

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 conform to the Corporation's eGrants System)																
2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS): 10/18/12	3. DATE RECEIVED BY STATE:	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 13SR144097	4. DATE RECEIVED BY FEDERAL AGENCY: 10/18/12	FEDERAL IDENTIFIER:														
5. APPLICATION INFORMATION																
LEGAL NAME: Blackstone Valley Community Action Program DUNS NUMBER: 075692079	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Stephen Healey															
ADDRESS (give street address, city, state, zip code and county): 32 Goff Avenue Pawtucket RI 02860 - 2928 County:	TELEPHONE NUMBER: (401) 723-4520 275 FAX NUMBER: INTERNET E-MAIL ADDRESS: shealey@bvcap.org															
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 050312991	7. TYPE OF APPLICANT: 7a. Non-Profit 7b. Community Action Agency/Community Action Program															
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: Blackstone Valley Community Action Program															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): The Blackstone Valley Community Action Program (BVCAP) serves the cities of Pawtucket and Central Falls and the towns of Lincoln and Cumberland, in the north	11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
13. PROPOSED PROJECT: START DATE: 07/01/13 END DATE: 06/30/16	14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="RI 001"/> b.Program <input type="text" value="RI 001"/>															
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; font-size: small;"> <tr><td style="width: 20%;">a. FEDERAL</td><td style="text-align: right;">\$ 43,082.00</td></tr> <tr><td>b. APPLICANT</td><td style="text-align: right;">\$ 27,043.00</td></tr> <tr><td>c. STATE</td><td style="text-align: right;">\$ 25,043.00</td></tr> <tr><td>d. LOCAL</td><td style="text-align: right;">\$ 2,000.00</td></tr> <tr><td>e. OTHER</td><td style="text-align: right;">\$ 0.00</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;">\$ 70,125.00</td></tr> </table>	a. FEDERAL	\$ 43,082.00	b. APPLICANT	\$ 27,043.00	c. STATE	\$ 25,043.00	d. LOCAL	\$ 2,000.00	e. OTHER	\$ 0.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 70,125.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO	
a. FEDERAL	\$ 43,082.00															
b. APPLICANT	\$ 27,043.00															
c. STATE	\$ 25,043.00															
d. LOCAL	\$ 2,000.00															
e. OTHER	\$ 0.00															
f. PROGRAM INCOME	\$ 0.00															
g. TOTAL	\$ 70,125.00															
18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT, THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.																
a. TYPED NAME OF AUTHORIZED REPRESENTATIVE: Vincent Ceglie	b. TITLE: Executive Director	c. TELEPHONE NUMBER: (401) 723-4520 222														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 10/18/12														

Narratives

Executive Summary

Project Title: Retired Senior Volunteer Program

Applicant Name: Blackstone Valley Community Action Program

Address: 32 Goff Avenue Pawtucket, Rhode Island 02860 Contact

Phone Numbers:

Bianca Policastro: 401-723-4520 Ext. 276

Fax: 401-725-6550

E-mail Address: bpolicastro@bvcap.org

Web site Address: www.bvcap.org

Executive Summary

The Blackstone Valley Community Action Program (BVCAP), Inc. is a private, non-profit organization whose mission is to assist socially and economically disadvantaged individuals to become self-reliant, responsible citizens. Founded in 1965, BVCAP services the cities of Pawtucket and Central Falls, and the towns of Lincoln, Cumberland, and Woonsocket. Through grant programs such as RSVP, the agency provides support and resources to Rhode Island's most distressed communities. As an RSVP grant applicant, BVCAP proposes a total number of 355 RSVP volunteers and respectfully requests \$43,082.00 in funds. BVCAP proposes RSVP projects in the service categories of Healthy Futures, Disaster Services, and Veterans and Military Families. Within each proposed service category, BVCAP RSVP volunteers will provide service activities that promote well-being by directly addressing community needs across categories of aging in place, obesity and food, access to care, and disaster services. BVCAP anticipates positive and measurable outcomes for the Northern Rhode Island community, including increased social support and improved food security for individuals and families. The services rendered through the proposed BVCAP RSVP programs directly align with BVCAP's mission and the values of the RSVP grant program, as the programs help empower and

Narratives

positively impact the well-being of individuals and families facing poverty, mal-nutrition, and personal crisis.

Strengthening Communities

Blackstone Valley Community Action Program, Inc. (BVCAP), for the purpose of this application, proposes to provide services to the residents of the cities of Pawtucket and Central Falls and the towns of Lincoln and Cumberland, which compose the Blackstone Valley region of Northern Rhode Island. The residents of this region face many complex and diverse socio-economic challenges that often threaten the healthy futures of its citizens. The primary concern for this population is the large number of unemployed and low-income individuals requiring improved support in areas related to access to care, aging in place, obesity and food.

