individuals/families in need of assistance especially in the area of food. According to the Bureau of Labor Statistics the unemployment rate in July of this year in Pueblo County was 11% while during the same month the unemployment rate for the State of Colorado and for the Nation was at 8.3%.

According to the U.S. Bureau there are 12,502 civilian veterans living in Pueblo County. This represents 16.3% which is a greater percentage than the national average of 12.7%

With the increasing population of low income, senior population, and unemployed Puebloans, the need to access sufficient and nutritious food that fulfills the dietary needs of individuals and families to live a healthy and independent life is a basic need of the community.

The volunteer stations that are addressing the community need related to food security and senior isolation are agencies with very small number of staff. Most have only one or two staff members. Their volunteers make up the bulk of the staff. The staff totally understand the value of their

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volunteers because without them people in our community would go without food. And this statement is continually reinforced especially during the recognition of the volunteers at each station. The value of the volunteer is instilled into the volunteers as they first start as volunteers during their orientation and training and continues during their duration. Volunteers are trained by the staff and other volunteers of their respective volunteer station. The training is on the job training such as the new Meals on Wheels drivers who go on a drive along with the veteran volunteer driver on a their meal delivery route. Other hands on training are done at the Cooperative Care Center and Commodity Program with veteran volunteers showing the new volunteers the process for the food distribution. What better teachers than the dedicated volunteers of an agency. The volunteer station utilizes different ways to remind staff and volunteers the reason they are there. For example the Cooperative Care Center has a wall in their lobby dedicated to their mission. This decorative message is a constant reminder that people who are having a difficult time need to be nourished and shown respect. The volunteer stations are continually making sure they are addressing the needs of the community by obtaining input through the use of surveys and questionnaires. Volunteers at the Commodity Program distribute and help fill out yearly surveys at the Commodity site. This survey is then summarized by volunteers and RSV staff and used as a planning tool for the station.

The three primary focus areas in this grant are: Meals on Wheels Program, USDA Food Surplus Distribution and the Cooperative Care Center.

The Meals on Wheels program totally depends on volunteers to deliver a hot nutritious noon meal to homebound senior citizens.

25.7% of Pueblo County's population is over the age of 55 and it is expected to increase by 2% in 2013.

The senior population in Pueblo County is relatively high as is the problem of seniors being able to perform daily tasks such as preparing meals as stated in the Community Assessment Survey for

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Older adults. 2011 completed by the National Research Center, Inc., and the U.S. Bureau of Statistics. Living a healthy and independent life also includes the connections to other people. 29% of the seniors in the Community Assessment Survey stated that they had problems with feeling lonely or isolated. This same group also stated they were not able to drive (20%) or had problems with having safe and affordable transportation (28%). Not being able to drive greatly affects a person's independence and creates a state of isolation that many seniors experience. Limited social ties and connections and food security are factors in Pueblo County seniors that effect this population living a healthily and independent life.

99 RSVP Volunteers will deliver hot nutritious noon meals to approximately 493 homebound seniors Monday thru Friday. 75% of the 493 homebound seniors will report that the delivery of the noon meals by a volunteer driver has increased their social connection.

The USDA Food Surplus Commodity Program has two food distribution programs; the TEFAP (The Emergency Food Assistance Program) and the CSFP, (Commodity Supplement Food Program), both are geared to low income individuals.

As stated above from the study completed by the Colorado Children's Campaign families in Pueblo County exceed the state average in the area of public assistance. The median family income is also significantly lower (28%) than the state as a whole. Another factor that affects food security in Pueblo County is the high unemployment rate. Finding jobs in this community is difficult and people still need to eat. According to the Bureau of Labor Statistics the unemployment rate in July of this year in Pueblo County was 11%. This rate was higher than the unemployment rate in the state and also in the nation. Food security which is being able to access sufficient and nutritious food that fulfills the dietary needs of individuals and families to live a healthy and independent life is a basic need of the

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community.

Each month 88 RSVP Volunteers will distribute food through the two different programs of the USDA Food Surplus Commodity program.

70% of the 6,000 recipients of the USDA Food Surplus Commodity Programs will report a increased food security for themselves and their families.

