

Narratives

Executive Summary

An estimated 296 RSVP volunteers will serve in the area of disaster preparedness, mitigation, response, and/or recovery through the Transportation Assistance Program (TAP), Friendly Visitors, Personal Assistance League (PAL), You Are Not Alone (YANA), Senior Nutrition, Senior Programming, Job training and/or skill development, and Veterans Service Programs. There is a network of 19 volunteer stations such as the Inland Empire American Red Cross, Office of Emergency Services Community Organizations Active in Disaster (COAD), San Bernardino County Sheriff's Department, 5th Street Senior Center, Perris Hill Senior Center, Highland Senior Center, Hinkley Senior Center, Senior Community Services Employment, San Bernardino Employment Training Agency (SBETA), Victorville California Highway Patrol (CHP), Hesperia Sheriff's Department Equestrians on Patrol (EOP), City of San Bernardino Senior Nutrition Program, Redlands Senior Nutrition Program, Community Hospital of San Bernardino, Veterans of Foreign Wars (VFW's), the American Legion, and Loma Linda Veterans Affairs. The primary focus area of this project is Disaster Services. At the end of the 12-month performance period, RSVP Volunteers in Community Priorities will provide 10,000 hours in support to the Victorville CHP, Hesperia Sheriff Department EOP, City of San Bernardino Senior Nutrition, Redlands Senior Nutrition, and Community Hospital of San Bernardino. One Hundred Twenty Five (125) Volunteers in the focus area of disaster services will provide 18,000 hours in disaster preparedness, mitigation, response, and/or recovery. Five (5) volunteers will provide an output of job training or skills development for 60 unduplicated economically disadvantaged individuals who will finish the programs for which they are enrolled. Fifteen (15) of the unduplicated economically disadvantaged individuals who will finish the programs, for which they are enrolled, will be hired in a new job as a result of job training services provided. In Healthy Futures, 50 volunteers at 7 Volunteer Stations will provide services to 100 homebound or older adults with companionship and transportation, for at least one hour per week, which will allow them to continue to live

Narratives

independently. Seventy-Five (75) of those individuals participating in the programs provided will report having increased social ties or perceived social support through a survey completed each year. Twenty-Two (22) RSVP Volunteers will volunteer 12,672 hours per year at 11 volunteer stations providing other community-based activities to veterans and/or military families. The CNCS federal investment of \$47,310 will be supplemented by \$ 46,660.

Strengthening Communities

Q1: DEMONSTRATES THAT COMMUNITY NEEDS IDENTIFIED IN THE PRIMARY FOCUS AREA EXIST IN THE GEOGRAPHIC SERVICE AREA AND ARE CURRENTLY UNMET.

The County of San Bernardino, in which the San Bernardino RSVP operates, is the largest County in geographical area in the nation. It spans over 400 square miles and has a population of approximately 672,657 people, according to the 2010 U.S. Census Bureau. The Inland Empire region of the County has a higher unemployment rate, a higher poverty level, a higher high school drop-out rate, and lower Median Family Income level than the rest of the nation. Many municipalities in the County have minimal levels of reserve funds to handle major catastrophes, caused either via acts of God or human-made. All these conditions make it prime for the need for disaster preparedness, response, mitigation, and/or recovery. Each year CAL FIRE (The Department of Forestry and Fire Protection) answers the call to over 300,000 emergency incidents, like large wildfires, earthquakes, floods or hazardous material spills. Many of the major incidences happening in the San Bernardino RSVP service area. Working with agencies like the Inland Empire Chapter American Red Cross, the San Bernardino County Sheriff's Department, and the Office of Emergency Services Community Organizations Active in Disaster (COAD), the San Bernardino RSVP will be able to assist in meeting these needs. Volunteerism is critical to many emergency preparedness/response and public safety service providers in jeopardy of budget reductions.

Narratives

Q2: DEMONSTRATES, PLANS AND INFRASTRUCTURE TO MANAGE RSVP VOLUNTEERS AND THEIR STATIONS AS A HIGHLY EFFECTIVE MEANS TO ADDRESSING COMMUNITY NEED(S) IN THE PRIMARY FOCUS AREA.