According to the 2010 American Community Survey (<http://factfinder2.census.gov>) 17.8% of Pawtucket residents reported an income level below the poverty limit, while 25.4%, 5.2%, and 5.4% lived below the poverty line in Central Falls, Cumberland, and Lincoln, respectively. Individuals living at or below the poverty line face serious socio-economic challenges; they often require social services and assistance programs for heating, housing, and nutrition. Additionally, many individuals living at or below the poverty line can lack the skills, capital, and resources needed to locate, enroll in, and utilize existing community programs.

Unemployment:

While much of the state of Rhode Island struggles to recover from the economic recession, the cities targeted in this grant proposal are experiencing particular difficulties as a result of the troubled economy and stagnant job market. The state of Rhode Island's unemployment rate of 11.1% is currently the second highest unemployment rate in the nation (Bureau of Labor Statistics, March 2012), nearly 3% points higher than the National Unemployment rate of 8.2% (U.S. Labor Statistics,

Narratives

April 2012). As of April 2012, the unemployment rates of Pawtucket and Central Falls were 13.5% and 15.6% respectively (RI Department of Labor, April 2012). Such significant rates of unemployment increase the public demand for support and services from community agencies such as BVCAP. Additionally, the cities of Pawtucket and Central Falls have graduation rates of 50.0% and 44.3% respectively, while the national graduation rate is 71.7% (Education Weekly). When compounded with unemployment rates, the cities' respective graduation rates (both < 25% below the national graduation rate; 25% below baseline is 53.75%), reflect a significant need for social and educational support within the local community. The influx of families and individuals in extreme economic crisis places additional strain on the capacity of area providers to supply the adequate support and counseling services needed for recovery.

Obesity and Food:

The 2012 Kids Count Report indicates that Rhode Islanders with low-incomes, low educational attainment, and high unemployment are at increased risk of obesity, due to limited availability of nutritional food options and assistance (KIDSCOUNT 20). Between 2008 and 2010, 17% of all Rhode Island children lived in poverty, and 66% of Rhode Island children living in poverty lived in one of four core cities, Pawtucket, Central Falls, Providence and Woonsocket (KIDSCOUNT). As Kids Count reports, children who live in poverty, especially during early childhood, are at higher risk of health, behavioral, educational, and social problems that carry through into adulthood (KIDSCOUNT 20). Additionally, individuals without employment or reliable income are also at greater risk of hunger, as they lack the financial resources needed to access healthy food options. Kids Count suggests that low-income neighborhoods frequently lack full-service grocery stores and markets where residents can purchase fruits, vegetables and whole grains. Such limited access to healthy foods and food education has long-term detrimental effects on the community, as limited access and information compromises the eating choices and therefore, nutrition, of the public. In order to ensure that residents receive

Narratives

adequate nutrition, local agencies must maintain vital community resources such as food delivery services and fully stocked food pantries. The RI Community Food Bank reported that, from September 2007 to August 2010, the public use of emergency food programs increased by 45%. Although 25% of Pawtucket households receive food stamps (US Census Bureau), many residents still need continued or additional nutritional assistance.

Aging in Place:

According to the 2010 United States Census, there are 151,881 individuals sixty-five years of age or older living in Rhode Island (2010census.gov). Given the large number of senior citizens and the aging baby-boom generation, the organizations in the Blackstone Valley must be prepared to meet the challenges posed by elderly populations living independently. According to the 2008-2010 American Community Survey, the estimated percentage of individuals ages 65 and over with an independent living difficulty is 15.7% in Providence County (which includes Pawtucket and Central Falls), and 14.8% across Rhode Island (Pascenter). Without social services that consistently integrate the senior populations within the local community, elderly individuals are at risk of depression and social isolation. The 2008 American Community Survey reported that the gap between employment rates of working-age people with and without disabilities is 41.6 percentage points (disabilitystatistics.org). The lowest employment rate is 23.8 %, for individuals with a reported "Independent Living Disability".

Access to Care:

The demand for consistent health care, wellness education, and assistance in medical facilities requires community support and involvement. As the unemployment rate in Rhode Island remains high, so too, does the number of individuals without health insurance and access to adequate health care and coverage. Furthermore, individuals in the targeted Blackstone Valley region may lack information about access to health and safety services, as a result of limited education, language barriers, or socio-economic inequality. Local health care providers have restricted resources, and often rely on

Narratives

volunteers to provide auxiliary services in order that the medical professionals can provide satisfactory and individualized care to all patients.

The Program Director will be responsible for the daily oversight of the RSVP program. BVCAP's Director of Family, Youth & Volunteer Services will provide support and reflective supervision to the Program Director. Reflective supervision is a form of supervision that encourages and supports the development of relationship-based programs such as RSVP. Through the process of reflective supervision, the Program Director will have opportunity to both reflect on the needs of the RSVP program and address any needs in a timely manner. Supervision meetings will take place on a monthly basis, and will serve as a forum for open discussion regarding the RSVP program's needs. Additionally, supervision meetings will allow for the planning and implementation of on-going professional development trainings for RSVP volunteers.