The Cooperative Care Center is an organization that provides food and other critical services to the poor in a supportive atmosphere.

People in Pueblo County who have never asked for assistance in the past are now standing in line at food banks. The unemployment rate continues to surpass the rate of the state. 11% unemployment rate for July of this year was reported by the US Bureau of Labor Statistics. Employees are seeing a greater number of applicants that are over qualified. 34% of Pueblo County households are below the 185% of poverty. Low income and being unemployed are some of the main factors that contribute for the need of food or low food security

25 RSVP Volunteers will hand out food bags to eligible clients at the Cooperative Care Center.

On a monthly basis, 70% of the 3,000 clients will report a increase in food security of themselves and their families.

VETERANS

As stated above, the civilian veterans who live in Pueblo County is 12,502 which are 16.3% of the total population as compared to the national average of 12.7%.

Currently there is one volunteer station that serves veterans and that is the Veterans Nursing Home on Oakshire Lane. The RSVP Volunteers are part of a volunteer singing group that performs at the nursing home once a quarter.

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A group of 33 RSVP Volunteers will provide services as a group once a quarter to the veterans at this assisted living facility. These services will be to enrich the lives of these veterans who gave so much to their country. The first quarter will be a gardening project. The second quarter a fishing trip project. The third quarter will be an activity related to Veterans Day and the fourth quarter will be related to Martin Luther King, Jr., Day of Service.

Recruitment and Development

The RSVP Program staff is comprised of one full time employee which is the RSVP Director. A RSVP Volunteer donates four hours a week to assist the RSVP Director in data entry. Where ever the term RSVP Staff is listed, it is referred to the RSVP Director.

During the first quarter the RSVP Staff will begin a series of meetings with the Station Supervisors. . The first meeting discussion will be centered on the present volunteer procedures. During this meeting the RSVP Staff and Station Supervisors will review the volunteer job descriptions, the volunteer training materials, and the programs service systems.

During the second quarter the RSVP Staff will meet with the Station Supervisors and will begin discussions on how their volunteer assignments can be enhanced, revised, and upgraded. RSVP staff will present ideas on enhancing the job descriptions and ideas as to where opportunities are for volunteers to be utilized in building their skills including leadership type skills. Ideas will be presented on training options and materials that can booster the volunteers worth and benefits that they can receive. The RSVP staff and Station Supervisors will then together solidify the ideas into revised job descriptions, orientation and training materials.

During the third quarter the Station Supervisors will have the revised materials approved by their superiors and or governing boards and put into effect.

During the forth quarter volunteers who went through training as of the third quarter will be given a short phone/email survey concerning their training as it related to their job duties. The survey will

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also address issues as to how they viewed their usefulness to the agency, if they feel they made a difference, if the work they were doing related back to their expectations and their stations expectations. This feedback will be reviewed with the Station Supervisor to re-evaluate the volunteer's role and the volunteer procedures and to make necessary adjustments as needed.

Pueblo County's largest minority population is Hispanic which comprises nearly 40% of the total county population.

The first step in the recruitment plan during the first quarter is to locate the areas of the community with the high population of Hispanics. The Hispanic population is intergraded into all areas of the community. Hispanic residents are represented in the zip codes areas of 81001 (49.4%) and 81004 (45.8%) and 81003 (42.5%). The recruitment efforts will be in these three areas.

Second step during the first quarter will be to research each area to locate churches, clubs and groups representative of this population. The web site will also be used to emphasize the recruit in these areas as well as other media such as newspapers, newsletters, radio, bulletins, etc.

Third step is to contact these groups and clubs during the third quarter and set up times for presentations or other means of communication if a presentation is not an option.

Fourth step is to conduct the presentations and/or distribute the recruitment material.

Fifth step is to follow up on leads from these presentations and distributions. As individuals respond, the process to place these individuals will be conducted as per the staff placement process (see below).

Sixth step during the fourth quarter is to evaluate the plan and make necessary adjustments.