The San Bernardino RSVP Plan to manage RSVP volunteers and their volunteer stations involves input from staff of the respective volunteer stations, the San Bernardino RSVP Advisory Council, and RSVP Staff. The community need is determined through a survey created and conducted by the San Bernardino RSVP Advisory Council and RSVP staff. Through this collaboration with volunteer stations, volunteer assignments are created to best deploy volunteers in the most effective means possible to address the community need in the Disaster Services Focus Area. Training is provided for all volunteer assignments with the level and amount varying on the volunteer station assignment. San Bernardino RSVP Staff has reviewed the materials used in the training or has taken the training at the volunteer station themselves in order to ensure that the training is effective for senior volunteers. Each volunteer station is requested to conduct a six-month performance evaluation to identify where additional training is necessary to strengthen the volunteer's service output.

Q3: DESCRIBES HOW THE SERVICE ACTIVITIES IN THE PRIMARY FOCUS AREA LEAD TO NATIONAL PERFORMANCE MEASURE OUTPUTS OR OUTCOMES.

Volunteers in the Primary Focus Area of Disaster Services will work through the American Red Cross, San Bernardino County Sheriff's Department, and the Office of Emergency Services COAD (Community Organizations Active in Disaster) to provide disaster prevention and mitigation through

Narratives

presentations at community events throughout the year. In the case of an actual disaster American Red Cross and San Bernardino County Sheriff's Department volunteers will provide response in the form of helping with evacuation centers; activation of emergency plans in specific areas though helping Sheriff's Deputies with evacuations, road blocks, command posts; and other needs that may occur while still providing for the safety of the volunteers in the time of disaster. Volunteers may also help with recovery efforts by helping to clean up after a fire or flood area, providing support to Sheriff's Deputies while cleanup efforts are being made and providing referrals to other agencies for help with relief. All of the actions will be measured under Measure D6 and hours will be tracked through volunteer time sheets from each volunteer station. These hours will then contribute to the national statistical performance data.

Q4: CONNECTS THE FOLLOWING THREE MAJOR ELEMENTS IN THE PRIMARY FOCUS AREA TO EACH OTHER:

1. THE COMMUNITY NEEDS IDENTIFIED.

The community needs are identified by the Advisory Council in relationship to the geographical service area. San Bernardino County geography is subject to many natural disasters based upon the varied landscapes of mountains, valleys, and deserts. Wild Fires, earthquakes, mudslides and flash floods have been common in the past, with wild fires posing the greatest risk to life and property. Millions of dollars are spent each year to mitigate these disasters, and billions more are required in the recovery process, which is heavily driven by insurance companies. Yet, more is needed in the preparedness phase of disaster services, which is difficult to acquire when the overall economy is poor, unemployment is high, tax revenues are short of need, and public awareness is lacking. In the San Bernardino County service area the need for disaster preparedness, mitigation, response, and/or recovery can mean the difference in lives lost and higher costs for property damage, as well as the

Narratives

rising costs of response personnel.

2. THE SERVICE ACTIVITIES THAT WILL BE CARRIED OUT BY RSVP VOLUNTEERS.

The service activities carried out by the volunteer strongly include assistance in training of the public in disaster preparedness, mitigation, response, and/or recovery through the issuance of public education materials and in hands-on training/demonstrations on preparedness actions, response actions, and hazard types. For those volunteer who don't wish to be in the field there are volunteer opportunities to provide office and phone support as needed by the volunteer stations, some of whose services involve after-disaster relief and recovery actions.

3. THE ANTICIPATED NATIONAL PERFORMANCE MEASURE OUTPUT(S) OR, IF POSSIBLE, NATIONAL PERFORMANCE MEASURE OUTCOME(S).

The anticipated national performance measure output will be Measure D6: number of RSVP volunteer service hours in disaster preparedness, mitigation, response, and/or recovery. The process of timesheet submittals and management of the volunteer service schedules clearly provides the means for gathering the data to report on this performance measure.

Q5: HAS A PROGRAM DESIGN THAT INCLUDES SIGNIFICANT ACTIVITY IN SERVICE TO VETERANS AND/OR MILITARY FAMILIES AS PART OF THE PRIMARY FOCUS AREA, OTHER FOCUS AREAS, OR CAPACITY BUILDING.

The San Bernardino RSVP working with the local Veterans of Foreign Wars (VFW's), the American Legion, and Loma Linda Veterans Affairs will offer volunteer opportunities to volunteers to serve veterans and/or military families as part of the other focus area. Volunteers will have significant activities in service which will impact the daily lives of veterans and/or military families through daily and weekly events held at VFW's and the American Legion Posts. Such events may include: a weekly

Narratives

Sunday brunch, Wii tournaments, after school tutoring, respite care for family members, and much more as the need and programs are developed with the support of the RSVP Volunteers. There will also be opportunities for volunteers to help support larger special events on holidays such as Thanksgiving and Christmas as well as being part of nationwide remembrances of our active military and veterans with Veteran's Day with poppy sales and community events, and Memorial Day celebrations.