BVCAP RSVP currently has thirty-seven volunteer stations that address various community needs, including health and wellness, services to youths, disaster services, social and related services. Each program station will be assigned a station manager responsible for the oversight of the volunteer station. Station manager responsibilities include, but are not limited to, monthly reporting of volunteer hours to the RSVP Program Director and the assessment of volunteer needs in areas of professional development. In order to assure program compliance and to foster working relationships with all volunteers, the RSVP Program Director will visit the volunteer stations on a quarterly, or as needed, basis. To maintain continuous quality improvement, the Program Director will also provide program assessments to station managers on a bi-annual basis. The RSVP Program Director will actively recruit volunteer stations that align with the RSVP program focus areas; he will specifically expand volunteer stations across the Healthy Futures categories, including access to care, food security, and reducing obesity through access to nutritious foods. Currently, twenty-two BVCAP RSVP stations

Narratives

effectively address BVCAP RSVP's primary focus area, Healthy Futures. For example, volunteer stations at food pantries and meal sites contribute to increased community food security. BVCAP ensures the efficient management of volunteer stations through the established internal support infrastructure of the agency, including the Director of Family, Youth and Volunteer Services; Program Director of RSVP; and finally, volunteer station managers. The existing supervisory infrastructure maximizes the potential for positive outcomes in all focus areas, especially BVCAP RSVP's primary focus area, Healthy Futures.

BVCAP RSVP will initially offer service activities in the Primary Focus Area of Healthy Futures at twenty-two sites; additional sites will be added through station recruitment. The service activities at these sites include, but are not limited to: companionship, food pantry support and food distribution, all of which meet the measurement criteria for Aging in Place. Supportive social services, including companionship, are important needs in the Blackstone Valley area. Older residents, particularly those in congregate subsidized housing, have aged in place and are extremely vulnerable to depression and social isolation. BVCAP RSVP volunteers will address the community's demonstrated needs by offering their time and skills to the various programs that promote senior companionship. In so doing, RSVP volunteers will provide homebound seniors opportunities to build new friendships and join community activities. RSVP volunteers will also help homebound seniors maintain independence by assisting seniors with daily living skills.

BVCAP RSVP will address the Healthy Futures area of Obesity and Food through food distribution, food collection, and food pantry support. In a region already burdened with a high poverty rate, BVCAP RSVP volunteers will increase community food security by volunteering in food pantries and assisting in the collection of food via food drives.

In order to improve the senior population's Access to Care, BVCAP RSVP volunteers will distribute

Narratives

elder abuse prevention information to local housing authorities, food pantries, and senior centers. Health and wellness issues affect the entire population of the Blackstone Valley. Consequently, the demand for consistent health care, wellness education, and assistance in resource-limited medical facilities requires community support and involvement. The BVCAP RSVP volunteers will improve the community's access to care by providing much needed auxiliary services and assistance to patients and health care providers. Volunteers will also participate in various community events during which they will promote wellness and prevent illness by providing the public with important health care and wellness information.

NEED 1: (AGING in PLACE) Given the increased prevalence of aging adults living independently within the surrounding community, the BVCAP RSVP program will provide support services necessary to integrating the aging population within the community. Support services for senior citizens are integral to maintaining healthy futures for citizens of the Blackstone Valley.

SERVICES PROVIDED BY RSVP: In order to effectively engage aging individuals in their community, RSVP volunteers will provide support services for senior citizens, especially for those living in congregate subsidized housing. BVCAP RSVP volunteers will donate their time and skills to various elderly programs in the community, including but not limited to: Lincoln Senior Center, Leon Mathieu Senior Center, Neighborhood Friendly Visitor Program and Meals on Wheels. Through these programs, BVCAP RSVP volunteers provide valuable social support such as, peer social interaction, senior advocacy, transportation to medical appointments and community events (e.g., movies, concerts, plays, restaurants, etc.), and assistance with daily living activities (e.g., banking, grocery shopping, bill payments, personal hygiene needs, etc.).

ANTICIPATED OUTCOMES: (H9) Number of homebound OR older adults and individuals with disabilities who reported having increased social ties/perceived social support, or (H14): Number of

Narratives

caregivers of homebound OR older adults and individuals with disabilities who reported having increased social ties/perceived social support.

NEED 2: (OBESITY and FOOD) Based on the rising prevalence of poverty and the soaring demand for food assistance, the Blackstone Valley community needs improved access to food resources and nutritional assistance in order to ensure more healthy futures for community members.

SERVICES PROVIDED BY RSVP: In an effort to meet the increased demand for emergency food services and resources, BVCAP RSVP volunteers will collaborate with area food shelters and organizations to increase access to nutritional food and food information. These volunteer stations include a food pantry operated by BVCAP that provides the surrounding community with emergency food services, as well as monthly food appointments. BVCAP's food pantry is open Monday through Friday from 9:00AM - 1:00PM and is available to all community members who meet eligibility guidelines. BVCAP RSVP volunteers will donate their time at food pantries, helping to stock, shelve, unload, organize, package and distribute food. Volunteers for organizations such as Meals on Wheels will deliver meals to homebound seniors during the week. RSVP volunteer services will also include helping with food distribution at local food pantries, food collection via food drives, food pantry support, education via pamphlet distribution and providing a wide array of services to seniors.