The placement process for all volunteers is as follows:

PROCESS TO BECOMING A RSVP VOLUNTEER

1. Interview

a. Staff and individual set up an appointment to meet

b. During the meeting they discuss the individuals background, interests, skills, hours they want to

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volunteer, etc. Issues will be addressed at this time. If the individual is Spanish speaking only, then a Spanish speaking staff member will be part of the interview process. If there are issues related to speech, sight or mobility, they will also be issued at this point and will also be taken into consideration during the placement process.

c. After this informational sharing time, the Staff member offers possible sites, first from the primary focus areas for the individual. An emphasize will be made to present the community needs and the stations that address those needs.

d. If any of these sites seem to be a good fit, then the volunteer station contact person is called to set up an appointment with the individual.

e. The individual is then given an enrollment packet and has them then fill out all the paperwork: enrollment form, background check form, grievance form etc.

f. The individual is then given a review of the benefits of RSVP including the insurance, mileage and time sheets. If the individual prefers to think it over and or fill out the paper at home, then they are given the packet and it is explained to them. A time is set up to meet again to finalize the placement and turn in the paperwork. ASAP a background check is made and if a felon shows up then action is then taken to contact the volunteer to discontinue the process.

2. Placement

a. After the volunteer station supervisor meeting with the individual, a follow up call is made to finalize the placement and review the time sheet process and the training.

b. The volunteer station is also given a follow up call to finalize the placement and to set up a MOU, Memorandum of Understanding if not in place and to review the time sheet process, and handicap accessibility.

c. If not a good placement, then another meeting with the individual is set up to develop other options.

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3. Tracking

- a. The Volunteer information is then entered into the data base and the monthly hours are tracked by the RSVP Staff.
- b. The volunteer is given a follow up call the next month to make sure all is well and that they given a training and are given adequate supervision. The station supervisor is also contacted to follow up on the volunteer. If not problem areas arise then the next follow up call will be after six months.
- c. If no hours show for two months, a follow up call is made to determine the situation. The situation is taken care of by the Staff member.

Our plan to recruit veterans include:

First Step: During the first quarter, Staff will research the veteran related groups and clubs in the community and compile a list with phone numbers and emails of contact people. This list will include such groups as the DAV, TREA, GI Forum, American Legion, VFW etc...

The web site will also be used to emphasize the recruit in these areas as well as other media such as newspapers, newsletters, radio, bulletins, etc.

Second step is to contact these groups and clubs during the second quarter and set up times for presentations or other means of communication if a presentation is not an option.

Third step is to conduct the presentations and/or distribute the recruitment material.

Fourth step is to follow up on leads from these presentations and distributions. As individuals respond, the process to place these individuals will be conducted as per the staff placement process (see below).

Fifth step during the fourth quarter is to evaluate the plan and make necessary adjustments.

Our Plan to recruit RSVP Volunteers with disabilities include:

In Pueblo, there are primary seven groups that work with the disabled community. These groups

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work with individuals of all ages including the elderly, thereby addressing both issues of disabilities and age related disabilities at one time. The Center for Disabilities is an organization that has been in the community for many years. It provides services such as counseling, equipment rental, support groups, and others. Presently, the RSVP Staff has a working relationship with the Center for Disabilities staff that works with the visually impaired. The RSVP Vision Support Group combined with the Centers' Vision Support Group and two of the RSVP Volunteers who worked with our group are now working with their group. Colorado Bluesky has also been in the community for many years and focuses on the training and job placement of individuals with disabilities. RSVP Staff has also worked with this group in the past and has one active RSVP Volunteer there at the Blue Sky Center. The Pueblo Diversified Industry also a long standing agency in Pueblo provides job training and placement as its main focus. The Arc of Pueblo is the advocacy arm of Pueblo's services to Individuals with developmental disabilities. It's important and essential function is to promote equal opportunities for developmentally disabled persons to be contributing citizens in their community. The Pueblo Disabilities Board is a volunteer based advisory board that makes recommendation to the City and County concerning issues that relate to the disabled community. The Goodwill and ARC Thrift Stores in Pueblo not only utilize the thrift store as a means of training individuals with disabilities but also have become popular shopping sites.