In the primary focus area of disaster services there will be opportunity for training and the ability to use skills that are already in place to help with disaster preparedness, mitigation, response and/or recovery, through the American Red Cross, Volunteer Organizations Active in Disaster (VOAD), and the San Bernardino County Sheriff's Department. Veterans and/or military families will have opportunities to serve here at home in their community to help protect homes and businesses from fires, mud slides, and earthquakes.

Recruitment and Development

Q6: PLAN AND INFRASTRUCTURE TO CREATE HIGH QUALITY RSVP VOLUNTEER ASSIGNMENTS WITH OPPORTUNITIES SUCH AS SHARE THEIR EXPERIENCE, ABILITIES, AND SKILLS TO IMPROVE THEIR COMMUNITIES AND THEMSELVES THROUGH SERVICE IN THEIR COMMUNITY.

The San Bernardino RSVP plan for creating volunteer assignments that presents the best fit for each volunteer will involve input from staff of the respective volunteer stations, the San Bernardino RSVP Advisory Council, and RSVP Staff. The first part of the plan is to select a volunteer station that can provide each volunteer a wholesome experience. For instance, our selection of the Inland Empire American Red Cross here in San Bernardino and Victorville is because the organization serves the

Narratives

community in a wide range of disaster preparedness, recovery, and response activities, thereby providing a wider range of volunteer placement opportunities. Then the San Bernardino RSVP Staff gathers evaluative information on the prospective volunteer on a Volunteer Registration Form, which highlights the applicant's occupational experience, training, education, talents/hobbies, languages spoken, and physical limitations. Along with this profile, San Bernardino RSVP Staff will conduct an interview with the applicant to guide placement. The volunteer station is then included in the selection/placement process. Finally, the volunteer makes the final site acceptance decision.

Q7: PLAN AND INFRASTRUCTURE TO ENSURE RSVP VOLUNTEERS RECEIVE TRAINING NEEDED TO BE EFFECTIVE IN THEIR ASSIGNMENTS.

San Bernardino RSVP requires that each volunteer station provide the basic training and materials necessary for the volunteer's assignment, as stated in each site's respective MOU. The level and amount of training varies by volunteer station assignment. In most situations, San Bernardino RSVP Staff has reviewed the materials used in the training or has taken the training at the volunteer station themselves, in order to ensure a "best fit" placement and to ensure the best training experience possible. Furthermore, each volunteer station is requested to conduct a six-month performance evaluation to identify where additional training is necessary to strengthen the volunteer's service output.

Q8: PLAN AND INFRASTRUCTURE TO RECRUIT A RSVP VOLUNTEER POOL FROM OF THE FOLLOWING POPULATIONS:

*** INDIVIDUALS OF ALL RACES, ETHNICITIES, SEXUAL ORIENTATION, AND DEGREES OF ENGLISH LANGUAGE PROFICIENCY.**

Narratives

San Bernardino RSVP Staff brings people of diverse backgrounds together by making sure that our programs are accessible to all-- no matter their race, gender, age, income, religion and ethnicity and degree of English language proficiency. To do this, San Bernardino RSVP attends community events with recruitment tables, visits local churches and business to post the volunteer opportunities available, and advertises on various social media avenues and other public media sources. All media is provided in both English and Spanish, having a high population of Spanish-speaking residents in San Bernardino. Front counter staff at the RSVP Main Office are also bilingual Spanish speakers. Wherein a prospective volunteer is Spanish-speaking skilled, RSVP Staff will place the volunteer in a location where their bilingual skills can be of service, such as in libraries or with the American Red Cross.

*** VETERANS AND MILITARY FAMILY MEMBERS AS RSVP VOLUNTEERS.**

Working with the local Veterans of Foreign Wars (VFW's), the American Legion, and Loma Linda Veterans Affairs, San Bernardino RSVP Staff provides information on potential volunteer opportunities to veterans and military family members. The San Bernardino RSVP has opportunities to volunteer with other veterans or in the community at large working with the American Red Cross, libraries, and hospitals. This helps integrate the veterans and their families into the community.