ANTICIPATED OUTCOMES: (H12) Number of individuals that reported increased food security of themselves and their children, as a result of CNCS supported services. This information will be collected via reports from the prospective sites' individual databases.

NEED 3: (ACCESS to CARE) As disadvantaged populations have greater difficulty accessing avenues of support in the healthcare sector, BVCAP RSVP volunteers will donate their time and skills to act as patient advocates. To ensure that patients have a full understanding of their health issues and overall wellbeing, volunteers will facilitate exchanges between patients and medical professionals. In addition, volunteers will assist medical providers with the dissemination of health and wellness

Narratives

information for the purpose of increasing the community's knowledge about health related issues, topics and access to resources. By dedicating their time and attention to the patients and medical organization's auxiliary services, the BVCAP RSVP volunteers ensure that the medical professionals can focus on enhancing the client's individual experience.

SERVICES PROVIDED BY RSVP: BVCAP RSVP volunteers will improve the healthy futures of citizens of the Blackstone Valley by providing respite services and companionship to patients of local health and wellness providers. Additionally, volunteers will lessen the strain on overextended medical professionals by completing clerical work that improves communication and information exchange between care providers and patient populations. BVCAP volunteers will also distribute preventive health care information to citizens in the Blackstone Valley area via local events, information sessions and at the medical facility level within waiting rooms.

ANTICIPATED OUTCOMES: As a consequence of RSVP program services, BVCAP anticipates an increase in social ties, social support and reliable information provided to area citizens.

According to The Rhode Island Department of Veteran Affairs, in 2011 Rhode Island's veteran population totaled 71,216. The high number of veterans clearly indicates a need for services for this demographic. In order to address this need for Veteran services, BVCAP will establish working relationships with local organizations which serve veterans and/or military families. Such agencies include, but are not limited to, The Rhode Island Division of Veteran Affairs, Operations Vets, and Operation Stand Down RI. BVCAP RSVP will include the Veteran population in our Primary Focus Area, Healthy Futures. To do so, BVCAP RSVP will encourage veteran volunteers to help with food distribution, food pantry support, and healthcare information distribution. Not only will these veteran volunteers donate their time and skills to helping the community, but BVCAP's veteran volunteers will also assure that families of veterans receive the services of the food pantry, if needed. Moreover,

Narratives

BVCAP veteran volunteers will offer companionship to other homebound veterans, thereby addressing the community need for social support and companionship. BVCAP anticipates that veteran volunteer companionship will offer emotional support for both the volunteer and the client.

Recruitment and Development

In order to improve the community and the overall well-being of our volunteers, BVCAP aims to create high quality RSVP volunteer assignments with opportunities to foster volunteer skills and abilities. BVCAP will utilize the Volunteer Center at Serve Rhode Island and Volunteer Match to recruit prospective volunteers. BVCAP will post volunteer opportunities in local newspapers such as The Pawtucket Times, Senior Digest and The Providence Journal. Additionally, BVCAP will publish volunteer opportunities on local community boards and the Cable Public Access Channel.

Presentations by the RSVP Program Director will take place at local senior centers, housing authorities, and local community events. In an effort to match volunteers to RSVP stations, the RSVP Program Director will conduct one-on-one interviews with prospective volunteers. The interview process will include a volunteer interest survey, through which the Program Director will identify volunteer sites most conducive to the skills of the respective volunteer. Prior to beginning any volunteer work, BVCAP RSVP volunteers will be completely trained in the services specific to their assigned station. In order to address any volunteer or supervisory concerns in a timely fashion, BVCAP will encourage open communication between the Program Director and volunteers. Volunteers will also have opportunity to join the BVCAP RSVP Advisory Council. By serving on the Advisory Council, volunteers can advocate for seniors and provide important feedback about volunteer assignments, thereby stimulating improvements to existing programs. The Advisory Council will include elected officials; these official positions provide senior volunteers leadership roles within the RSVP program. In addition, The BVCAP RSVP Jazz Band and Seniors for Jazz functions as a

Narratives

recruiting tool for additional volunteers. The band performs at highly publicized and localized events; information tables are set up at these events to inform community members about the RSVP Program and to recruit volunteers. Each member of the Jazz Band is thoroughly trained by the RSVP Program Director in regards to recruitment techniques. In addition, as the cities of Pawtucket and Central Falls are composed of highly diverse populations, recruitment will also take place at cultural community events. Furthermore, to aid with translation, BVCAP employs individuals who speak Spanish, Creole, Portuguese, and Russian. To recruit potential employees reaching the stage of retirement, the RSVP Program Director will also conduct outreach to the Human Resource Departments of local businesses.