During the first quarter, Staff with contact these groups to set up appointments to meet with their staff. Other means of recruitments such as the web site and other media such a radio, newspaper, etc. will be used in conjunction with the agency contacts.

During the second quarter, Staff will meet with the Staff and discuss volunteer recruitment opportunities within their respected groups. Depending on the outcome of these meetings, identifying potential volunteers will be addressed and processed as RSVP volunteers. Recruitment materials such as flyers and information fact sheets will also be left at each visited site.

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During the third quarter, Staff will conduct a follow up contact to those agencies. Further recruitment efforts at that agency will be determined and scheduled. This includes a follow-up of other recruitment efforts such as radio, newspaper, etc.

During the fourth quarter, Staff will evaluate the recruitment plan for the disabled and age-related disabled and make necessary changes and needed.

The plan to retain volunteers has actually started with the recruitment and placement process.

*First step: A formal application, interview and placement process has taken place. Through this process the motivation of why the volunteer wants to donate their time is made known to the Staff member.

*Second Step: A formal orientation /training are given to the volunteer. To stay satisfied, volunteers must know what they're expected to do, and where their responsibilities end and the paid staff's duties begin. The volunteer is given a follow up contact to find out how the placement is working out. It is also a great way to see if the needs of the volunteer and the station are being met and if not then some adjustments can be made.

*Third Step: Nurturing the volunteers' needs will strengthen their ties to the RSVP staff and the volunteer station, and it gives the volunteer a great reason to continue volunteering at the station to nurture the volunteer's needs staff will provide professional development opportunities to learn new skills, opportunities to network, and opportunities to enhance the meaning of service.

*Fourth Step: Staff will provide a recognition tea in the fall to recognize the volunteers and their valuable work. The event will be held at Union Depot with refreshments, entertainment and door prizes donated from the community.

*Fifth Step: As volunteers leave the program an informal exists interview will be given to identify the reason they are leaving which can be used to make any adjustments or improvements to the retention

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process.

*Sixth Step: During the fourth quarter volunteers who were placed during the year will be given a survey to provide input to the Staff as to what placements worked or didn't work and what changes can be done to make improvements to the retention process.

Program Management

Our plan to ensure management of volunteer stations in compliance with RSVP program regulations and applicable laws will include:

-Each volunteer station will have a Volunteer Station Packet which will include:

-RSVP Policies and Procedures for Volunteer Stations

-Volunteer Station Enrollment Form and Letter

-Sample of Job Description

-Handicap Accessibility Evaluation with CNS Accessibility

Guidelines

-Memorandum of Understanding, (MOU).

The signed Station Enrollment form, MOU, and the signed Handicap Accessibility Evaluation Form will be filed in the RSVP Office.

These forms cover all areas related to compliance such as handicap accessibility, non-profit status, volunteer position not replacing a paid staff or involved with political, religious or union, etc.

Our plan to develop capacity to recruit and manage volunteer stations that address specified unmet community needs outside the primary focus area include:

The primary focus of the recruitment and management of volunteer stations will be within the Primary Focus areas. The RSVP Director will devote 5% of her time each month to recruit volunteer stations that meet a community need but are not in the primary focus area.

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- During the first quarter the staff will research and identify the community needs
- The second quarter the staff will contact those agencies to discuss RSVP, volunteers, volunteer station procedures, etc.
- The third quarter the RSVP Staff will finalize the volunteer station process and begin recruitment of volunteers.
- The fourth quarter the RSVP Staff will maintain the data on those volunteers and will keep in contact with the volunteer station. The station will be given a short survey to provide input into the process and the RSVP Program at which time the RSVP Staff will evaluate whether the community need as defined was met.

Our plan to responsibly graduate volunteer stations to meet changing community needs and to minimize disruptions to current volunteers where possible is as follows:

- During the first quarter RSVP Volunteer Stations and RSVP volunteers who do not fall under the new Primary Focus Areas, CNSC priority Areas or the Community Priorities will be sent a letter explaining the new RSVP format. They will be asked to make a decision: to be assigned to capacity building assignments, to be reassigned to primary focus areas, or to remain where they are volunteering with no ties or benefits to RSVP but to be reassigned to the Pueblo Volunteer Center.
- The second quarter the RSVP Staff will make all the necessary changes of the data base system with the necessary changes in volunteer stations and volunteers.