*** RSVP VOLUNTEERS WITH DISABILITIES, INCLUDING INDIVIDUALS WITH AGE-RELATED DISABILITIES.**

RSVP volunteers with disabilities are recruited as any other volunteer is recruited at recruitment tables set up at community events, through flyers posted in public service buildings, through various non-profit organizations, and through VounteerMatch. For volunteers with disabilities and individuals with age-related disabilities, San Bernardino RSVP staff works with the volunteer and the volunteer station to find the opportunities which will accommodate the volunteer's specific disability in a beneficial relationship to both the volunteer station and the volunteer, be it shorter scheduled hours or

Narratives

making sure there is an opportunity to sit when needed at each assignment; hence, word-of-mouth referrals also guide future volunteer placements. The City's Center For Individual Development, which serves the region's handicapped population, is a great resource for SBRSVP in identifying prospective volunteers.

Q9: PLAN AND INFRASTRUCTURE TO RETAIN, RECOGNIZE, AND APPRECIATE RSVP VOLUNTEERS.

To retain volunteers, project staff administers the San Bernardino RSVP Volunteer Service Satisfaction Survey to gather information once a year regarding the volunteer's level of satisfaction with the Program in general as well as their individual volunteer station sites. All input is reviewed by the RSVP Manager and all areas of dissatisfaction are addressed as needed. The San Bernardino RSVP holds an annual RSVP Recognition Luncheon for all volunteers. Each volunteer is recognized for their years of volunteer service contribution, which includes a full lunch, awards given for years of service, goodie bags, and raffle prizes for the attendees. In an effort to have more volunteers attend the recognition, two separate recognition events are held, one for the High Desert volunteers and one for the Inland Valley volunteers. Staff also puts together a newsletter once a year in which certain volunteers are profiled and recognized for their outstanding community service achievements.

Program Management

Q11: PLAN AND INFRASTRUCTURE TO ENSURE MANAGEMENT OF VOLUNTEER STATIONS IN COMPLIANCE WITH RSVP PROGRAM REGULATIONS INCLUDING PREVENTING OR IDENTIFYING PROHIBITED ACTIVITIES.

Each volunteer station is required to complete a Memorandum of Understanding (MOU). The MOU of the San Bernardino RSVP lists the expectations of the volunteer station in order to align it with the

Narratives

RSVP Program regulations. Program staff works to cultivate a positive open relationship with volunteer site supervisors. Through station visits and interaction in the programs at the volunteer sites the program staff is able to see the work that is being done to help prevent or identify prohibited activities. The RSVP Volunteer Policies and Procedures Handbook are made available to all volunteers and volunteer stations which also provides additional clarification of the rules and regulations. As new regulations are introduced to the RSVP Program there is training through letters denoting changes in the program with additional over the phone or in-person trainings as needed.

The RSVP Manager schedules station visits on a routine face-to-face basis, as well as case-by-case as needed. Communication with volunteers at their volunteer stations is another crucial part of the plan to track compliance with RSVP program regulations. Knowing what our volunteers are doing on a daily basis and how their volunteer experience is progressing will give much insight into the way the programs are being run and the way the volunteers interpret the way services are to be provided.

Q12: PLAN AND INFRASTRUCTURE TO DEVELOP AND/OR OVERSEE VOLUNTEER STATIONS THAT ADDRESS SPECIFIED COMMUNITY NEEDS OUTSIDE THE PRIMARY FOCUS AREA.

The plan and infrastructure to develop and/or oversee volunteers that address specified community needs outside the primary focus area is the same as those in the primary focus area. All volunteer stations will have all the resources that the San Bernardino RSVP is able to provide. Help with recruiting volunteers through community events, advertising of the volunteer position available through the San Bernardino RSVP, training on what RSVP can do for the stations and the volunteer, timesheets for tracking hours and mileage for the volunteers, additional forms as needed to help create the picture of the needs of the area, community surveys to help the San Bernardino RSVP and volunteer stations know they are providing for the needs of the community. As well as a tracking

Narratives

system in Volunteer Reporter 5 to track hours, mileage, volunteer and volunteer station information. Station visits are conducted annually with additional visits as needed by program staff. Also when a volunteer station has a special need or event, the San Bernardino RSVP staff and Advisory Council will be there to lend a hand or possibly find additional volunteers for short term service.