BVCAP RSVP will ensure that volunteers receive training needed to be effective in their assignments. Station managers will report back to the RSVP Director to address any deficiencies with current volunteers, which may require further training. On-going trainings will be offered to all volunteers on topics related, but not limited, to: food safety, nutrition, financial literacy, and health care access. BVCAP RSVP will also continue to support the RSVP Homeland Security Program, which assists local and national disaster victims and prepares the community for disasters through disaster preparedness drills and presentations. The Homeland Security Team consists of twenty volunteers, and works closely with the Pawtucket Emergency Management Agency, Citizens Police Academy, Citizens Emergency Response Team, Disaster Assistance Team, The Rhode Island Chapter of the American Red Cross and local police and fire departments. The Homeland Security Team volunteers are trained in all areas of disaster relief; the Rhode Island Chapter of the Red Cross offers volunteer training in CPR, First Aid, triage, damage assessment, and shelter management. Due to these advanced trainings, the team is able to offer immediate support to local police and fire departments. The Homeland Security Team also educates and trains the community by conducting disaster preparedness

Narratives

presentations at local senior centers and elderly housing complexes. To gain insight into new and innovative ways to develop the BVCAP RSVP program, the BVCAP RSVP Program Director will attend local trainings and complete online courses offered through The National Service Resource Center. These trainings will include, but are not limited to: Community Engagement and Strengthening, Communicating with People with Disabilities, Key Concepts of Cash and In-kind Matches, and Participant Recruitment and Development.

BVCAP will actively recruit veterans and military families for volunteer service opportunities. BVCAP has identified several veteran organizations in the area, with which BVCAP will establish collaborative working agreements. These organizations include: Veterans Inc., The Rhode Island Veterans Home, The Veterans Hospital of Rhode Island, AMVETS and The Veterans of Foreign Wars. Specifically, AMVETS and The Veterans of Foreign Wars are Pawtucket based organizations with a reputable history of engaging veterans in volunteer work. AMVETS is a volunteer organization that assists veterans and their families in a variety of ways, including donating over 200,000 free hours a year to visiting veterans who are in hospitals. Additionally, the Veterans of Foreign Wars has dedicated over eleven million hours to nation-wide volunteerism. The unified efforts of BVCAP and these organizations will ensure that veterans in the Blackstone Valley area not only receive high quality services, but also have opportunity to give back to their community by volunteering their time to those in need.

The BVCAP RSVP program desires to maintain a high volunteer retention rate across RSVP stations. The first step to successful volunteer retention is recognition of volunteer services. By recognizing volunteers, BVCAP commends the individual for their dedication and cultivates a mutual bond of respect and appreciation. In order to showcase BVCAP's current RSVP volunteers and their

Narratives

accomplishments, BVCAP hosts an annual recognition event. The event is held within the community where the RSVP volunteers both live and volunteer, and is catered and funded by BVCAP and donations from local restaurants and area businesses. At BVCAP's Annual RSVP Recognition Event, members of Rhode Island's Congressional Delegation, local municipalities, local media, and key community partners come together to recognize and celebrate volunteer efforts in the Blackstone Valley area. Special awards are designed and presented to volunteers based on years of volunteer service, including awards for one year, five years, ten years, fifteen years and twenty-five years of service. In addition to the annual recognition event, BVCAP recognizes volunteer efforts throughout the year by acknowledging volunteer birthdays in the form of a card thanking them for their service.

Program Management

BVCAP will ensure management of the volunteer stations and remain in compliance with RSVP program regulations, including preventing and identifying prohibited activities. The RSVP Program Director will be responsible for the oversight of the program. An outlook database will track and maintain records and data for all volunteer stations, including volunteers assigned to the station, hours of service, and number of individuals served. Each volunteer station will be assigned a station manager who will oversee the volunteers assigned to that station. To prevent and identify prohibited activities, the station manager will receive prior supervision training. BVCAP requires that all volunteers receive a Background Criminal Investigation (BCI) in order to protect volunteer sites and the clients who receive services through the agency's RSVP program. In addition, the RSVP Program Director will also submit quarterly reports to two members of the BVCAP management team, The Director of Family, Youth & Volunteer Services and the Fiscal Director. These quarterly reports will describe the project's accomplishments and its positive impact on the community and its residents.

Narratives

BVCAP has developed a plan which will include volunteer stations that address the need of K-12 success in the area of education. Child welfare issues are a major concern in the Blackstone Valley area. According to the Rhode Island Kids Count 2012 Fact book (www.rikidscount.org) which is a national-information based advocacy organization for the improvement of children's lives, 7,191 children in the Blackstone Valley area live below the federal poverty threshold. According to the NCCP (National Center for Children in Poverty) poverty is the greatest threat to a child's well-being. Poverty can impede a child's ability to learn and can contribute to social, emotional and behavioral problems. Moreover, poverty can contribute to poor physical health and mental health. Risks are greatest for children who experience poverty when they are young and/or experience deep and persistent poverty. In Central Falls, a core city in the Blackstone Valley area, only 45% of fourth graders have achieved proficient reading levels in Rhode Island. This statistic is significantly lower than the state reading proficiency level of 71%. Poor school performance is directly linked to poverty which is a very prevalent problem in the Blackstone Valley area.