The Pueblo Volunteer Center will absorb those volunteers and volunteer stations who wish to be reassigned to the center. RSVP Staff will refer potential volunteers to the Pueblo Volunteer Center if they choose to volunteer in a non-RSVP volunteer station.

Our plan to assure National Performance Measure outcomes and outputs are measured and collected

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are as follows.

During the first quarter a year long on-line activity calendar will be developed that will include all the deadlines for development, dissemination, summary of surveys that relate to all the outcomes and outputs. It will include deadlines for receiving monthly volunteer time sheets, interview dates and meeting dates of station supervisors.

This activity calendar will also include meeting dates, presentation dates, report dates, event planning dates, financial dates such as dates when requisitions are to be turned in as well as time sheets. This calendar be updated as needed and will be the tool that determines each work week of the RSVP Staff.

Our plan to manage project resources are as follows:

All financial and in-kind resources are directed to the Fiscal Office through the RSVP Office.

Monthly and quarterly financial reports generated by the Fiscal Office are given to the RSVP Staff to review and process. All financial transactions are according to standard accounting practices. Great efforts will be made to ensure that all grant fund are expended in the most efficient and effective manner. Reviewing the financial reports will make certain that this is accomplished.

Organizational Capability

The Pueblo RSVP program started under the sponsorship of the Senior Resource Development Agency, (SRDA) and has continued to be under this sponsorship to this very day. The organizational structure of SRDA has a strong foundation with a Board of Directors providing guidance, policies and oversight. The CEO of the agency is the supervisor of the ten program directors including the RSVP Director. The Assistant Director and the Fiscal Officer are also administrative staff that provides assistance and support to the RSVP Director. All of these individuals have been with SRDA for over twenty years. SRDA has a strong Personnel Policies and Affirmative Action Plan as well as a Safety

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Rules Plan. These internal and management policies outline all matters concerning policies from sick leave to procedures to request travel reimbursement. The SRDA Board of Directors review and update the policies every year or as needed. At which time the staff is given the updates and sign off that they are understood. The Fiscal Office is run with very stringent rules as are outlined in the Fiscal Management Policies and Procedures Plan. The fiscal office has policies that reflect internal check and balance control as well as procedures to purchase supplies. The Fiscal Office provides excellent accounting services as evident of the many years of outstanding audits . Each program director as clearly defined within their respective job description, are responsible for the programmatic and fiscal management of their programs. The RSVP Director utilizes a year- long activities calendar as a guide to ensure goals and objectives are met in a timely fashion as well as deadlines for data collection, meeting, interviews, events, and reports. Each month, the RSVP Director receives a monthly and quarterly financial report from the Fiscal Office which is the main tools in the fiscal management of the program. The RSVP staff and Fiscal staff work very closely to ensure that every grant dollar is used as efficiently as possible. This means getting various bids on items, researching products before purchasing as well as obtaining in-kind resources for the program.

The RSVP program obtained the software for the Volunteer Reporter last year. The staff has greatly utilized this program in obtaining and entering data from the volunteer stations. Each month, the volunteer stations send the volunteer time sheets/logs to the RSVP Office and the volunteer hours are then entered into the data base. This information gives us the figures on hours, unduplicated number of volunteers in work plans. This information is then processed and entered into the quarterly programmatic reports. Surveys and questionnaires for each work plan areas are developed during the first quarter. They will then be disseminated prior to the date stated within each work plan with results also entered into a data base. Together, the quarterly data information and the survey results will be processed to demonstrate the impact of the program and the volunteers and it is then recorded

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on the progress reports.