Q13: PLAN AND INFRASTRUCTURE TO RESPONSIBLY GRADUATE VOLUNTEER STATIONS TO MEET CHANGING COMMUNITY NEEDS, AND DO SO IN A WAY THAT MINIMIZES DISRUPTIONS TO CURRENT VOLUNTEERS WHERE POSSIBLE.

As stated in the San Bernardino RSVP policies and procedures: When making changes to volunteer stations to meet the changing community needs, San Bernardino RSVP staff will do all that is possible to minimize the disruption to current volunteers and volunteer stations where able.

1. All current volunteers will be offered a new volunteer assignment within the San Bernardino RSVP realigned volunteer stations.
2. All current volunteers will be given the training and all materials needed to make the move to their new volunteer assignment as smooth as possible.
3. Current volunteers who wish to remain with the graduated volunteer station will be separated from the San Bernardino RSVP and will continue to volunteer with their current volunteer station, without any benefits provided by the San Bernardino RSVP.
4. All stations which have been graduated will be provided with the contact information of another local volunteer organization, such as Volunteers of America, to help them meet the need of their program.

Narratives

Q14: PLAN AND INFRASTRUCTURE TO ASSURE THAT NATIONAL PERFORMANCE MEASURE OUTCOMES AND OUTPUTS ARE MEASURED AND COLLECTED.

San Bernardino RSVP staff has created tools for the collection of performance measure outcomes and outputs with help of the Corporation for National and Community Service Resource center and tools already in place at the volunteer stations. These tools will help program staff track the impact of the volunteers to add to the national picture being created. The tools will be submitted with training to each volunteer or volunteer station to be filled out for each program in need of performance measure. The tools will be turned into the San Bernardino RSVP offices at the end of each month with the outputs being compiled for the outcomes to be reported. If there is a case of a volunteer or volunteer station not completing the tools required San Bernardino RSVP staff will meet to provide additional training on the tool needing to be completed and the reason we are requesting this tool be completed.

Q15: PLAN AND INFRASTRUCTURE TO MANAGE PROJECT RESOURCES, BOTH FINANCIAL AND IN-KIND, TO ENSURE ACCOUNTABILITY AND EFFICIENT AND EFFECTIVE USE OF AVAILABLE RESOURCES.

All project resources both financial and in-kind are managed through policies and procedures set in place by the City of San Bernardino fiscal department; and are outlined in the Municipal Code 3.0 -- Purchasing System. All purchases are tracked by the use of a Purchase Order created after the need has been determined, available funds have been verified and quotes have been obtained from local vendors to be awarded to the lowest responsive and responsible vendor. All purchase orders are submitted with proper documentation to be approved by the program staff supervisor and director of the department. They are then forwarded onto the finance department who will once again review all

Narratives

submitted documents and determine budget availability for approval. From there the purchase order is delivered to the vendor for services or materials to be received. Invoice for services or materials are then matched to the P.O. and processed through Accounts Payable in the finance department. All in-kind services, materials, and financial support for the program are tracked through receipts and deposit verification forms, which, in turn, are issued via input into the City's New World financial management system. In-kind donations are managed by program staff through a process of documentation, tracking, and use.

Organizational Capability

Q16: PLANS AND INFRASTRUCTURE TO PROVIDE SOUND PROGRAMATIC AND FISCAL OVERSIGHT, DAY-TO-DAY OPERATIONAL SUPPORT AND DATA COLLECTION, AND CLEARLY DEFINED INTERNAL POLICIES.

The City of San Bernardino operates under a hybrid Mayor-Council-City Manager form of government. The Mayor is elected by the voters at large and is the CEO of the City. The City Manager is the Chief Administrative Officer, who directs most City departments. The Department of Parks, Recreation and Community Services directly oversees the RSVP project, whereas the Finance Department's sole purpose is the application and enforcement of sound fiscal management practices and procedures regarding all city services.

All City Departments follow audited public common practice financial policies and procedures as outlined in the City's Financial Operations Manual. These are all subject to Council approval and are maintained by the Finance and City Manager Departments. The City's program-based 2012-2013 Fiscal Year operates July 1st through June 30th of the following year. The Finance Department is one of 11 city departments. This department acts as the centralized and formal means of

Narratives

disseminating Cost Principle Guidelines, as well as Administrative Guidelines and Audit guidelines to the rest of the city departments/divisions. The City maintains a high level of checks and balances in its fiscal management systems, including an hierarchy review and approval process designed to ensure accurate budget management and timely fiscal reporting system for the Senior Services Division of the Department. The City utilizes a reliable and audited service delivery system that has effectively met or exceeded all prior years' performance objectives of the Corporation for National and Community Services.