The educational future of children in the area can be greatly improved with senior citizen literacy buddies in our local schools. BVCAP has partnered with local schools and early learning centers to promote literacy and school readiness for these at-risk youths. Senior volunteers will enrich the lives of these youths by role modeling positive behavior and promoting literacy and constructive learning habits in the classrooms. Currently, four schools in Central Falls have teamed up with BVCAP to promote school readiness and success through the senior volunteer literacy program. In order to expand the program, BVCAP RSVP will reach out to additional elementary schools and early centers.

In order to graduate the seven stations not currently aligned with BVCAP's RSVP program design, BVCAP will work with volunteers to reassess volunteer skills and interest. BVCAP will accordingly reassign volunteers to stations aligned with a focus area. Volunteers who continue working for

Narratives

graduated stations will do so independently from the RSVP program. For each graduating station, BVCAP RSVP intends to add a new volunteer station within a defined focus area. For example, BVCAP RSVP plans to provide additional support services to Veterans and Military families, and is actively looking to incorporate new meal sites in the Pawtucket area.

BVCAP RSVP has tools in place to assure that national performance measures, outcomes and outputs are measured and collected. In the Primary Focus area of Healthy Futures, specifically Obesity and Food (H10), BVCAP will track the number of individuals receiving emergency food from our volunteer stations, which include six food pantries. These numbers will be collected through BVCAP's Outlook database which will track food distribution at local sites. Food sites will also report to the RSVP Program Director for counts on a monthly basis, and the RSVP Program Director will input all information into the database. The output (H12) will be measured by the data in the database; the data count will in turn reflect increased food security for the families receiving services. Surveys will also be given to our homebound seniors to measure the quality of services provided.

Furthermore, BVCAP employs a full-time IT administrator who is responsible for maintaining the integrity and security of the agency's servers and unified threat device (UTM), as well as software and work stations throughout the agency. For national performance measure data to be accurate, extensive computer systems need to be installed and monitored. BVCAP has extensive systems established for documenting and reporting; the systems include federal, state, local and private funding sources. The agency also has state-of-the-art, password protected, computer systems with internet access. BVCAP provides all staff with an agency email address, as well as access to the internet as required by their job duties. The agency has also committed funds to support IT staff and has a full-time staff dedicated to tracking, data collection, reporting, and providing technical assistance to project partner program delivery sites/programs. Current experience in federal reporting

Narratives

requirements include: HUD, CSBG/CDBG OCS, HHS, and ACF reporting requirements. State reporting experience consists of LIHEAP, Homeless HMIS, HHS, RIDE, DOH, and DCYF. All of these funding sources require a multitude of reporting specifications all of which include electronic transmission of data, monthly, quarterly, semi and annual reports, and extensive supporting documentation including tracking and follow-up activities. BVCAP has a proven track record of compliance in each of these areas. Lastly, BVCAP requires all staff and programs to utilize a central data tracking system (TRACKER) through which system information is updated daily.

BVCAP successfully manages \$10 million dollars per year in federal, state and local grants. The financial system used to manage funds provides accurate, current and complete financial reporting and meets all grantor requirements. The system also provides accounting records as documentation to support and identify all financial transactions.

The BVCAP Fiscal Office is comprised of a Fiscal Director, a Bookkeeper and a Fiscal Assistant. The duties of the department are shared so that more than one individual is involved in all transactions, with all work being reviewed by the Fiscal Director to ensure accuracy and thoroughness. The goal of the fiscal office is to protect and preserve the assets of the organization, as well as, to prepare and maintain accounting and supporting documentation in form and with proper controls. Fiscal personnel are bonded in the amount of \$100,000. Annual audits are conducted by qualified Certified Public accountants in conformity with the Federal Single Audit Act. All fiscal policies and procedures have been reviewed and approved by an independent auditing firm.

Centralized records are maintained on proprietary software that has built in controls for fund accounting with the necessary attendant subsidiary journals, including but not limited to individual grant accounting, general ledger, accounts payable and relevant financial statements. Separate grant accounts are maintained for each grant received. Funds are segregated as appropriate and as

Narratives

circumstances permit. Unique grant account numbers assigned to each grant enable the tracking of revenue and expenditures. Payrolls and monthly charges, prorated and direct, are charged to each grant as appropriate. BVCAP is in full compliance with all federal, state and local contracts regarding fiscal expenditures and reporting. Payroll is subcontracted out to an independent agency. A copy of the agency's Fiscal Audit is available upon request. BVCAP currently receives funding from the Corporation for National and Community Service, the Town of Lincoln as well as in-kind donations. The Fiscal Office will manage these project resources.

Organizational Capability

The agency has maintained established policies, which apply to all personnel. Staff is provided with a copy of personnel policies and the BVCAP employee handbook at the beginning of their employment. Staff is notified of policy changes through a newsletter notice, as updates occur.

The policies and procedures dictate the governing of all BVCAP personnel. These policies include procedures which dictate specifics on the hiring process, including non-discrimination, formal education and experience, criminal convictions, subversive affiliations, conflict of interest, nepotism, and termination of employment. In regards to termination, the agency adheres to an employment-at-will policy.