As one of the leading human service agencies in the community, SRDA has a significant amount of experience in managing federal programs. SRDA oversees 10 different programs with a total agency budget of approximately \$4,000,000, which includes five different federally funded programs, one state funded program and two City funded programs. RSVP has been under the sponsorship of SRDA for over 40 years. The RSVP Director has been in the same position for 30 years. The SRDA Executive Director and Fiscal Officer have both been in their positions for over twenty years. These are the key staff positions involved in the RSVP program. All are highly qualified and experienced in managing the RSVP program. The SRDA Fiscal Officer is a certified accountant who has been managing federal grant funds for over 20 years here at SRDA including AOA funds, State, City and County Funds. The Fiscal Officer utilizes approved accounting procedures and has never had a bad audit.

As stated above, the RSVP Program is one of ten programs under the sponsorship of SRDA. Attached is the SRDA organizational chart. Although the RSVP Director is the only position under the grant, the program is given support from the Executive Director, Assistant Director, secretarial staff and fiscal staff. The Executive and Assistant Director provide supervision and guidance while the secretarial staff assists by answering the phone, filing, and other clerical duties. The fiscal office maintains our financial records on a daily basis. All payroll and payroll related expenditures and reports are handled by the fiscal office. All purchases are handled by the RSVP Staff through the fiscal offices as well as all program revenue and in-kind resources.

Two of the Primary Focus Areas have also been performance measured work plans for over 15 years. These two Primary Focus Areas include: Meals on Wheels Program and the USDA Food Surplus Commodity Program. The Meals on Wheels Program has been a RSVP volunteer station since RSVP

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first started in 1974. RSVP volunteers have been delivering nutritional meals to homebound seniors on a regular basis over 38 years. In 1971 when the Meals on Wheels program first started 5 volunteers delivered to 20 homebound senior citizens. Today over 90 volunteers deliver to an average of 345 seniors a day. The need for a nutritional home delivered meal to a homebound senior who otherwise would have to be institutionalized is still a need in the community. In the late 1980's the USDA Food Surplus Commodity Program had a distribution site at SRDA with 20 to 25 RSVP Volunteers handing out commodities to eligible senior citizens in Pueblo. Then in 1996, RSVP Volunteers working at the commodities tripled as did the number of senior citizens receiving commodity foods. Today, the commodity distribution has been streamlined and close to 50 volunteers distribute to an average of 4,000 clients a month. RSVP has been working with both these programs for over twenty years and RSVP has been successfully measuring the performance of both of these programs since the start of impact planning. The need for low cost or free food continues to be a need in this community that has a large number of low income citizens and a high number of unemployed citizens.

The addition of the Volunteer Reporter software has greatly enhanced the management of the volunteers but the 30 years of experience and training of the Program Director has been instrumental to the successful managing of the volunteers through the years. During this time The program director has not only maintained an average of 500 volunteers, but has been instrumental in the development of various volunteer projects such a volunteer program through the Police Department, the Coupon Project, the TRIAD , Disaster Preparedness Group, the Rake Up Pueblo project, the Knit and Chat Club, Vision Support Group, the Grief Support Group, and the El Pomar Senior Group, As a volunteer she has coordinated and assisted in many fundraiser events for SRDA such as the Fiesta en la Plaza, Wild West Event, Chile Frijoles Event, and the Turkey Trot Runs. The sponsor has shown their commitment to the RSVP program by exceeding the required match for the past 6 years. The

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proposed non-federal share of this grant will be through the City of Pueblo and County of Pueblo Partnership Fund in which RSVP through SRDA requests these funds through a grant process which is on a calendar year. This grant proposal process will continue each year. RSVP will also utilize the in-kind resources through one of the volunteer stations, St. Mary Corwin Medical Center. This in-kind line item has been donated to the RSVP program for the last 5 years and will be continued each forth coming year.

The RSVP Advisory Council is made up of different components of the community such as: volunteers from Meals on Wheels, Staff member of a senior assisted living facility and home care program, a City of Pueblo Information Officer, volunteer station supervisor and volunteers from the two volunteer stations. The Advisory Council meets at least three times a year at various volunteer stations to learn first hand about the needs of the community, the services being provided and about the volunteers that help provide those services. The Advisory Council provides great input from a community respective directly to the SRDA staff at the regular monthly meetings and through their yearly program evaluations.

Other

na

PNS Amendment (if applicable)

na