The City's Purchasing Division assists all departments in ensuring that internal procedures are in place for all accounts payable and receivables. Budget development and use is administered by the Parks, Recreation and Community Services Department staff and further supported by the Finance Department staff, especially for travel and mileage reimbursements for volunteers.

Q17: DESCRIPTIONS OF CLEARLY DEFINED PAID STAFF POSITIONS, INCLUDING HOW THESE POSITIONS WILL BE SUSTAINED AND (AS APPLICABLE) IDENTIFICATION OF CURRENT STAFF ASSIGNED TO THE PROJECT.

Clearly defined roles are in place to secure the integrity of the City and all of its many partners. The City Manager's Office oversees most city services, including that of Parks, Recreation and Community Services/the RSVP and all grant-funded programs especially. In addition to other support staff, the Finance Department provides several Accountant positions (Mary Alvord) whose duties are to maintain records of revenue and expense; examine supporting documentation to establish proper authorization and conformance with agreements, contracts, and state and federal regulations; and compile and prepare routine accounting schedules and reports.

Narratives

The Department of Parks, Recreation and Community Services directly administers the RSVP project. From top down, the Director/Department Head (Kevin Hawkins) supervises the Recreation and Community Services Division Manager (vacant), who supervises the Community Recreation Manager (Mitch Assumma), who supervises the Community Recreation Supervisor (vacant), followed by the Recreation Coordinator (LaKeisha Jackson) and the RSVP Manager (Kimberly Littlejohn). The Director of the Parks, Recreation and Community Services Department reports to the City Manager.

The RSVP Manager, Kimberly Littlejohn, has over ten years working with the San Bernardino Parks, Recreation and Community Services Department as a Summer Lunch Program monitor, which was federally-funded; a leader and coordinator for the "Creative Before & Afterschool Program" (C.A.P.S.), which is a State-funded grant program; and then as a Community Center Supervisor, managing staff, planning programs, planning special events, and working with the public. Ms. Littlejohn transitioned to the position of San Bernardino RSVP Program Manager in April of 2009. Her responsibilities include, but are not limited to, recruitment of volunteers and volunteer sites, building public awareness and support for the RSVP, planning and implementing recognition for the volunteers, development of the annual newsletter, and completing reports for the corporation and the sponsor.

Shuwona Marlow, Senior Recreation Leader, works directly under Ms. Littlejohn, and has almost six years' experience with the City of San Bernardino Parks, Recreation and Community Services Department in RSVP. Ms. Marlow has several years of experience in clerical work, operating various office machines and filing systems and keeping accurate records. Ms. Marlow's responsibilities include, but are not limited to, recording time sheets, keeping records in order and up-to-date, filing, recruitment of volunteers, building public awareness and support for the program, planning and

Narratives

implementing recognition for the volunteers, and assisting with the annual newsletter.

The Community Recreation Manager (Mitch Assumma) has administered the RSVP in San Bernardino for over four years as the supervisor of the Human Services Program Manager (Aaliyah Harkley -- recent retiree), which is currently vacant, and he has over 25 years of experience in managing municipal services in the parks and recreation field, along with a Master's Degree in Public Administration.

Q18: EXAMPLES OF THE SPONSOR ORGANIZATION'S TRACK RECORD IN MANAGING VOLUNTEERS IN THE PRIMARY FOCUS AREA, TO INCLUDE, IF APPLICABLE, MEASURING PERFORMANCE IN THE PRIMARY FOCUS AREA.

The City has placed community volunteers in the past in tasks involving the Primary Focus area of Disaster Services through the partnerships with the San Bernardino Sheriff's Department, California Highway Patrol, and the American Red Cross. The San Bernardino RSVP has built strong relationships with each focus area agency and their site supervisors, unit commanders, and unit support members to manage volunteers' hours monthly toward disaster preparedness, prevention, and support activities. Monthly hours are tracked through timesheets provided by the San Bernardino RSVP Staff and recorded in the hours tracking software Volunteer Reporter 5. The San Bernardino RSVP has recorded 135,002 volunteer hours for the last RSVP project period of October 1, 2010 through March 30, 2012 (18-month period) and has been providing such services since 1975. Site visits are conducted to ensure that all the needs of the program and the volunteers are being met to the best of the San Bernardino RSVP's ability. In the past five years especially, performance outcomes for RSVP have all been favorable.