The agency's personnel policies also address employee conduct, such as integrity, courtesy and discretion, confidential information both for clients and employee records, outside pay and honoraria, the solicitation of board members, arrests, public statements, and limitations with respect to unlawful demonstrations, rioting, and civil disturbances. The agency adheres to all labor laws, as well as, fair labor practices.

The agency has established procedures to identify and monitor environmental risks for staff and clients, both in-house and out in the community. The agency building adheres to all OSHA

Narratives

regulations and is monitored on a regular basis to insure compliance. Signs are posted throughout the building to indicate accessibility. The BVCAP Food Pantry is monitored on a daily bases to insure all potential contaminants are contained, as well as monthly visits from pest control agencies to prevent the exposure to any health hazards. The agency also operates state-mandated fire drills on a regular basis to insure proper procedures are followed by all staff, including the directing of clients towards the appropriate exits and waiting locations. Should an incident occur which requires liability and insurance, BVCAP has an established unusual incident report. This report allows staff, clients or other community individuals to file a written report of an injury to self or damage to property. The original is kept in the fiscal department and a copy is provided to the individual. BVCAP's management structure includes a dedicated, volunteer Board of Directors that meets with the Executive Director and Fiscal Director monthly to review agency business, policy and programming. In addition to the Executive Director and Fiscal Director, BVCAP is staffed with four Program Managers who oversee all agency programs and a staff of over fifty people.

BVCAP successfully manages \$10 million dollars per year in federal, state and local grants. The financial system used provides accurate, current and complete financial reporting and meets all grantor requirements. The system also provides accounting records as documentation to support and identify all financial transactions.

The BVCAP Fiscal Office is comprised of a Fiscal Director, a Bookkeeper and a Fiscal Assistant. The duties of the department are shared so that more than one individual is involved in all transactions, with all work being reviewed by the Fiscal Director to ensure accuracy and thoroughness. The goal of the fiscal office is to protect and preserve the assets of the organization, as well as, to prepare and maintain accounting and supporting documentation in form and with proper controls. Fiscal personnel are bonded in the amount of \$100,000. Annual audits are conducted by qualified Certified Public accountants in conformity with the Federal Single Audit Act. All fiscal policies and procedures

Narratives

have been reviewed and approved by an independent auditing firm.

The BVCAP RSVP staff currently includes one paid staff position, RSVP Program Director. Mr. Stephen Healey presently holds the position of RSVP Program Director. His position responsibilities include developing volunteer opportunities, overseeing volunteer recruitment and selection, program reporting training and recognition activities. The position of RSVP Program Director is sustained through the in-kind supervisory and administrative support provided by Deborah Gardner, BVCAP's Director of Family, Youth, and Volunteer Services. Additionally, the RSVP Program Director receives in-kind clerical and fiscal assistance from Sima Khaytin. Ms. Khaytin's responsibilities include managing RSVP payroll records, as well as volunteer mileage reimbursements.

Residents of the Blackstone Valley Region in Northern Rhode Island face many complex and diverse socio-economic challenges that often threaten the healthy futures of its citizens. These issues include but are not limited to; low graduation rates, high unemployment rates, limited access to care, nutritional and food assistance. Working in tandem with the broader community and area service providers, BVCAP offers a wide variety of programs funded by federal state and local grants. The multiple grant programs allow the agency to support over 24,000 Blackstone Valley individuals annually. Since being awarded the RSVP grant in 1972, BVCAP has successfully implemented and utilized the RSVP program to aid citizens of the Blackstone Valley region in becoming more self-reliant citizens. The RSVP grant closely aligns with BVCAP's mission to positively impact the region, as the grant program help's the agency's leadership directly address the needs of otherwise underserved population.

BVCAP's current RSVP Program successfully maintains thirty-seven volunteer stations totaling 383 volunteers. Twenty-two of those stations are in our Primary Focus Area of Healthy Futures. The

Narratives

Program Director currently maintains a database of all volunteers, which tracks hours served and is further broken down into focus areas served. All volunteer stations currently submit monthly reports and time sheets, which back up our database with further evidence of service. All information is utilized for grant reporting purposes.

Part i: BVCAP owns and operates out of its main headquarters located at 32 Goff Avenue Pawtucket, Rhode Island. BVCAP is the only agency to occupy this building. All equipment and supplies are owned outright by BVCAP; the agency does not lease any equipment. In addition, BVCAP conducts an asset inventory, which is maintained and updated annually.

Part ii: BVCAP's management structure includes a dedicated, volunteer Board of Directors that meets monthly with the Executive Director and Fiscal Director to review agency business, policy and programming. In addition to the Executive Director and Fiscal Director, BVCAP is staffed with four Program Directors who oversee all agency programs and a staff of over fifty people. BVCAP's human resource department provides clearly stated job duties and expectations to each staff member employed at the agency and conducts staff performance evaluations bi-annually; copies of these evaluations will be kept in their personnel files. BVCAP requires all staff to present professional licenses and certifications to the agency, to be kept in their prospective personnel file. All personnel files are kept in a locked file cabinet in BVCAP's administrative office. The agency has maintained established policies, which apply to all personnel. Staff is provided with a copy of personnel policies and the BVCAP employee handbook at the beginning of their employment. Staff is notified of the changes through a newsletter notice, as updates occur.

The policies and procedures dictate the governing of all BVCAP personnel. These policies include procedures which dictate specifics on the hiring process, including non-discrimination, formal education and experience, criminal convictions, subversive affiliations, conflict of interest, nepotism,

Narratives

and termination of employment. In regards to termination, the agency adheres to an employment-at-will policy.

The agency's personnel policies also address employee conduct, such as integrity, courtesy and discretion, confidential information both for clients and employee records, outside pay and honoraria, the solicitation of board members, arrests, public statements, and limitations with respect to unlawful demonstrations, rioting, and civil disturbances. The agency adheres to all labor laws, as well as, fair labor practices.

BVCAP has strict purchasing policies and procedures, all agency purchases must be requested through a purchasing order and back-up documentation regarding costs or expenses must be attached to the purchase order. Only agency supervisors are allowed to complete purchasing orders and purchasing orders must be signed by the supervisor, the Fiscal Director and the Executive Director. Any purchasing requests over \$500 dollars must be pre-approved by the Executive Director prior purchasing.

Part iii: BVCAP's current RSVP Program has an Advisory Council, which provides pertinent community information to the program. The council is composed of volunteers, station managers, specialists in the field of aging, representatives from major private organizations and public agencies. The group provides advice in project planning, discusses policies and procedures, and assists in the design and evaluation of new programs and activities as new service areas are identified. The council also assists in the recruitment of volunteers, volunteer stations, recognition of volunteers and program development. The council meets on a bi-monthly basis.

Part IV: Financial management

BVCAP successfully manages \$10 million dollars per year in federal, state and local grants. The financial system used provides accurate, current and complete financial reporting and meets all grantor requirements. The system also provides accounting records as documentation to support and

Narratives

identify all financial transactions.

The BVCAP Fiscal Office is comprised of a Fiscal Director, a Bookkeeper and a Fiscal Assistant. The duties of the department are shared so that more than one individual is involved in all transactions, with all work being reviewed by the Fiscal Director to ensure accuracy and thoroughness. The goal of the fiscal office is to protect and preserve the assets of the organization, as well as, to prepare and maintain accounting and supporting documentation in form and with proper controls. Fiscal personnel are bonded in the amount of \$100,000. Annual audits are conducted by qualified Certified Public accountants in conformity with the Federal Single Audit Act. All fiscal policies and procedures have been reviewed and approved by an independent auditing firm.

BVCAP has included a 50% match to the agency's RSVP proposal. For over 30 years, the agency has received the non-federal funds allocated for this match; the fund draws from local money, including funding from the Department of Human Services' Youth Success program and the Department of Human Services' Community Service Block Grant. This match is intended to support fiscal oversight, payroll expenses, the program and agency audit, and supervision of the RSVP Program Director.

Other

RSVP volunteers receive quarterly reimbursement for travel expenses acquired as part of their volunteer duties. The RSVP Program Director is responsible for submitting quarterly mileage reports to BVCAP's fiscal department and checks are cut for reimbursement by the middle of the quarter. RSVP volunteers are reimbursed four times a year for travel expenses and the travel expenses are charged to the grant. BVCAP currently maintains RSVP Volunteer Liability Insurance Policy for all program participants; this expense is also charged to the RSVP grant. BVCAP currently conducts State of Rhode Island Background Criminal Investigation (BCI) checks on all employees and RSVP

Narratives

volunteers, the cost of the BCI's is an in-kind donation made by the State of Rhode Island Attorney General's office to BVCAP because of the agency's non-profit 501c3 status.

BVCAP's budget includes the salary cost of the RSVP Program Director whose responsibility includes program support, training of volunteers, outreach, recruitment, reporting and the day to day operations of the program. BVCAP charges approximately 50% of the cost of the annual RSVP recognition to its current RSVP budget. In addition, BVCAP matches up to 50% of the expenses acquired to host the annual event, as well as program supplies that support outreach and recruitment efforts. These supplies include but are not limited to computers, internet access, telephone, postage, ink, toner, and paper.

BVCAP has included a 50% match to the agency's RSVP proposal this match is necessary to cover fiscal oversight, program audit, program supervision and payroll expenses. This match, from non-federal funds, fills the funding gap and allows for the agency to meet all of RSVP's federal outcomes and guidelines.

PNS Amendment (if applicable)

The BVCAP RSVP Homeland Security Program assists local and national disaster victims and prepares the community for disasters through disaster preparedness drills and presentations. The Homeland Security Team consists of twenty volunteers. Ninety-four percent of the funding for this project is utilized for the coordinator's salary and the remaining six percent is spent on supplies for the team. The team works closely with the Pawtucket Emergency Management Agency, Citizens Police Academy, Citizens Emergency Response Team, Disaster Assistance Team, The Rhode Island Chapter of the American Red Cross and local police and fire departments.