Narratives

Q19: STRONG ORGANIZATIONAL INFRASTRUCTURE, INCLUDING:

I. TANGIBLE ASSESSTS SUCH AS FACILITIES, EQUIPMENT.

The 5th Street Senior Center houses both the Senior Companion Program and the Retired Senior and Volunteer Program, which is funded through a combination of the City's General Fund and Community Development Block Grants. The 5th Street Senior Center is ADA compliant and is currently being used for administration, training and meetings, community programs, special interest classes, and group rentals. The Center is fully outfitted with tables, chairs, furniture, play equipment, kitchen equipment for full meal preparation, sound and PA system, and office management. All health and safety OSHA requirements are followed. The City's Facilities Division of the Public Works Department maintains all building maintenance. Equipment and supplies are purchased as needed through the City's chain of command, utilizing best practice principals.

II. GOVERNANCE STRUCTURE AND OPERATIONS SUCH AS INTERNAL POLICIES, PURCHASING PROCEDURES, AND PERSONNEL MANAGEMENT.

The Director of Parks, Recreation and Community Services is responsible for the activities of its human resources, including recruitment, training, promotion, and retention; establishment of daily work schedules and routines, budget development and use; and communication of performance outcomes. The City of San Bernardino fiscal management procedures, including budget control, accounting systems, cash and banking procedures, payroll systems, and internal auditing, are operated, managed, and controlled through the City of San Bernardino Finance Department. The budget process is facilitated and administered annually via the Mayor, City Council, and City Administration. Variances in budgeted expenses are analyzed by the City Manager and Finance Departments. Reports on such data are disseminated quarterly. Individual City departments manage

Narratives

their own budget and each department head is accountable to the City Manager. An independent auditor reviews city financial records annually.

III. ROLE OF A COMMUNITY PARTICIPATION GROUP, SUCH AS AN RSVP ADVISORY COUNCIL, TO ENSURE INPUT FROM THE COMMUNITY.

The City of San Bernardino RSVP has an RSVP Advisory Council in place with six members on the council and growing. Council members are pulled from current RSVP Volunteers, other Senior Corporation program directors, and from other community groups such as service groups, non-profits, and churches. Council members have worked with RSVP staff in 2012 to create a community survey to help the San Bernardino RSVP focus on community needs. Council members are in the process of creating new programs in which council members help get the word out about the importance of volunteering in our communities to youth and other senior volunteers. Council members recently helped to fundraise over \$250 in cash and in-kind donations for the San Bernardino RSVP to help support volunteer recognitions and to buy supplies this past 2011-2012 fiscal year when the program was trimmed 20% of federal funds.

IV. ROBUST FINANCIAL MANAGEMENT SYSTEM AND PAST EXPERIENCE MANAGING FEDERAL GRANT FUNDS.

All purchases are done on a purchase order; claims are approved by accounts payable. If approved accounts payable mails out the check to the vendor. Check copies are not available; however, the check number is listed on the system under the vendor's file. Payments are input by the Accountant every quarter. When money is wired it goes directly to the Treasurer's Office. The Treasurer's Office prepares a TR for deposit by Finance. The Secretary of Finance is responsible for the receipting in of all payments. The accountant is given a copy of the receipting of funds.

Narratives

Prior to the purchase the information by the program sends paperwork to the Parks and Recreation Main Office for inputting of the purchase order. Depending on the purchase price, if \$500 and below a short form purchase order is required, on any purchases made over the \$500 amount a long form purchase order is required along with three bids. The purchase is then entered into the system. The City of San Bernardino Parks, Recreation and Community Services Department are constantly seeking alternative funding resources in support of their community serving mission. The detailed list below shows some of the grants received by our department (directly related to service programs).

Senior Nutrition Program -- 1978 -- 2012

San Bernardino Head Start Program -- 1992 -- 2009

Nutrition Network Program -- 1998 -- 2012

San Bernardino Mentoring Program -- 1992 -- 2009

RSVP (Retired Senior Volunteer Program) -- 1975 -- 2012

SCP (Senior Companion Program) -- 1975 - 2012

Q20: DEMONSTRATES THE ADEQUACY AND SUSTAINABILITY OF THE APPLICANT'S PROPOSED REQUIRED NON-FEDERAL FINANCIAL SHARE.

The City of San Bernardino RSVP has met or exceeded its required non-federal financial share of the project each and every year of the past 36 years of funding. The percentage of the City's non-federal financial share or match the past five years has been: 2010-2012 (18-month cycle) 38%, 2009-2010 44%, 2008-2009 47%, 2007-2008 49%, and 2006-2007 35%. The current year 2012-2013 grant match is 47%.

Narratives

Q21:PLAN AND INFRASTRUCTURE TO PROVIDE APPLICABLE COSTS AND REIMBURSABLE EXPENSES TO VOLUNTEERS SUCH AS TRANSPORTATION, MEALS, AND INSURANCE, AS WELL AS PLANS AND INFRASTRUCTURE TO PROVIDE CRIMINAL HISTORY BACKGROUND CHECKS AS APPROPRIATE.

In order to track and provide reimbursable expenses to volunteers, such as for travel expenses, the San Bernardino RSVP has provided time sheets which are also used to track the daily mileage of volunteers driving to and from their volunteer sites. Mileage reimbursement is outlined in the City's policies and procedures manuals, as well as in the Directors' Directives. San Bernardino RSVP staff determines mileage through Google Maps & Directions, and this is printed out and attached to each volunteer's timesheet. Each day a volunteer drives they mark this on their timesheet which is then signed as accurate by their site supervisor. All mileage is then entered into the volunteer tracking system called Volunteer Reporter 5. All mileage is paid out at \$0.25 per mile, or if a volunteer rides the bus, there is a reimbursement of \$0.50 per day, at a maximum of \$10.00 per month paid out once a quarter to save money on the processing of the checks.

Every RSVP Volunteer is covered by excess accident insurance (up to \$25,000 per accident, with \$2,500 for loss of life) and personal liability insurance (up to \$1,000,000 per incident) under Corporate Insurance Management (CIMA). Drivers are also covered by excess automobile liability (up to \$500,000 per accident). This coverage is in effect during volunteer hours and while traveling directly to and from the volunteer station.

The City follows the recommended policies and procedures of the Corporation regarding vehicle accident reporting and administration. All volunteer-related accidents (major and minor) are reported

Narratives

promptly to the volunteer's immediate supervisor, who will complete a Volunteer Insurance Claim Form and send it to the Senior Corps office. In case of an automobile accident, the volunteer must also supply a copy of the Accident Report to the program staff. After the volunteer's primary health insurance has paid, a claim will be filed to CIMA to reimburse the deductible and any remaining balance.

Eyeglasses broken on the job are also covered, up to \$50 each on the frame and lenses. Denture repair is covered to \$250, and treatment to natural teeth up to \$500. See the CIMA Insurance Brochure, included with your orientation literature for more detailed information.

All of the above information is provided to the San Bernardino RSVP Volunteers in their Policies and Procedures manual.

Criminal History Background Checks are performed by each respective volunteer station in a manner that best meets their individual work station regulations and requirements. (The City has an in-house process in place for criminal history background checks through the Police Department for its own employees and volunteers.)

Q22: THE ADEQUACY AND REASONABLENESS OF THE BUDGET TO SUPPORT RSVP VOLUNTEER RECRUITMENT, SUPPORT, AND RECOGNITION.

The budget allows San Bernardino RSVP staff the ability to provide recognition for volunteers both in the Inland Empire area, but also in the High Desert area, making attending recognition more convenient for those volunteers who don't wish to travel down to the San Bernardino area. This has helped to increase the attendance of volunteers from the High Desert area by almost double in the past

Narratives

two years this has been in effect. Additional support funds for entertainment are fundraised by program staff (using excess fund) and the Advisory Council to add to the experience for the volunteers. San Bernardino RSVP staff and Advisory Council members attend community events to help aide in recruitment. Most of these events are free to attend, but funds have been budgeted to attend several events throughout the year. Funds have been budgeted to support the volunteers through mileage reimbursement at \$0.25 per mile at a maximum of \$10.00 per month paid quarterly to save money on the processing of the checks. Volunteer insurance is provided to all volunteers while at their assigned volunteer stations and or events.

Q23: THE ADEQUACY AND REASONABLENESS OF REQUIRED NON-FEDERAL FUNDS BUDGETED.

The City of San Bernardino RSVP meets at least the 30% match required by the federal guidelines. This match is reflected through in-kind contribution of space in-kind as well as matching funds to help support project personnel expenses and fringe benefits, supplies, volunteer travel, insurance, and volunteer recognition.

Other

N/A

PNS Amendment (if applicable)

N/A